



UNIVERSITI TEKNOLOGI MARA SARAWAK
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BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL REPORT (ADS667)

PEJABAT RESIDEN BAHAGIAN SRI AMAN

PREPARED BY:

ESTER ENDAYU ANAK ANTHONY ABELL

2014348337

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Sri Aman Division, formerly known as "Simanggang" or the Second Division was established on 1 June 1873. Nama taken in conjunction with the Sri Aman Sri Aman Declaration historical events, namely the pada21 security pact signed in October 1973 between the government and the official name komunis. Penukaran effective on March 1974. Bahagian Sri Aman was originally composed of four areas, namely Sri Aman, Lubok Antu, Betong District, and District 9 Saratok and small areas including Pantu district, Lingga, Maludam, Engkilili, Spaoh, Debak, Pusa , Kabong and Roban. Selepas declaration of Betong on March 26, 2002, Sri Aman district is composed of 2 and 3 covering a small area Engkilili sub-district, and Lingga Pantu. Kaum Iban are the majority who inhabit large areas in Sri Aman. Kebanyakan areas in Sri Aman division, are accessible by road darat. Namun thus, there is also the rural areas who do not have the communication system and can only be reached by river or sea.

Brooke ruled Sarawak government for 100 years from 1841 to 1941. In order to stabilize the chaos caused by war rampant in Sarawak at that time, Rajah Charles Brooke, on June 1, 1873, established three administrative divisions of the First Division (now known as Division Kuching), Part two (Sri Aman) and Part three (Sibu).

Administration of each division is headed by a resident as a representative figure, and he is assisted by district officials at the district level.

In addition, to strengthen the power of the administration, the government Brooke build forts on the river banks are situated. In 1849, Fort James, named after the first Rajah of Sarawak, Sir James Brooke was established in Skrang, about five miles upstream Sungai Batang Lupar postwar Beting Maru on 31/07/1849. However, because the land is too low to cause frequent flooding. In 1864, Fort James was demolished and most of the material was transferred to Simanggang (Sri Aman). In 1864, the fort was rebuilt in Harden (Sri Aman) and remained nameless for several years until the arrival of the Queen Margaret Alice in Sarawak in 1870 and finally the fort was named Fort Alice, in conjunction with the Queen's second Christian name. Alice fortress built in Harden (Sri Aman) is to control the movement of the tribes Skrang and Batang Ai River.

With the existence of Fort Alice in Harden (Sri Aman), Brooke Government could launch a more effective expedition against rebels in Ulu Batang Ai Iban. Among the important expeditions were launched in the following years is Expedition Ulu Ai First in October 1875, Expedition Ulu Ai II (December 1875), Ekspendisi Cholera, View (9 June 1902), Expedition lashing and Engkari (4 October 1902), Ekspendisi Ulu Ai, Pau (8 November 1902), Expedition against View (1 September 1908) and the last one is the Expedition expedition To View and mistress (2 November 1915).

Establishment of the Kubu and Order in Simanggang (Sri Aman) is very effective and successful end to the war and became an important center of power for Figure impose his authority on the rebel tribes to submit to its administration. Usually to mark the end of the war tribes, the Peace Council was held. Dayak historic Peace Agreement held in Simanggang on August 4, 1920 and on February 1, 1924. As a cornerstone of the administration of the Division and District Simanggang (Sri Aman), a lot of government departments have been placed alongside Brooke Resident and District Officer Simanggang. On June 1, 1873 the administrative system for Sri Aman Resident established and then followed by the establishment and deployment of District Officers Simanggang. Then on October 21, 1973, the name changed to Sri Aman Simanggang after the declaration of the Peace Agreement between the Government of the State with the communists. This name change is enforced

through Swk. LN 42/80 of Part II of the Sarawak Government Gazette under the title Simanggang (Change of Name) Order 1980. To further strengthen the administrative wing, the four formed the District Office District Office Sri Aman, Lubok Antu District Office, District Office Betong and District Office Saratok including nine Sub-District Office of the Office of Lingga Sub-District, District Office Pantu, Engkelili, Sub-District Office Maludam, Sub-District Office Debak, Sub-District Office Spaoh, Sub-District Office Pusa, office Roban and Sub-District Office Kabong .

After the Second World War, Sarawak became a colony of the British Empire. British officers were sent to the state to serve as the Resident and District Officer. Local leaders of the family was appointed as an Officer of Bumiputera(NativeOfficers).

After it gained independence through the formation of Malaysia on 16 September 1963, the State Government continues to maintain a system of administrative division.

After that, Office of the Resident vacate Fort Alice and moved to adjacent areas in front of Fort Alice. The old buildings have now been demolished to build a new building Resident Office.

After that, move to the Resident Office of the State Government Complex on the second floor and three on 03/01/1971. Other departments ditempatkan Federal Court building is on the ground floor and Perbrndaharaan State on thefirstfloor.

On 10.13.1973, the Chief Minister of Sarawak, Datuk Haji Abdul Rahman's potential €™ kub received a letter from Mr. Bong Kee Chok, Director and Commissar of PARAKU (North Kalimantan People's Party) to end the communist PARAKU opposition to the state government. Letter Sri Aman Declaration was signed on 10/21/1973 at Home Simanggang. Resident, Sri Aman, who was present during the ceremony were Tuan Hj. Mohd. Fauzih b. Hj. Abd. Hamid. To warn the Sri Aman on 04.03.1974, the State Government has declared March 5 is a public holiday for the whole State.

Resident Office was moved to the Office of the Resident newly completed complex in the presence of the State in 1994. Today, Fort Alice has been taken over by the Sarawak

Museum and serve as a mini museum.

While other states in the federation have to get rid of the Resident System, Sarawak still maintain the system with minor changes. Residents now no longer works as a representative figure who has the power and the high protocol in the state administration. The residence is part of the tasks of planning, monitoring and supervision of the development programs in a Division.

After the declaration of Betong Betong as at 03.26.2002, the Administration, Sri Aman Division has only two districts, namely Sri Aman and Lubok Antu and three small areas of Pantu district, sub-district and sub-district Lingga Engkilili.

On this day, the administrative division in Sarawak still maintain the position as Chief Administrative Resident at divisional level and district officer at the district level.

Resident Office was officially established on 01.06.1873 and is headquartered in Fort Alice upstairs. Resident's Office to indicate power Sarawak State Government has made Fort Alice as its headquarters Crookshank James Brooke was appointed the first Resident Simanggang.

After that, Office of the Resident vacate Fort Alice and adjacent areas before moving to Fort Alice. Bangunan old now been demolished to build a new building Resident Office. After that, the Resident Office moved to level two and three State Government Office Complex four storey on 1.3.1971. Dimana now been used by the district office, Sri Aman. Resident office has moved to a new building Resident Office, in front of the State Office Complex in 1994.

Objective of Resident Office Sri Aman:

- Provide effective leadership in ensuring that the planning and implementation of social and economic development activities can bring benefits to the community.
- Provide effective leadership to ensure that the task of the Administration Division which includes the administration of public institutions, statutory services, public affairs, delivered to a high standard.
- Provide leadership for the implementation of tasks to control and maintain the security and safety Part conducted efficiently.
- Provide leadership to build Sri Aman Division advanced in harmony and community life practicing moral values in order to maintain unity.

1.3

MISSION OF RESIDENT OFFICE SRI AMAN

“We are committed to delivering Statutory services, Economic and Social Development efficiently and effectively for the benefit of society Sri Aman Division”

This mission is enacted as a guide and impetus mental amongst all members to always deliver services with:

- Give priority to the benefits that will be enjoyed by society.
- A positive impact on the social and economic position.
- Establishing a security-conscious society, harmony, and unity in diversity.

VISION OF RESIDENT OFFICE SRI AMAN

“Become an example of organization in delivering quality services to the community”

ORGANIZATION STRUCTURE

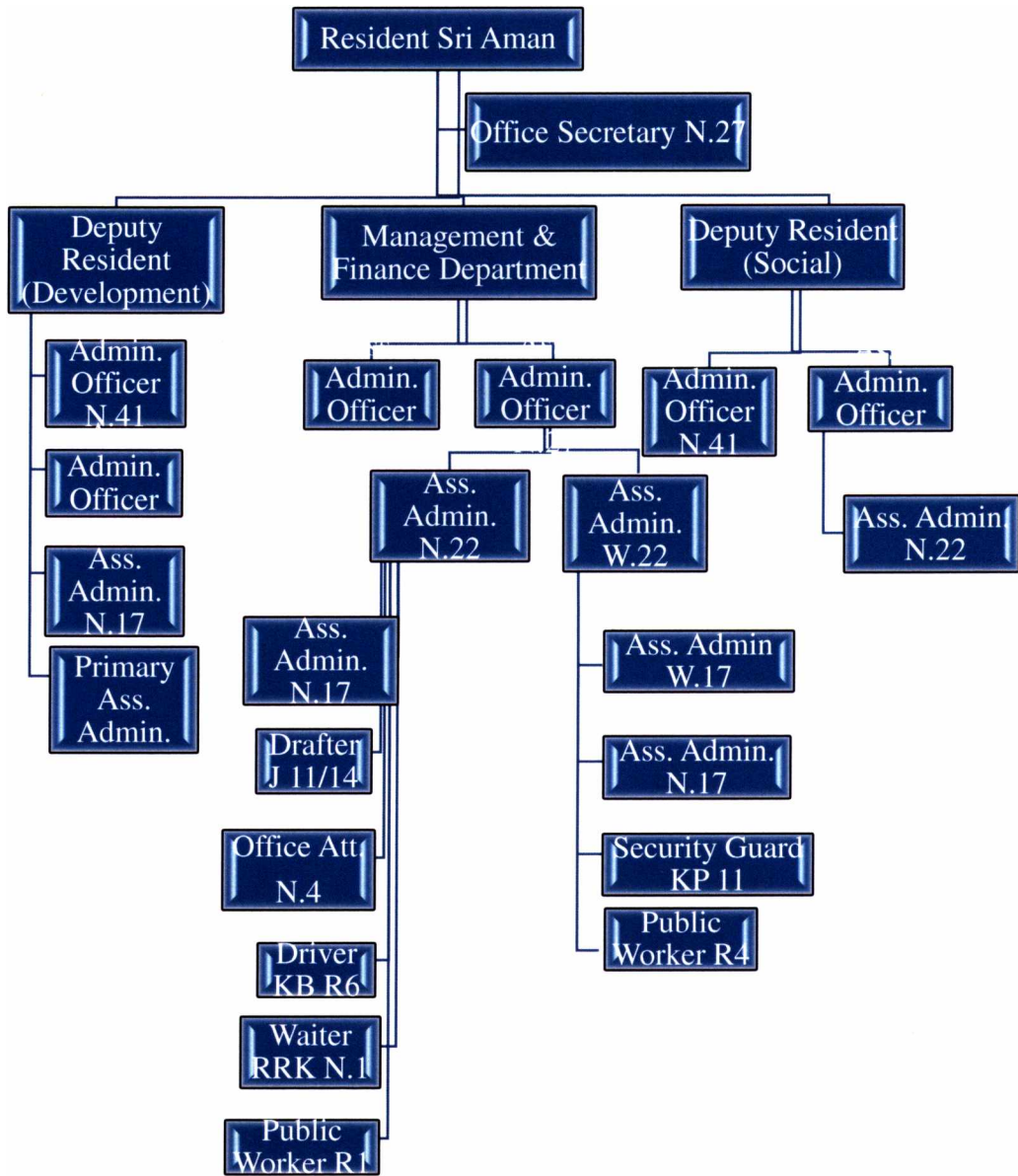


Figure A.1: Organization structure.

CORE BUSINESS OF THE ORGANIZATION

RESIDENT SRI AMAN

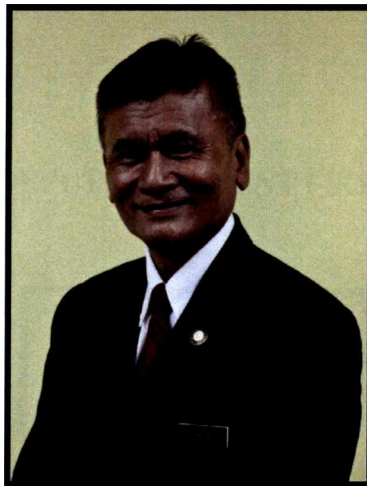


JOHNATHAN LUGOH

- Sri Aman Resident responsibilities :-
- i. Implementer
 - ii. Design
 - iii. Oversee the overall of organization affairs

This is all part of the physical and economic development of the Sri Aman. Concerned with social activities and community safety program in Sri Aman. Also manages the administrative and financial affairs of the Administration Department.

DEPUTY RESIDENT (DEVELOPMENT)



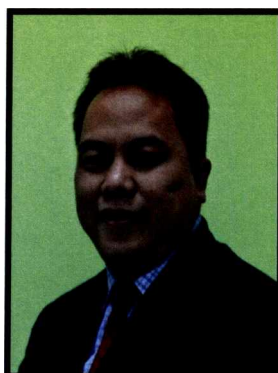
PHILIP BIN PETER SALAM

ADMINISTRATIVE OFFICER N 44



CRISPIN FRANCIS @ GASAN

ASSISTANT ADMINISTRATIVE OFFICER N 27



EDWIN MAT

DEPUTY RESIDENT (SOCIAL)



JOSEPH AK LIAW

ADMINISTRATIVE OFFICER N 41



AL BIN SALIM

ASSISTANT ADMINISTRATIVE OFFICER N.27



NOOR HAYATI BTE AHMAD

ADMINISTRATION DEPARTMENT



THOMAS GEOFFREY KANDAWANG

RESPONSIBILITIES :-

1. Responsible for the administration and management

Related matters Personnel Services, Personnel for all staff and administration officials in Sri Aman Division.

2. Oversee the affairs of the Board of Inspection / Assets / Real Government

3. Oversee the application process such Licenses and Permits Public Collections License, and License Moneylenders.

4. Lender License examiners money.

5. Overseeing the application process for approval of Firearms Ownership Moving in Probate or Current Life.

Supervisor



THOMAS GEOFFREY KANDAWANG (ADMINSTRATIVE DEPARTMENT)



LATIFAH BINTI MOKSEN (ASSISTANT ADMINSTRATIVE OFFICER N 27)

1.6 The role of the Office Resident

Generally Sri Aman Resident's Office has the functions, duties and responsibilities as follows:

- Designing, Implementing, Coordinating, Tracking and Reporting on development projects.
- Perform the duties of the Administration Division which includes the administration of public institutions, statutory services, current affairs and other communities.
- Perform the duties of controlling and maintaining peace and security division.
- Executes canon power or function derived legislation or given as licensing and so on.
- Perform the duties of the secretariat for ceremonies and government programs.
- Take care of things the general administration, human resources, finance, budget and Sri Aman Division of Administration
- Perform the duties of the Native Courts and Magistrate Courts (in the absence of a Magistrate or when needed)
- Assist State and Parliamentary Elections management
- Perform tasks, functions, responsibilities handed or distributed from time to time by the Secretary of State relating to the jurisdiction of the Administrative Division or District.



THOMAS GEOFFREY KANDAWANG (ADMINSTRATIVE DEPARTMENT)



LATIFAH BINTI MOKSEN (ASSISTANT ADMINSTRATIVE OFFICER N 27)

- I have been placed at the adminstrative section in the office which is lead by Mr. Thomas Geoffrey Kandawang as the Adminstration (the supervisor). The officers after him is Miss Latifah Binti Moksen which is also responsible to handle the management of this section.

My responsiiti in this section is to assist Mr. Thomas and the colleagues in this section in doing their task. The function of the adminstrative section is to Responsible for the administration and management - related matters Personnel Services, Personnel for all staff and administration officials in Sri Aman Division. Oversee the

affairs of the Board of Inspection, Assets and Real Government.

I also help in the collecting data of staff and make a letter to them and to the other office because in all process that have connection with Resident Office must have black and white to follow their procedure.

SCHEDULE OF PRACTICAL TRAINING (WEEKLY)

Week	Exact Nature of Work Done
<p style="text-align: center;">1 (25 July 2016 – 29 July 2016)</p>	<p>Basically, on the first day on the first week of my internship, I have reported myself to host supervisor, who is the Administrative officer of Residen Office in Sri Aman. The host supervisor brief me about the organization structure, services within the organization, how the administration flow, ethical matters, upcoming important events will be held and public relations matters relating to protocol. He brief roughly to show the concept idea of the organization flow. He also explaining in details, about the rules and regulations, how to manage yourself to work in different departments as a job rotation. Job rotation is a good idea and should be apply to all staff just in case the person in charge are on leave. Then, I have been accompany by my supervisor to meet all the staffs and introduce me to them including the Resident itself. This is an opportunity for me to know and get along with the staff, and may help or contributes myself if they need my services in work load. Once I reported myself, I fax and submitted my attendance confirmation, assist by the staff there how to use the fax machine.</p> <p>Next, I have been given the permission to join and attend ‘Majlis Kesyukuran & Tamah Ramah Aidilfitri 2016 bersama YB Hajah Simoi binti Haji Peri’. It is a good social exposure for me to join and meet people from different organization. Hence, allow me to see how to organize an event. Back to the office, I have been given a file and been assign to key in data of respondent feedback to be analyse on efficiency and effectiveness towards the organization services. To be specifically, analysis of ‘Kahwin Express for Muslim and Non-Muslim’.</p> <p>Setting up or arrange meeting room is my responsibility within the organization. Distribute minute meeting on the table and lend an</p>

attendance book to be sign for those who are coming. I will make sure the laptop, projector and microphone are on sets, in the Resident Office Meeting Room.

i) During the first meeting (**Mesyuarat Bersama Jabatan 1/2016**), they were discussing about services in yearly achievement, new appointment of new employee, disciplinary actions, services and qualification position schemes, staff exercise, welfare, administration, financial, meeting postpone, and minute meeting validations. Each scope of points were details discussed were the head of department (Resident) as the chairman of the meeting. This meeting only involve among the employees within the organization.

ii) Second meeting (**Mesyuarat JITU**), this second meeting were only involved with District officers. All District officers were coming and Resident are very concern about attendance especially for those who did not join the meeting. He even ask why and tell him any reason why cannot attend the meeting.

iii) Third meeting (**Hari Sukan Negara**) which be held on 10th October 2016, host by Kementerian Belia dan Sukan (Encik Abdul Zamie bin Randim). They were discussing in details what and how to organize the event and selecting the protocols on the spot for instance who is in charge the food, canopy and so on.

As a stakeholder, using photocopy and printing machine and how to operate it is so important facilities in the office because most of the things we use in the office is paper or letter for distributions. Everything must be photocopy to be filing too.

2
(1st August
2016 – 5th

Second week of my internship, I had been assist to write a letter (memorandum).

August 2016)

i) **'Penggunaan Scs Career Progression Portfolio Bagi Semua Pegawai Dalam Kumpulan Pengurusan dan Profesional'** and faxes for few branches such as Pejabat Daerah.

ii) **'BORANG PERMOHONAN LESEN PUNGUTAN AWAM'** which need to be lend to police department, and I have been ask to get a sign from Resident. After I get the signature from the Resident, I have to make a photocopy which need to be compile in a file as a copy for the record in the department. The original letter just now pas to despatch to be sent to the party concerned. It expose me to write an important and confidential letter.

iii) **'Arahan Pertukaran'** which involve in transferring letter of employeeand filing it in a personal file of concern party.

iv) **'Maklumat Pegawai dan Kakitangan bagi Perkhidmatan Psikologi kepada Program Pembangunan Pencegahan dan Pemulihan di Perkhidmatan Awam Negeri Sarawak'**.

I set up meeting room and for;

i) **'Mesyuarat Jawatankuasa Pelaksana Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.1 2016'** host by YB Dato Haji Khir Bin Haji Busrah, Pengarah Unit Protokol dan Perhubungan Awam Negeri'. Sri Aman will be the host for the Independence day for 2016. I take the opportunity to participate and I take noted everything what the meeting about especially on the tentative of the program. The meeting was involve with every government departments in Sri Aman and Kuching including the NGOs such as Pejabat Daerah Sri Aman, Majlis Daerah Sri Aman, JPAM, Giat Mara, Hospital Sri Aman, armies, Jabatan Kerja Raya, total up thirty three (33) departments. Apart from that, write a letter(notice) and fax and make a call to thirty three (33) departments for the second meeting and confirm their attendance) for **'Mesyuarat Jawatankuasa Pelaksana**

	<p>Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016’.</p> <p>ii) ‘Mesyuarat RANDO’ host bt PT Mr. Crispin Francis Gassan. They were discussing their trips and allocate budgets among the staffs.</p>
<p>3 8th August 2016 – 13th August 2016</p>	<p>Third week of internship, I went to Kompleks Sukan Sri Aman, setting up meeting room, distribute minute meeting on the table and lend an attendance book to be sign for those who are coming. I will make sure the laptop, projector and microphone are on sets, for ‘Mesyuarat Jawatankuasa Pelaksana Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016’. After the meeting, I had been assign to write a letter and fax it to 140 departments and also to Kapitan in Sri Aman, Kuching due to ‘Penyertaan Kontinjen Untuk Perhimpunan Merdeka Sempena Sambutan Hari Kebangsaan Peringkat Negeri Sarawak’, host by Datuk Khir Busrah.I make a call and always updates about the feedback and attendance of the contingent.</p> <p>On Saturday, I went to visit or travelling to Batu Lintang Undop Sri Aman long house with 2 other staffs of Resident’s Office as a representatives attending ‘Majlis Penutupan Bomba Komuniti Siri 3/2016 bagi DUN N23 Simanggang oleh YB Datuk Francis Harden Hollis Tini Menteri Muda Ekonomi Luar Bandar Kawasan Pedalaman Dan Perladangan & YB Tuan Masir Kujat Timbalan mnteri Dalam Negeri II Kementerian Dalam Negeri Malaysia Merangkap Ahli Parlimen P202 Sri Aman.</p>
<p>4 (15th August 2016 – 19th August 2016)</p>	<p>On the fourth week of internship, I print out the table of checklist of involvement or attendance of contingent to be reported.</p> <p>I had been assist to attend meeting at Kompleks Sukan Sri Aman, for ‘Mesyuarat Akhir Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016’, host by YB Datuk Amar Dauglass Uggah. I arrange the seating according to their position. Then I setting up meeting room, distribute minute meeting on the table and lend an</p>

	<p>attendance book to be sign for those who are coming. I will make sure the laptop, projector and microphone are on sets. I also distribute minute meeting and tentative for the medias.</p> <p>All the resident office staffs including me as an internship student been assist welcoming Datuk Amar Douglass Uggah, Datuk Khir Busrah and Francis Harden Hollis Tini from helicopter ride. It is a big opportunity for me to learn and see how to approach and greet people with proper manner.</p> <p>Back to the office, I finish up key in data of ‘ Maklumat Pegawai dan kakitangan Bagi Perkhidmtan Psikologi kepada Program Pembangunan Serta Program Pencegahan dan Pemulihan di Perkhidmatan Awam Negeri Sarawak, and updates also summarize the contingent participation for the Independence day on 31st August 2016.</p>
<p>5 (22th August 2016 – 28th August 2016)</p>	<p>Finalize key in data and double check memorandum letter and making head letter to be reply about ‘Maklumat Pegawai dan Kakitangan bagi Perkhidmatan Psikologi kepada Program Pembangunan Pencegahan dan Pemulihan di Perkhidmatan Awam Negeri Sarawak’.</p> <p>Distribute letter (notice) ICT for internal departments ‘Lawatan Tapak Survey Perkakasan, Perisian dan Rangkaian ICT serta peralatan Pejabat Perkhidmatan Negeri Sarawak Tahun 2016’.</p> <p>Besides, I am busy preparing for pre-independence day event such as i) Program Kembara Jalur Gemilang 2016, held at Taman Panorama Benak Sri Aman. I have been assign to pass the flags to all people who involves and coming at the event.</p> <p>The first and second rehearsal, RAPTAI 1 and RAPTAI 2 (MTAC) for Sambutan Hari Kebangsaan 2016 was held at Kompleks Sukan Sri Aman. I been assign to labelling (temporary) board (pelekat) for every contingent involved.</p>

<p>7.30 pm (Night shift)</p>	<p>I was in charge designing food coupon (6000 pieces), car stickers, label for tags and so on (etc: URUSETIA, PROTOKOL, JAMUAN, KECEMASAN) preparation for Majlis Kesyukuran and Sambutan Hari Kebangsaan. I make sure the tags have been laminate and enough copies because it have to be distribute to others. I am very expose seeing the army manage the parade and preparations of VIP/VVIP seating order.</p> <p>I set up meeting room,projector and laptop for ‘ Taklimat Penyelarasan Kontigen Sambutan Hari Kebangsaan 2016.</p>
<p>6 (29th August 2016 – 3rd September 2016)</p>	<p>RAPTAI 3 (Raptai Penuh MTAC)</p> <p>I had been given a walkie talkie, always alert with any changes during the parades and must tell the emcee immediately. Hence, I distribute food coupon for each contingent.</p> <p>Short meeting briefing by Timbalan Residen Sosial (Joseph Liaw) – Kemuncak Merdeka.</p> <p>I had been ask to go to Rumah Sri Aman, checked the place of TYT, and welcoming the arrival of TYT and wife in the evening.</p> <p>Back to the office, I had been assigned by Host Supervisor to help key in data of tender in list form with Pejabat Daerah colleagues.</p> <p>Also, transferring photos from camera to personal computer for program report activities that have been done.</p> <p>On Saturday, I attending ‘Majlis Penutupan Seminar Undang-undang Keluarga ke Arah Memperkasa Wanita Anjuran Yayasan Salam Malaysia kerjasama Jabatan Pembangunan Wanita, Keluarga dan Masyarakat, dirasmikan oleh YB Dato’ Sri Hajah Rohani Binti Karim Menteri Di Kemeterian Wanita, Keluarga Dan</p>

<p>7pm</p>	<p>Masyarakat at Hotel Sri Simnggang Sri Aman', Sarawak. It is an exposure for me to know the objectives of this organization or program for helping the women community to increase the knowledge also to help increases women's mind about the intellectual of laws in family and a women's capability from being abuse.</p> <p>I attend 'Majlis Kesyukuran Sempena Sambutan Hari Kebangsaan 2016 Negeri Sarawak at Masjid Bandar Sri Aman'. As a secretariat, we are on duty at the mosque, waiting for the arrival VVIPS/VIPS (etc: TYT and wife).</p> <p>Next, I went to see Persembahan Pentakrama, at Tebingan Batang Lupar Sri Aman, it is a pre- Independende Celebration.</p>
<p>7 (06th September 2016 – 09th September 2016)</p>	<p>Basic routine, I picked up calls, and take note what messages left, usually customers will inquiries about any related or upcoming event information through Resident's office, greet customers by asking them to sit at the waiting area or lobby and sign and stamp letter from 'poslaju'. Filing is also a repetition task I do every day.</p> <p>I have been assigned by Host Supervisor to make a draft memorandum to 'Pegawai Tadbir Sarawak, Daerah Kecil Pantu, 'Keizinan Berasaskan Makluman Awal Oleh Komuniti Iban Kampung Rapak Tepus Dalam Membekalkan Tumbuhan Untuk Penyelidikan'. Second memorandum is 'Kelulusan Pertukaran Pelantikan Pelbagai Skim Perkhidmatan Pentadbiran Bahagian Sri Aman'. These memo are delegates to all small divisions included Engkilili, Lubok Antu, Sri Aman, Lingga and Pantu. I had been told by my host supervisor what and how the memorandum letter should be write and what does the memorandum about. Those letters (memo) is a communication between the agency to deliver any notice or letter involvement (etc: A letter from Jabatan Kementerian Malaysia (JKM) send to Residen Departments to deliver to any small division.</p>

<p>8 (12th September 2016 – 14th September 2016)</p>	<p>During my final week of internship, I attended ‘Mesyuarat Jawatankuasa Kerja Kursus Transformasi Kepimpinan Belia held by Kementerian Pembangunan Sosial Negeri Sarawak at Bilik Mesyuarat Utama, Dewan Suarah Sri Aman’. The meeting was host by Paul Kawin Pipo (b.p Setiausaha Tetap Kementerian Belia, Sukan dan Solidariti Sarawak). Resident Office one of the major participation and also been participate by other departments such as Pegawai Daerah Sri Aman, Pegawai Tadbir, Pegawai Daerah Kecil Engkilili, Pegawai Penerangan and others also participate for the program. Mr Paul as the head project, discuss more about the progress of the program efficiently and effectively.</p>
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There are main tasks that I have contribute to the organization during my internship. How I can relate all concepts learned in classroom and workplace, I am very sure the place that I choose for my internship is related to my course study especially when I participate in preparation for:

i) **‘Sambutan Hari Kebangsaan 2016’**

The concept of preparation for Independence Day similar with Project Management (ADS652) subject. A project is an endeavour to accomplish a specific objective through a unique set of interrelated tasks and the effective utilization of resources. The attributes of the project including well-defined objective, composed of a series of interdependent tasks, utilizes various resources, has a specific time frame, has a customer and involves a degree of uncertainty.

What had occur during my internship getting involved in big event, I had followed from the first meeting until the final meeting. Within the period of preparation of actual day of **‘Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016’**, I take noted everything during the meeting, what is the objectives and specific formal tentative. The objectives must be clear, because it is the main reasons to accomplish the project. The meeting was involve with every government departments in Sri Aman and Kuching including the NGOs such as Pejabat Daerah Sri Aman, Majlis Daerah Sri Aman, JPAM, Giat Mara, Hospital Sri Aman, armies, Jabatan Kerja Raya, with total up thirty three (33) departments. Apart from that, I write a letter(notice) and fax and make a call to thirty three (33) departments for the second meeting and confirm their attendance) for **‘Mesyuarat Jawatankuasa Pelaksana Sambutan**

Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016’.

I updates the attendance for **‘Penyertaan Kontinjen Untuk Perhimpunan Merdeka Sempena Sambutan Hari Kebangsaan Peringkat Negeri Sarawak’**. Their involvement or attendance are very important on the actual day because the arrangement of the field may

affects others position. My responsibilities to fax, calls, write or note down specifically the amount of contingent involve correctly.

There are phases of the project life prepare for an event. The first phase involves the identification of a need, problem, or opportunity. The need and requirements are usually written by the customer into a document called a request for proposal (RFP). Same goes to what I am doing during my internship.

When almost come to the actual day, has a specific time frame, the event are held one step at the time, for Program Kembara Jalur Gemilang 2016, held at Taman Panorama Benak Sri Aman. I have been assign to pass the flags to all people who involves and coming at the event, the first and second rehearsal, RAPTAI 1 and RAPTAI 2 (MTAC) for Sambutan Hari Kebangsaan 2016 was held at Kompleks Sukan Sri Aman. I been assign to labelling (temporary) board (pelekat) for every contingent involved. I was in charge designing food coupon (6000 pieces), car stickers, label for tags and so on (etc: URUSETIA, PROTOKOL, JAMUAN, KECEMASAN) and preparation for Majlis Kesyukuran and Sambutan Hari Kebangsaan. I make sure the tags have been laminate and enough copies because it have to be distribute to others. I am very expose seeing the army manage the parade and preparations of VIP/VVIP seating order.

ii) Attending other department event

My second major task is participate or joining other departments event. From the first day of my internship, I have been expose to join other department functions or event such as 'Majlis Kesyukuran & Tamah Ramah Aidilfitri 2016 bersama YB Hajah Simoi binti Haji Peri', visit or travelling to Batu Lintang Undop Sri Aman long house with 2 other staffs of Resident's Office as a representatives attending 'Majlis Penutupan Bomba Komuniti Siri 3/2016 bagi DUN N23 Simanggang oleh YB Datuk Francis Harden Hollis Tini Menteri Muda Ekonomi Luar Bandar Kawasan Pedalaman Dan Perladangan & YB Tuan Masir Kujat Timbalan mnteri Dalam Negeri II Kementerian Dalam Negeri Malaysia Merangkap Ahli Parlimen P202 Sri Aman and 'Majlis Penutupan Seminar Undang-undang Keluarga ke Arah Memperkasa Wanita Anjuran Yayasan Salam Malaysia kerjasama Jabatan Pembangunan

Wanita, Keluarga dan Masyarakat, dirasmikan oleh YB Dato' Sri Hajah Rohani Binti Karim Menteri Di Kemeterian Wanita, Keluarga Dan Masyarakat at Hotel Sri Simnggang Sri Aman'.

This task I can relate with Service Management (ADM570) where I can be a customer's towards the organization. As a customers, the organizer of the event must deliver the best of the services. I can consider myself as a customer, and the moment of truth will be count on my first impression. Services can be delivery through intangible and tangible.

This opportunity allow me to know well other department colleagues and have a good relationship. It will be easier to collaborate when comes to mutual event collaboration. Good service delivery not also bring out good result but satisfaction for yourself and customers.

iii) Setting up meeting room

Setting up meeting room, with laptop and projector on set is actually my routine to make sure everything is ready. It may seem very simple tasks, but it needs to be proper in terms of seating arrangement of the table according to their position. This is also under Service Management subject concept where the service delivery are consequently important.

I had been handle meetings during my internship, at first I was assist by my supervisor and colleagues, second and other meeting I handle it by myself. I even inquiry other colleagues if I was not sure especially when come to seating arrangement. I recap back meetings that I had been join, during the first meeting (Mesyuarat Bersama Jabatan 1/2016), they were discussing about services in yearly achievement, new appointment of new employee, disciplinary actions, services and qualification position schemes, staff exercise, welfare, administration, financial, meeting postpone, and minute meeting validations. Each scope of points were details discussed were the head of department (Resident) as the chairman of the meeting. This meeting only involve among the employees within the organization. Second meeting (Mesyuarat JITU), this second meeting were only involved with District officers. All District officers were coming and Resident are very concern about attendance especially for those who did not join the meeting. He even ask why and tell him any reason why cannot attend the meeting. Third meeting (Hari Sukan Negara) which be held on 10th October 2016, host by Kementerian Belia dan Sukan (Encik Abdul Zamie bin Randim). They were discussing in details what and how to organize the event and selecting the protocols on the spot for instance who is in charge the food, canopy and so on. And followed by continuously meeting 'Mesyuarat Akhir Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016'. These meetings involved with many departments.

My recommendations towards the organization, I will highlight with examples the strength and weaknesses of job or tasks assigned during training. One of the strength within the organization is, they are very systematic when they are doing their task and delivery it well to the customers. Their aim is “Become an example of organization in delivering quality services to the community”.

When I start to receive my tasks and responsibility, I will make sure I do it on time because all the matters in the office need to on time feedbacks just like writing memorandum, and a notice which needs to be fax immediately. A letter is commonly a communications ways to deliver a messages.

What can I recommend to this organization so that they can maintain and upgrade the effectiveness and efficiency delivering their services to the customers is technology support system in the office need to be upgrade and using the latest software or gadgets in the office so it will be easier for employee in the offices or organization doing their work efficiently. But first, the employees need to expose and learn how to operate the software, gadgets or new technology items in the offices.

Apart from that, I recommend the organization need a new building or place. New environment, new place with new comers in the future might needs new facilities and positive vibes to work. While doing my task, I have a limitations to do my work because the space in the office is so limited.

As a conclusion, my opportunity for this internship gives me a lot of experience to work in the future. Sri Aman Resident Office is a government agency which is responsible with customers by providing an effective leadership in ensuring that the planning and implementation of social and economic development activities can bring benefits to the community, provide effective leadership to ensure that the task of the Administration Division which includes the administration of public institutions, statutory services, public affairs, delivered to a high standard, provide leadership for the implementation of tasks to control and maintain the security and safety Part conducted efficiently, and lastly provide leadership to build Sri Aman Division advanced in harmony and community life practicing moral values in order to maintain unity. It is their mission to deliver the best of the best services,

“We are committed to delivering Statutory services, Economic and Social Development efficiently and effectively for the benefit of society Sri Aman Division”

Besides, this mission is enacted as a guide and impetus mental amongst all members to always deliver services with, give priority to the benefits that will be enjoyed by society, a positive impact on the social and economic position, establishing a security-conscious society, harmony, and unity in diversity.

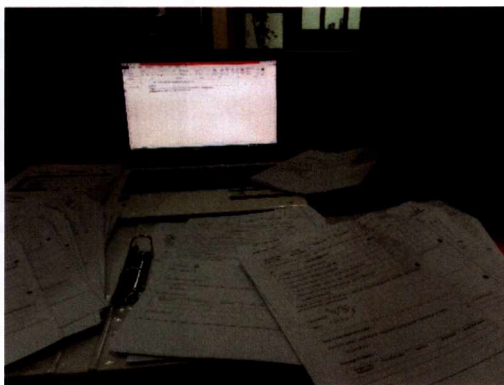
Above and beyond, practical training is a crucial medium as it truly helps them to learn more and adapt to actual environment in work place in the future. Students also may imply what they have studied in class, and apply it during internship through tasks given. Practical training can develop student's skills and knowledge for the beneficial incentive. Sri Aman Resident Office had thought and build me also give me plenty experience what I need for future knowledge.

APPENDICES

Attend 'Majlis Kesyukuran & Tamah Ramah Aidilfitri 2016 bersama YB Hajah Simoi binti Haji Peri'



Analysis of 'Kahwin Express for Muslim and Non-Muslim'



Setting up or arrange meeting room



Mesyuarat Bersama Jabatan 1/2016



Mesyuarat JITU

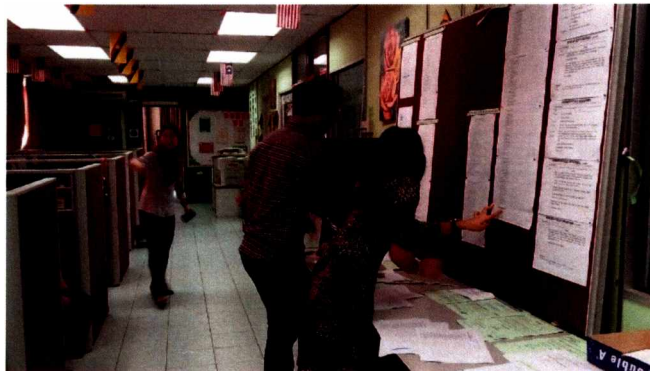
Hari Sukan Negara

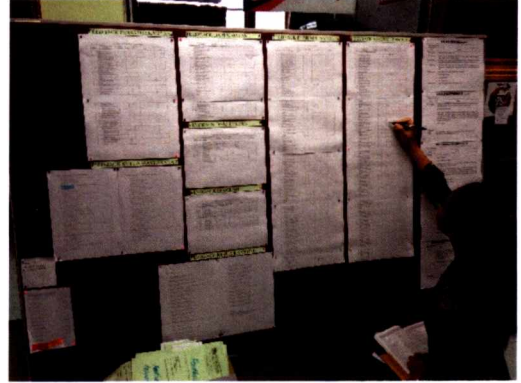
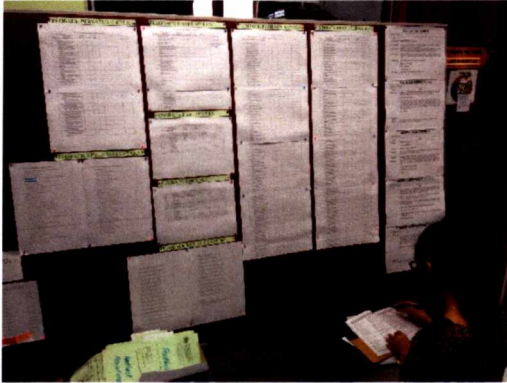


Mesyuarat Jawatankuasa Pelaksana Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016', Kompleks Sukan Sri Aman

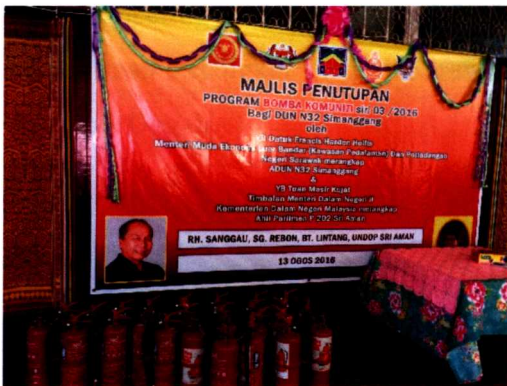


Updating 'Penyertaan Kontinjen Untuk Perhimpunan Merdeka
Sempena Sambutan Hari Kebangsaan Peringkat Negeri Sarawak'





A representatives attending 'Majlis Penutupan Bomba Komuniti Siri 3/2016 bagi DUN N23 Simanggang oleh YB Datuk Francis Harden Hollis Tini Menteri Muda Ekonomi Luar Bandar Kawasan Pedalaman Dan Perladangan & YB Tuan Masir Kujat Timbalan mnteri Dalam Negeri II Kementerian Dalam Negeri Malaysia Merangkap Ahli Parlimen P202 Sri Aman'





Attend meeting at Kompleks Sukan Sri Aman, for 'Mesyuarat Akhir Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016 Bil.2/2016', host by YB Datuk Amar Dauglass Uggah.



Setting up meeting room and



ing to their position

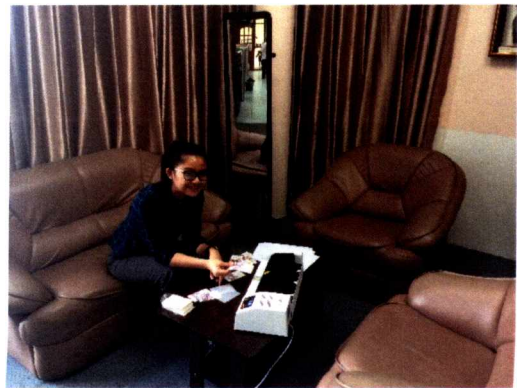
Welcoming Datuk Amar Douglass Uggah, Datuk Khir Busrah and Francis Harden Hollis Tini from helicopter ride.



Key in data of tender in list form with
Pejabat Daerah colleagues



In charge designing and laminate food coupon (6000 pieces), car stickers, label for tags and so on (etc: URUSETIA, PROTOKOL, JAMUAN, KECEMASAN)



Program Kembara Jalur Gemilang 2016, held at Taman Panorama Benak Sri Aman. Pass the flags to all people who involves and coming at the event.



I set up meeting room, projector and laptop for ' Taklimat Penyelarasan Kontigen Sambutan Hari Kebangsaan 2016' at Kompleks Sukan Sri Aman.

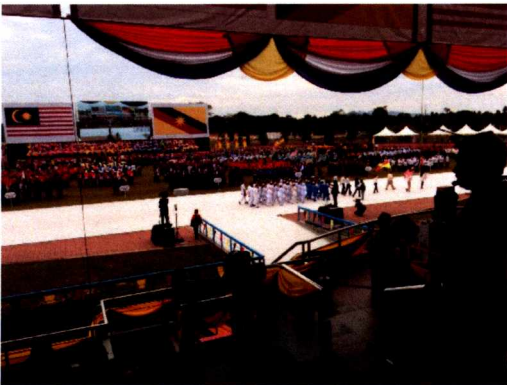


Raptai 1,2 and 3 at Kompleks Sukan Sri Aman.

Labelling (temporary) board (pelekat) for every contingent involved.



Been given a walkie talkie, always alert with any changes during the parades





Rumah Sri Aman, checked the place of TYT, welcoming the arrival of TYT and wife





Attending 'Majlis Kesyukuran Sempena Sambutan Hari Kebangsaan 2016 Negeri Sarawak at Masjid Bandar Sri Aman





On actual day of Sambutan Hari Kebangsaan Peringkat Negeri Sarawak Tahun 2016

