



**Faculty of Administrative Science  
& Policy Studies  
University Technology MARA**

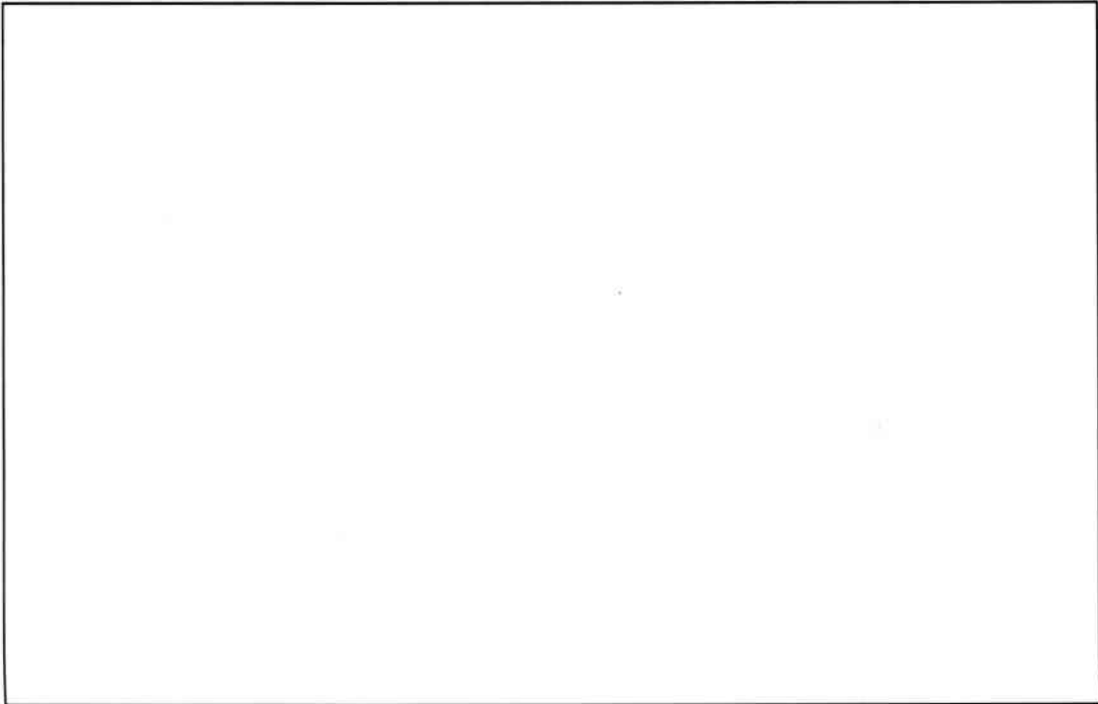
**Practical Report  
Kuching District Education Office**

**Name of Students  
MOHD IZHAM BIN AHMAR SABERI**

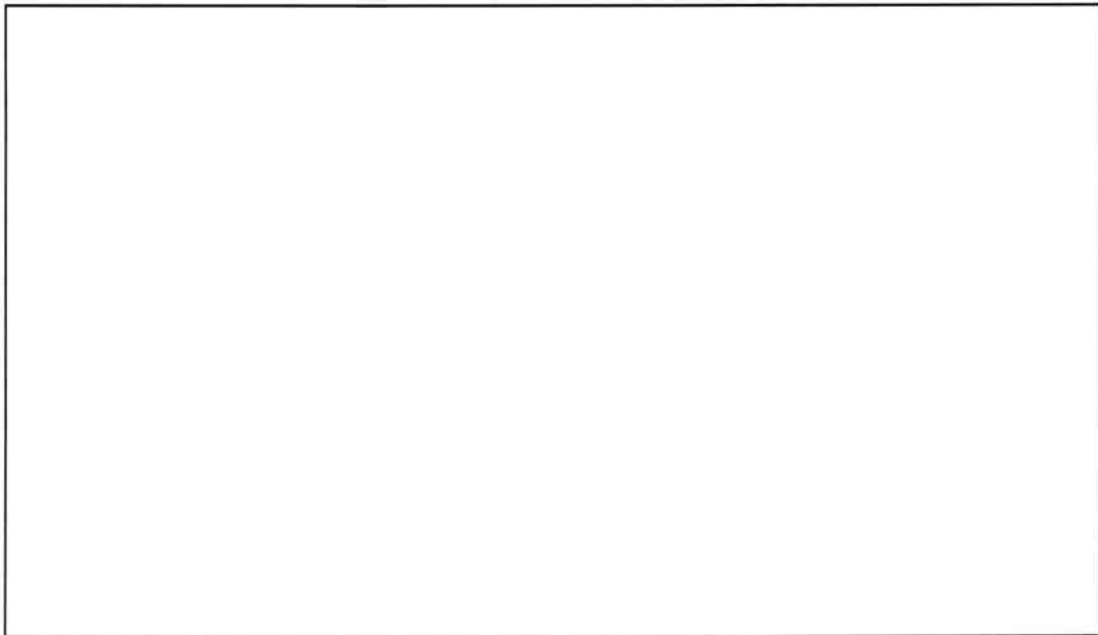
**Name of supervisor  
DR. NONI HARIANTI BINTI JUNAIDI**

**March – July 2017**

Supervisor's Comments

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Moderator's Comment

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR**

NAME OF SUPERVISOR : DR. NONI HARIANTI BINTI JUNAIDI  
STUDENT NAME : MOHD IZHAM BIN AHMAR SABERI  
PLACE : KUCHING DISTRICT EDUCATION OFFICE

I have reviewed the practical report and approve the submission of this report for evaluation.

  
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Date: 28/12/17

## **Acknowledgement**

Thank Allah S.W.T that I already done with practical report successfully as the God willing to. I been through a lot of challenges and gains so many experience and knowledge during practical training.

Next, I would like to thank my supervisor Dr Noni Harianti Binti Junaidi for guiding me and all the advice she give. She has been a great supervisor and teacher for me by delivering and shares her knowledge with me. Her role as a supervisor plays an important part not only to supervise my practical training but also give moral support.

I also like to thank our family and friend for giving us support that able to motivate us to carry on with this research. Especially to my parent, who always give up the support that I need such as financial support, moral support and their blessing during practical training.

I would like to thank Kuching District Education Office staff as they welcome me as training student. Special thank for my supervisor at Kuching District Education Office, Mr Akihito bin Nawawi who always guiding me for 2 months of my practical training.

Last but not least, thanks UiTM who provide this opportunity for me to gain the experience in real life working. Not to forget to my practical training lecturer, Mr Fairuz Hidayat Merican who help me finding the place for practical training.


MOHD IZHAM BIN AHMAR SABERI

BACHELOR IN ADMINISTRATIVE SCIENCE (HONOUR)

## Declaration

I hereby declare that the work contained in this practical report is our own except those which have been duly identified and acknowledged. If we are later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed



A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right, is written over a horizontal dashed line.

Name: MOHD IZHAM BIN AHMAR SABERI

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## **CHAPTER 1**

### **(INTRODUCTION OF THE ORGANIZATION)**

#### **1.1 Introduction**

The first chapter of practical training report will cover the introduction of the organization which includes duration of practical, organization background, corporate objectives, vision & mission, corporate logo, organization structure and organizational division.

#### **1.2 Duration of Practical**

The practical training was started on 24th July 2017 and ended on 15th September 2017. The duration of practical training was 8 weeks.

#### **1.3 Organization Background**

Kuching District Education Office (PPDK) is a part of Sarawak Education Department (JPNS). There are 26 high schools and 61 primary schools under the administration of Kuching District Education Office. Meanwhile, Kuching District Education Office was operating according to the procedure and the decision of Sarawak Education Department (JPNS) because it was under part of Sarawak Education Department (JPNS).



Figure 1.1: Kuching District Education Office

## **1.4 Objective**

The objective of Kuching District Education Office (PPDK) is

1. Each school has trained and competent teachers to handle curriculum and co-curriculum activities such as clubs, associations and uniformed teams.
2. Producing an active, productive and disciplined students as well as give every student the opportunity and adequate guidance to participate in various organized activities at schools in line with their interests, talents, and skills.
3. Developing student's intellectual (academic), social, physical, and spiritual development.
4. Students occupy their time with useful activities, and having fun as well as the construction of health and wellness.

## **1.5 Vision**

The vision of Kuching District Education Office (PPDK) is:

“Quality Education Educated People Harmony Country”

## **1.6 Mission**

The mission of Kuching District Education Office (PPDK) is:

“Preserving the Quality Education System for Developing Individual Potential to Meet National Aspirations”

## 1.7 Corporate Logo



Figure 1.2: The Kuching District Education Office (PPDK) corporate logo

Book symbolizes the role of institutions in providing education for all regardless of race, religion, and cultural backgrounds towards producing nations Malaysia in line with the philosophy of education.

Geometrical rectangular shape means that the education system from all angles will always provide awareness and consciousness of the individual and society to progress in science and technology.

The overall logo colours Sarawak state flag, the blue symbolizes the corporate image and identity education, namely the construction of a major power in the country, the yellow symbolizes prosperity and individual disciplines. Red symbolizes patriotism. Black symbolizes excellence and perseverance. Gold colour surrounding the logo symbolizes the values of human dignity and education, which are noble, educated, thinking, hardworking, trustworthy and caring.

## 1.8 Organization Structure

### 1.8.1 The Kuching District Education Office (PPDK) Top Management Structure

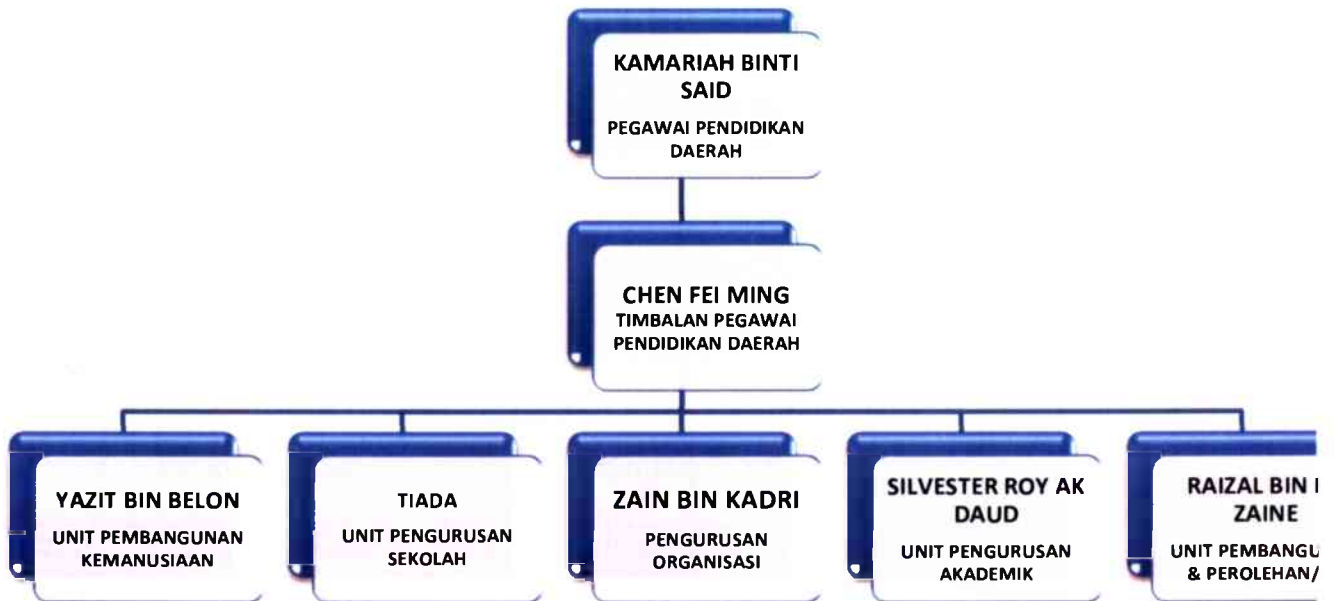


Figure 1.3: Kuching District Education Office Organization Chart

### 1.8.2 Human Capital Development Department Structure

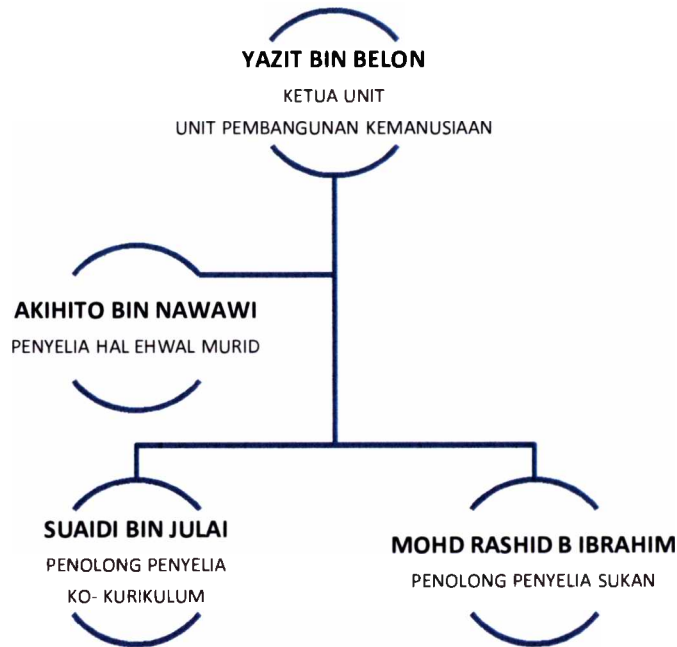


Figure1.4: Organization chart of the Human Capital Development unit.

### 1.9 Organizational Division

Kuching District Education Office can be divided into 5 sectors which include school management sector, human capital development sector, academic management sector and financial sector.

The school management sector will handle the logistic issue regarding school such as transferring teacher to other school and handle the student appeal regarding discipline issue. If there are issue regarding of student discipline this unit will handle along the teacher and parent of the student. This is to solve the problem or issue smoothly.

The human capital development sector is a unit in Kuching District Education Office that responsible to create program to develop human capital of student. They also involve in sport,

anti-drug and discipline. They are responsible to come out with program to educate student about drug, healthy life style, and any other program that related to human capital.

The academic management sector, there are responsible to check and audit the process of learning and teaching at school. To make sure that school are following the syllabus s and proper way of teaching. They also will observe the percentage of school achievement in exam.

The financial sector only has power within Kuching District Education Office. The financial sector involves on allocating the budget for each unit in Kuching District Education Office, auditing the program and other related matter to the financial

## **CHAPTER 2 (SCHEDULE OF PRACTICAL TRAINING)**

### **2.1 Introduction**

The second chapter of practical training report will cover on schedule of practical training which include and also summarize the daily training that extracted from log book. The description of jobs and tasks also executed throughout the training. As to fulfil the requirements of Bachelor of Administrative Science (Honours), students have to complete their subjects, co-curriculum, as well as the practical training. Practical training is important to expose students to the real working environment and the work nature. Student also could prepare themselves mentally and physically to the real organization.

The students have to choose three organizations that they interested to do the practical training and send application with resume to the selected organizations. The organization will give feedback whether to accept or reject the application. If the organizations accept the application, the faculty will fax the confirmation form to the organization. The practical training was started from 24th July 2017 until 15th September 2017. The duration of the practical training was eight weeks.

As practical student, my duty is to learn and gains knowledge as much as possible. This is to occupy me with the working experience as part of requirement to finish my Bachelor Degree. At Kuching District Education Office, I was assigned to the Human Capital Development Unit under supervision of Mr Akihito bin Nawawi. Mr Akihito duty is to supervise the student's affairs of all 89 schools in Kuching districts. I was thrilled to be given such opportunity to improve my knowledge, experience and most importantly how to deal with public as a civil servant.

## **2.2 Responsibility and Tasks**

### **2.2.1 Week One (24<sup>th</sup> July until 28<sup>th</sup> July)**

The first day of practical training, I report myself to Head of Management Service, Mr Zain. I briefly introduce about myself and my course. Mr Zain briefly explains on the rules and regulations of the organization and introduces me to deputy education district officer Mr Chen Fei Ming. I was assigned to the Human Capital Development Unit under supervision of Mr Akihito bin Nawawi. My supervisor introduces me to other officer in this unit and we had a short tour to every level of department in PPD Kuching.

First task being given to is filling. I need to organise all the latter and form according to category. On second day, I was given a task to key in the student data regarding to hostel enrolment. While key in the data I also learn to improve my Microsoft Excel skill. My supervisor taught me the advance knowledge of Microsoft Excel which benefits me in future.

The third day, I was entrust to create a form for 3K (Kebersihan, Kesihatan & Keselamatan) for school to fill in online. Other than that, I do some clerical work such as faxing the 3K circular to all 87 schools in Kuching. I also being assign to check the online report for Gem Buster Program. I need to make sure that every school submit their report online before the submission date.

### **2.2.2 Week Two (31<sup>st</sup> July until 4<sup>th</sup> August)**

I was assigned to help Mr Rashid (Officer in-charge for sport & culture) to prepare for annual meeting of Persatuan Sukan dan Kebudayaan Perkhidmatan Pelajaran Sarawak (PSKPPS). During the preparation I was learned about meeting seating and minutes of meeting. Other than that I was taught to create an internal memo for meeting.



On this week, I was given opportunity to escort officer of Ministry of Education to visit the selected school such as SK Astana, SK Fajar Sejingkat and other school. This visit has given me the opportunity to observed how the officer auditing the school. This practically give me a new insight and knowledge on how public sector being audit by officer in charge.

In the end of the week, I was involved in preparation of “Majlis Hari Guru Peringkat Daerah Kuching” held in Penview Convention Centre Demak. The officer teaches me how to conduct an event and manage the logistic issue. This experience and knowledge is really important for me as it improve my critical thinking and strategic management.

### **2.2.3 Week Three (7<sup>th</sup> August until 11<sup>th</sup> August)**

On the third week, I started do filling for “Unit Hal Ehwal Murid”. I sort out the later which need to attend first and respond accordingly. I am being given responsibility to inform all 87 schools under administration of Kuching District Education Office about the new circular given by Sarawak Education Department. For example the Sarawak Education Department instruct PPD to continue the implementation of “Program Susu 1 Malaysia (PS1M)”. I must write the formal letter to inform all school regarding the implementation of PS1M. Other than that, I also write a formal letter regarding textbook and “Program Latihan Khidmat Negara (PLKN)” to be upload into Bit-DO. My supervisor also as me to do some research regarding school discipline problem/issue in Malaysia. This research will be used for “Kursus Pemantapan Pengurusan Disiplin” which will be held on 17<sup>th</sup> August in Sekolah Seni Malaysia Sarawak. Other than that, my supervisor has given me opportunity to involve in procurement process in purchasing Life Jacket. We contact the supplier and as for quotation price for life jacket. On this week also I involve in preparation of event “Kem Penulisan Muda dan Pertandingan Penulisan Kreatif Bahasa Cina Peringkat Kebangsaan Kali ke-11” in Penview Hotel. My supervisor and I have to

ensure that ballroom was ready to be used by VIP and participant. I was given a task to label the table and chair for VIP. The honourable guest for this event is Minister of Local Government and Housing Sarawak, Y.B. Senator Datuk Prof. Dr. Sim Kui Hian and Director of Sarawak Education, Rakayah Binti Haji Madon. For this event, I was in charge for the award ceremony. I need to make sure that all the trophy is arrange accordingly.

#### **2.2.4 Week Four (14<sup>th</sup> August until 18<sup>th</sup> August)**

I am given the opportunity to attending the meeting for “Skim Bantuan Pakaian Seragam” at Wisma Bapa Malaysia. This program is cooperation between PPDK with Chief Minister Office and Yayasan Sarawak. In this meeting, I learned a lot of things that will be useful for me in future. Other than that, I need to sort out the student name list and check the name with e-Kasih database. After sort out the name for aid receiver, I write the formal letter and sent to all 28 schools that involve in this program. Finalise the name list and sent the conformation of the aid receiver to Chief Minister Office. This event held on 19<sup>th</sup> August at SUPP Headquarter. On this week also, my supervisor entrust me with another program. I was selected to be technical committee that responsible for program coordination. But first, a day before the event I prepare the certificate of appreciation for speaker from Sarawak Education Department and 87 school teacher who involve in “Kursus Pemantapan Pengurusan Disiplin”. I also help my supervisor edit the slide show for this program since I know how to use Microsoft Power Point. The objective of this program was to improve teacher ability to handle school discipline. This program held in Sekolah Seni Malaysia Sarawak on 17<sup>th</sup> August.

#### **2.2.5 Week Five (21<sup>st</sup> August until 25<sup>th</sup> August)**

On this week, I involve in National Robotic Competition (NRC) event under collaboration of Ministry of Education and Sasbadi. Me and my supervisor make a preparation at SK(A) Datuk

Abdul Kadir Hassan. I and other representative from Sasbadi setup the hall for event. We prepare the table for competition and space for participant to rearrange the robot. For the next two day, I was selected to become a judge for National Robotic Competition. The event was open for primary and high school all over Sarawak. Since this is National Competition, I as a judge need to be fair and careful with my decision. This has taught me to be more responsible with my decision making. The event started on 22<sup>nd</sup> August and end on 23<sup>rd</sup> August. Next day on the office, I need to check with all school regarding vending machine via online. The new circular does not allow vending machine operate in school compound. I write a formal letter on “Penamatan perjanjian vending machine dikawasan sekolah” and “Perlaksanaan Skim Perlindungan Murid di dalam bas sekolah”. On the next day, I need to write a formal latter regarding to “Pembayaran Bantuan Am Pesekolahan (BAP) Kepada Murid Tahun 1 Bagi Bantuan Kumpulan Wang Amanah Pelajar Miskin (KWAPM) Tahun 2017” and uploaded it on Bit-DO.

#### **2.2.6 Week Six (28<sup>th</sup> August until 1<sup>st</sup> September)**

Heading to week six of my practical at PPDK, I have been given responsibility to receive the data regarding the number of order for safety jacket. The school place they order for safety jacket and sent it to PPDK. I must collect the data information and allocate the life jacket according to data received. Other than that, I do some clerical work such as writing a formal letter and fax. I responsible to distribute the poster from Ministry of Health. The poster is to be distributed to all 89 schools in Kuching districts. The PPDK is on holiday on 31 August and 1 September due to National day and Hari Raya Aidiladha.

### **2.2.7 Week Seven (4<sup>th</sup> September until 8<sup>th</sup> September)**

On 3 September, our Prime Minister Dato Sri Najib bin Tun Abdul Razak has announce that 4 September (Monday) is public holiday due to Malaysia winning the South East Asia Game. All the public government agencies are close. The office is operating as usual on Tuesday and I responsible to sending the safety jacket to school. I must check that the amount of safety jacket is aligning with the data so that the safety jacket is allocated accordingly. As usually one of my common tasks is to write formal letter. I need to write a formal letter to inform school regarding “Skim Pinjaman Buku Teks Pesanan Buku Teks Cetak Semula Kelompok 2”. I also helped to prepare the identification card for “Persatuan Sukan dan Kebudayaan Perkhidmatan Pelajaran Sarawak”. Each member of PSKPPS will be given an identification card for them to use during meeting or event. On Friday, my supervisor and I were going through the Arkib Negara rules for disposal of text book. We also check the entire request letter from school regarding disposal of text book to make sure that they are following order and the form is being fill completely. As I finish with task, my supervisor instructs me to write a formal letter “Pemohonan Pelupusan Buku Teks Mengikut arahan Pembendaharan – Borang Arkib 2/08” to be upload into Bit-DO.

### **2.2.8 Week Eight (11<sup>th</sup> September until 15<sup>th</sup> September)**

On last week of practical training, Unit HEM will hold a “Mesyuarat Pengurusan Hal Ehwal Murid Bil.2/2017”. I as one of the committee was given a task to call a few numbers of schools to ask about the availability of their meeting room. I also need to prepared formal letter for that meeting such as “Pemohonan Peruntukan Dibawah Pecahan Kepala OS29000” and “Mesyuarat Pengurusan Hal Ehwal Murid Bil.2/2017”. On the next day, I was involved with SPBT. I need to sort out the SPBT list accordingly before sent it to National Arkib. Other than that, I was given opportunity to see the process of obtaining the reserved fund of government agency. Everything

must be recorded and must have superior authorization in order to use that fund to organize program. As before I finish my practical training, I do the filling sort out all the letter and file. Record the letter in and out into the record book. On last day I at PPD, I do some clerical work and involved in unit HEM meeting.

### **2.3 Summary**

During the 8 weeks of practical training at Kuching District Education Office (PPDK), I have gained a lot of experience in real working environment. It was a very good opportunity for me to learn a lot of new things regarding administration. The most important thing is the practical training is it prepared training student to faced reality of job in the market because they have the confident and has improved their intra and interpersonal and communication skills within the employers and employees. In addition, the practical training also exposed the me to the real working environment nature and it has gave the opportunity for me to improved myself before entering the real job in the future.

## **CHAPTER 3 (ANALYSIS)**

### **3.1 Introduction**

This chapter 3, I will explain the analysis of task from eight week of practical training. In this chapter also reflects the definition of concept and theoretical aspects at my practical workplace and how I transformed the knowledge gained at the workplace to reinforce understanding the concept learned in the classroom. Moreover, this chapter also includes reflection from my personal experience gained during my practical training.

### **3.2 Public Finance**

Public Finance can be defines as a branch of economic that deals with government revenue/income and government expenditure (Wikipedia, 2017). The government is obligatory to administer and develop the country. The administering function is includes defense of the country and the maintenance of law and order situation in different parts of the country in order to ensure peace to its citizens. Providing educational, health facilities and developing basic infrastructure are example of process developing the country. In order to perform all this function the government requires fund to cover the government expenditure. The government raises it revenue by taxing the public or loan from public or private bank. All the revenue collected by government will be spend for public benefits.

#### **3.2.1 Public Agency Financial**

Finance is crucial for every government agency and government authorities. The operation of government agencies and government authorities is support by the fund obtain from government revenue. The allocation of certain amount of fund will make the agencies or authorities become

more effective functioning to serve the public. However, the funds allocate to each government agencies and authorities need to spend efficiently as they are accountable to public fund.

The Kuching District Education Office (PPDK) is under supervision of Sarawak Education Office. The Sarawak Education Office responsible to allocate the money to all District Education Office under Sarawak Education Office supervision. Every personnel at Kuching District Education Office need to followed procedure in order to get allocation for their program or activity. The District Education Officer or Vice District Education Officer need to give authorization before the financial sector allocates the fund for program and activity. All the transaction of fund will be recorded in system for being audit by auditing officer. This to ensure that public fund is being used properly and benefiting the society and avoid the misused of fund by the officer or personal at Kuching District Education Office.

### **3.3 Theory**

#### **3.3.1 Public Procurement**

Public Procurement can be referred to the purchases of goods & services from suppliers on behalf of the government, which was represented by various municipalities, provinces, states, national offices and federal offices. The objective of public procurement is to obtain material & supplies of the right quality, in the right quantity at the right time, from the right supplier at the right price. The purpose of public procurement is enabling government agencies to provide various services & necessary goods to public.

There are a number of methods of public procurement that being used in public agencies in Malaysia. This methods stand as guideline for public agencies to purchases good and acquiring service from supplier. Method of public procurement:

### **3.3.1.1 Direct Purchase**

This procedure allows procurement of supplies and services up to the value of RM50,000 directly through the issue of a Government Order to any known suppliers of goods or services consistently supplying goods at acceptable quality and reasonable price. However, there are two possible conditions for direct purchase. First condition is amount below RM10,000 must be given to suppliers or contractors whether is Bumiputera or Non-Bumiputera and they are registered with treasury.

### **3.3.1.2 Quotation**

Procurement of supplies and services above the value of RM50,000 and up to RM500,000 is done through calling of quotations and the minimum number of quotations to be invited is five. All suppliers wishing to take part in quotations must be registered with the Government. If purchase fell between RM50,000 - RM100,000 quotations must be received from Bumiputra suppliers only.

### **3.3.1.3 Tender**

The purchasing of goods and supplies above value of RM500,00 must be done through tender processes. Advertisement of tender is a must. The condition of advertisement must include at least in 1 major newspaper in Bahasa. While International tender must be advertised at least 2 major newspapers, 1 in Bahasa & 1 in English language. Foreign embassies in Malaysia & High Commissions must be informed. The advertisement posted on websites of the procuring agencies & central procurement agencies.

For specific works, if local contractors do not have the expertise and capability, tenders may be called on a joint venture basis between local and foreign contractors to encourage the transfer of



5 technologies. International tenders for works may only be called when local contractors do not have the expertise and capability, and a joint venture is not possible.

Local suppliers and contractors registered with the Government are exempted from tender deposits. However, international bidders are required to furnish a tender deposit ranging from RM60,000 for bids below RM5 million, to RM 1 million for bids exceeding RM30 million for supplies and services. For works contracts, bidders are required to furnish tender deposits ranging from RM60,000 for contracts below RM10 million, to RM 1 million for contracts exceeding RM100 million.

#### **3.3.1.4 Emergency Purchase**

Immediate/instant purchase where late acquisition resulted in deterioration and compromise service and public significance. It includes natural disaster e.g. floods, fires, tsunami etc. Need to identify the meaning of emergency. The purchase must be beneficial to the people, government & country. In term of amount there is no limitation.

#### **3.3.2 Application**

As a practical student at Kuching District Education Office, I have been given experience to involve in purchasing goods and service from supplier. The theory that I learned in subject Public Finance during semester four of my bachelor degree is really help me understand the procurement process. The experience I gain at Kuching District Education Office help me to understand the process of procurement and the reason why public agencies need to follow the guideline that been given by government.

During my third week of practical training at Kuching District Education Office, I have been given the opportunity to involve in procurement process. The school in Kuching area has

requested to Kuching District Education Office for a new safety jacket to replace the old and broken safety jacket at their respective school. As the officer in charges in this particular matter, my supervisor responsible to buy a new safety jacket as requested from the school in Kuching area. My supervisor has taught me the procurement process and procedure. It begins with draw a paperwork and fill the form before send it to the financial sector. After the financial sector approved the request, then the officer in charges can start finding the vendor or supplier. The specification of the safety jacket will make known to supplier before they can give the price quotation for the safety jacket. After receiving the price quotation from supplier the officer in charge will discuss with financial officer to decide which supplier will be grant the contract. The suppliers that get the contract from Kuching District Education Office to supply the safety jacket will need to follow the specification requested by the office.

During my fourth week at Kuching District Education Office, I once again involve in procurement process. This time, we acquire the catering service for a program under Unit HEM which is “Kursus Pemantapan Pengurusan Disiplin” held in Sekolah Seni Malaysia Sarawak on 17<sup>th</sup> August. The procedure and process acquiring the catering service is quite simple. Draw the paperwork and fill in the form and sent to financial sector for the approval. Upon the approval, the head of unit can acquire the catering service by direct negotiation with the caterer. The financial unit will pay to the caterer after the program.

### **3.3.3 Reflection**

After being involved in procurement process at Kuching District Education Office, I can highlight the important and value of the procurement in public agency. In delivering service to public, Kuching District Education Office must follow the procedure in procurement to ensure that the public fund is being used properly.

As an intern student, I learn a lot about the government process in purchasing goods and acquiring the service from supplier or vendor. The procedure set by government must be follow by government agency to ensure the public agency accountable to taxpayer. It is clear that following the public procurement guideline can bring the benefits such as resources can be utilize and avoid of wastage of resources. The agency can choose the best offer from the supplier and avoid the over budget purchasing of goods. Other than that, I also learn that the important of record keeping. Public agency need to record every transaction in or out. This is to make sure that every fund that being used is proper recorded for audit in the end of the year. Therefore this action is to ensure that the public agency's accountability toward taxpayers.

As results, the public is satisfied with the resource management of public agency as there is transparency and records that show every cent of public funds is being spent properly.

### **3.4 Strength**

During my practical training at Kuching District Education Office, I was able to gained a lot of information and observe the environment and management process. There are a few strengths of Kuching District Education Office, which are:

### **3.4.1 Flexible Working Time**

Flexible working time at Kuching District Education Office is one of the strength. The office permit it staff to choose 3 working hour which is from 7.30 am to 4.30pm, 8.00am to 5.00am or 8.30am to 5.30pm. This flexible working time give benefits to staff that live far from work place such as in Samarahan or Padawan. The objective of making flexible working time is to reduce late comer to the office. This is one of initiative of educational minister to increase the efficient and effective in his ministry. Most of officer at Kuching District Education Office choose to start working at 7.30am and end at 4.30pm. This is because they try to avoid traffic congested in Kuching area.

### **3.4.2 Experienced, Efficient, Effective and Friendly Staffs**

From my own experience, Kuching District Education Office has experienced, efficient, effective and friendly staffs. Most of the staff is friendly and always offer help to each other. In other word, their teamwork is really high and never said no to help people. As intern, they always taught and share with me a lot of things in term of management, financial, procedure and other things that I cannot learn in classroom. The efficient and effectiveness of can be seen when they solve the issue regarding school or student. The ability to solve the problem is remarkable and effective. The customers that seek for information or service will be serving immediately.

### **3.4.3 Kuching District Education Office Has Its Specific Mission & Vision**

Kuching District Education Office has its own vision which is “Quality Education Educated People Harmony Country”. From this vision we know that the Kuching District Education Office try to make the people become more educated with high quality of education. As the office that supervises 89 schools in Kuching area, the stress of important of quality education is crucial as

they want all people in this district get a quality education and become educated people. Hence it creates the harmony country.

Kuching District Education Office mission is “Preserving the Quality Education System for Developing Individual Potential to Meet National Aspirations”. From this mission statement we can understand that Kuching District Education Office try to make a high quality education system to enhance the quality in individual to become successful.

### **3.5 Weaknesses**

Through the observation at Kuching District Education Office, there are some weaknesses that can be highlighted which are:

#### **3.5.1 Lack of Personnel**

The lack of personnel at Kuching District Education Office is one of the weaknesses. Some customer who is parent or teacher sometime wanted to meet the officer but the officer is not around. The officer that received the invitation to attend the event or program will attend the event and leave the office empty. The works that need the urgent respond from officer sometime take around 2-3 days to response because of outstation work.

Most of department don't have admin clerk except financial sector and school management unit. The officers need to do clerical work by their own such as fax, Photostat and others. The workload of the officer is extremely high and some of them need to work overtime every day. This element is also the major cause of failure to achieve several KPI results annually.

### **3.5.2 Slow Internet Connection**

In this modern era, internet is the requirement for everybody. The establishment of Electronic Government (E-Gov) has brought a positive impact toward the public service. However, Kuching District Education Office has a slow internet connection and limited access to other website. The Kuching District Education Office has blocked other content except the webpage of government agencies and electronic mail (email). This restricted on internet may bring the negative impact toward work as them need internet access to find information.

Currently the Kuching District Education Office use Bit-do program to improve the access to all teacher in Kuching area. Teacher can access the bit-do and download the content upload by Kuching District Education Office. The slow internet connection has cause the problem to officer at Kuching District Education Office to do their work. Sometime it gets worst as there is no internet connection. This problem may cause delay in sending the information or may not receive information from Sarawak Education Office as all circular or the information is sending via electronic.

### **3.5.3 Old Equipment and Furniture**

Apart from old building Kuching District Education Office also has old equipment and broken furniture. The equipment such as computer, television, and other electronic equipment are mostly outdated. Employees are inside the office nearly 7-8 hours sitting at their desks doing work everyday. If using their chairs and computers causes discomfort, employees will be less productive and unhappy. Other than that, the old and broke furniture such as desks, chairs, filing rack and other are not safe to be used by worker and customer. For example, the filling rack is not as strong as it first builds and it can fall apart anytime soon because the filling rack is full of

file. The workers need to be extra careful to take out the file as they fear that the filling rack may collapse.

#### **3.5.4 Poor Office Layout**

Kuching District Education Office sitting in the old building which the layout of the office is not customer friendly. From my observation, most of customer who are teacher and parent most likely lost and end up at the wrong office. They always need help with direction as the position of the office is quite confusing. Other than that, the environment at Kuching District Education Office is so dark because the lighting is dull and dim. There are no windows that enable sunlight to bright the environment by giving a natural light. Bad lighting will not only have a negative effect on employees but as well as their productivity. Bad lighting will cause workers to feel sluggish and tired, which will create all sorts of problems in the work place. The bad lighting will affect or decline the amount of workload and the quality of work. I have been experiencing a few time where I feel tired and lazy to do work because the light is so dim. Other than that, I also experiencing the situation whereby the customer ask whether Kuching District Education Office is still operation because they see the whole environment is quite dark and dull.

#### **3.5.5 Bureaucracy**

According business dictionary, bureaucracy can be refer to a system of administration distinguished by its clear hierarchy of authority, rigid division of labor, written and inflexible rules, regulations, and procedures, and impersonal relationships. Bureaucracy in organizational structures has numerous layers of management, passing the information down from the higher position to all the way down to frontline employees. Due to the many layers of management, decision-making authority has to pass through a larger number of layers than with flatter organizations. As I observed the management process at Kuching District Education Office, all

staff must follow the rule and rigid procedure. The Kuching District Education Office must refer to Sarawak Education Office before sent a new circular to schools in it district. The layers of management has make the information is delay to send to schools. For example, it took nearly a week to get the approval from Sarawak Education Office before Kuching District Education Office can send the notice latter. This will slow down the work flow of the Kuching District Education Office.

### **3.6 Summary**

Eight weeks of practical training at Kuching District Education Office has brought a new experience and knowledge to me. The procurement theory that I learn in class room is being practice in the real world. It gives me more understanding about how the public agency purchasing good or acquires service from supplier.



## **CHAPTER 4 (RECOMMENDATIONS)**

### **4.1 Introduction**

In this chapter 4, I will write a recommendation for strengths and weaknesses of Kuching District Education Office that I assess during eight week of practical and how to improve it.

### **4.2 Solutions for the Strength Analysis at Kuching District Education Office**

I have been analyzing the strength of Kuching District Education Office which I mentioned in previous chapter. From the strength of this organization I can suggest some solution to improve and open more room for improvement.

#### **4.2.1 Flexible Working Time**

In Kuching District Education Office, the staff has given the flexibility of working time which they can choose at what time they are coming into office. However, I would recommend that staff would be give more flexible time as some of the staff already in office at 7.00 am before they head out for outstation work (half day meeting or event). That means they already starting working before the working time. As they come early then they can go home early as long as they have reach 8 hours working.

#### **4.2.1 Experienced, Efficient, Effective and Friendly Staffs**

Kuching District Education Office is full of experienced, efficient, effective and friendly staffs. They can utilize the staff to increase the productivity and improve the customer service. The effective and efficient staff can help the customers solve their problem in short period of time. While the experienced staff can teach the new staff how to handle problem. The customer who

came to Kuching District Education Office usually has a complicated problem that school are unable to handle it such as permission to transfer to another school within Kuching district, or the student name are missing from school data. The experienced staff can use their experience to handle the case and provide the solution to the problem. This step will help Kuching District Education Office improve their reputation and customer satisfaction.

#### **4.2.3 Kuching District Education Office Has Its Specific Mission & Vision**

Education is crucial to everybody and the Kuching District Education Office is committed to give high quality of education to students in Kuching district. The mission and vision of Kuching District Education Office has shown that they want to stay competitive in term of education and up to date with current environment by using technology as medium of education.

### **4.3 Recommendation for Weaknesses in Kuching District Education Office**

#### **4.3.1 Lack of Personnel**

The lack of personnel is the main weakness of Kuching District Education Office. The current staff is not enough to handle all matter. The human capital development unit only has 4 officers which each of them having their own portfolio. If all of them are received the invitation or involve in out station work then the office would be empty. I would recommend that each of unit having their own clerk or admin personnel. The admin can help the officer doing clerical work such as fax, Photostat and handle letter in or out. By having admin personnel, the officer can reduce the workload and focus on their own portfolio. Therefore the productivity can increase and customers will satisfy.

#### **4.3.2 Slow Internet Connection**

In current modern era, the internet connection is a must for office, home or public area. Our country has turned the public delivery into modern system which called E-government. E-Government is to transform administrative process and service delivery through the use of Information Communication Technology (ICT) and multimedia. By transforming administrative service through ICT it bring a lot of benefits to society and the government itself. Kuching District Education Office already going through the transformation to paperless system. However the transformation cannot be complete as the internet connection at Kuching District Education Office is really poor and the access is limited. I would recommend Kuching District Education Office to change their service provider and upgrade the internet equipment. This is to ensure that the staff is able to use internet as medium to communication and spreading information. This is aligning with the aim to become paperless organization in Kuching Sarawak.

#### **4.3.3 Old Equipment and Furniture**

The old equipment and furniture may cause the user to suffer injury. There are a lot of old equipment that still being used at Kuching District Education Office. I would recommend that Kuching District Education Office to change all the broken and old equipment and furniture to avoid unwanted accident in the office. The filling rack can be replaced with something else as currently Kuching District Education Office has move to paperless filling system. The chair and desk must be change to more comfortable and safe to ensure that worker safety is guaranty. When the safety of employee is guaranty, the employee can improve the productivity and employer happiness.

#### **4.3.4 Poor Office Layout**

Kuching District Education Office is residing in the old building which the office is not customer friendly. The Kuching District Education Office must take some action by install the direction signboard or put an office layout map for the customer. The signboard is vital as the customer or visitor know where they are heading. For the dim lighting, I would suggest Kuching District Education Office to install a brand new led light which brighter and less consumption of electric

#### **4.3.5 Bureaucracy**

The procedure or certain steps needed to carry out tasks and the need to follow a chain of command to proceed, lots of time can be lost especially if decisions and results are needed immediately. The Sarawak Education should give more power to District Education Office to act. The less of bureaucracy will make decision making easier and faster.

#### **4.4 Summary**

In summary, there are some of strengths and weaknesses that I have been discovered during my practical training at Kuching District Education Office. The strength of Kuching District Education Office is the factor that they are the leading district education office in Sarawak. While the weaknesses of Kuching District Education Office can be improve in order to become more competitive with other district education office around Malaysia.

## **CHAPTER 5**

### **(CONCLUSION)**

#### **5.1 Conclusion**

Kuching District Education Office has given me experience that I cannot forget even though I only there for eight week. The officer and staff are good to me and really supportive. They thought me a lot of things that I cannot learn in class room. The practical training provides me with experience working in the real world. I will highlight the important point in each chapter in this report

In chapter 1, I have explained about the duration of practical, details about organization background such as number of schools under Kuching District Education Office supervision. The organisation objectives, mission, vision and organizational structure also include in chapter 1.

In chapter 2, briefly explain about the task and job execute as practical student. I have explained week by week about the job that being assigned to me during eight week of practical training. I also explain the experience and value of work that I get from doing my practical training at Kuching District Education Office.

In chapter 3, I analyse what value and lesson that I gained from my practical training at Kuching District Education Office that can be relate to subject that I learn in the class room. Public Finance is the subject that I choose because at some point on my practical training I was involved in procurement. In this chapter also I include the analysis strength and weakness of Kuching District Education Office.

In chapter 4, after analysing the strength and weaknesses of Kuching District Education Office I suggested some recommendations to be made by Kuching District Education Office. All recommendation is from my personal opinion. The reason of recommendation is to achieve better service of Kuching District Education Office.

Finally, practical training is good for undergrads student because it give experience of working in the real work and a place to understand the theory that being taught in class room.

## **REFERENCE**

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Official website of Ministry of Finance Malaysia retrieved on 22 November 2017 from  
<http://www.treasury.gov.my/>

## **APPENDIXES**





# Pejabat Pendidikan Daerah Kuching

## *Sijil Penghargaan*

Kepada

**Mohd Izham Bin Ahmar Saberi**

Atas kerjasama dan sumbangan sebagai

*Urus setia*

*Majlis Makan Malam Sempena Perayaan  
Hari Guru Peringkat Daerah Kuching*

Pada

4 Ogos 2017

bertempat

**PCC Demak**

anjuran

**Pejabat Pendidikan Daerah Kuching**



(KAMARIAH BINTI SAID)  
Pegawai Pendidikan Daerah Kuching



# Pejabat Pendidikan Daerah Kuching

## *Sijil Penghargaan*

Kepada

**Mohd Izham Bin Ahmar Saberi**

Atas kerjasama dan sumbangan sebagai

*Urus setia*

*Kursus Pementapan Pengurusan Disiplin Sekolah*

*Peringkat Daerah Kuching*

*Tahun 2017*

pada

17 Ogos 2017

anjuran

**UNIT HEM**

**Pejabat Pendidikan Daerah Kuching**

bertempat di Sekolah Seni Malaysia Sarawak



.....  
(KAMARIAH BINTI SAID)  
Pegawai Pendidikan Daerah Kuching



# Pejabat Pendidikan Daerah Kuching

## *Sijil Penghargaan*

Kepada

**Mohd Izham Bin Ahmar Saberi**

Atas kerjasama dan sumbangan sebagai

*Urus setia*

*Mesyuarat Pengurusan Hal Ehwal Murid (HEM)*

*Bil. 2/2017*

pada

**15 September 2017**

anjuran

**UNIT HEM**

**Pejabat Pendidikan Daerah Kuching**



.....  
(KAMARIAH BINTI SAID)  
Pegawai Pendidikan Daerah Kuching



**UNIVERSITI TEKNOLOGI MARA SARAWAK**

**PRACTICAL TRAINING**

**LOG BOOK**

## **Instructions**

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

### **Student' s responsibilities for keeping log book up-to-date**

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

### **Recording**

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

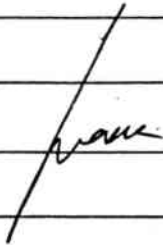
1. Student's name: MOHD IZHAM BIN AHMAD SABERI
2. Date & Place of Birth: 30/9/1995
3. UITM No.: 2015145237
4. Program: Bachelor in Administrative Science and Policy Studies
5. Year: ~~2017~~ 3 Part: 5
6. Home address: 183B Taman Baiduri 09100, Baling Kedah  
David Ahan
7. Address during practical training: 268 Tabuan Hilir ~~09345~~ 93450  
Kuching Sarawak
8. Place of training: Pejabot Pendidikan Daerah Kuching
9. Name of Supervisor in-charge: \_\_\_\_\_
10. Duration of training : From : 24/7/2017 to 15/9/2017

FOR OFFICE USE ONLY


11. Remarks: (Dean/Course Tutor)

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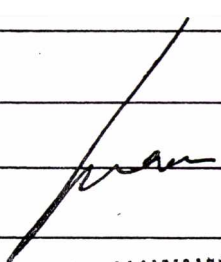
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
24.7	Organisation Introduction / Orientation	
	Admin - Filing (Hal Ehwal Murid)	
	- Sorting all the file into it own	
	category	
25.7	Admin - Filing ( Complaint letter)	
	- Key in data ( Student enrollment)	
26.7	Admin - Data ( 3K = Kebersihan, Kesihatan	
	Keselamatan)	
	- create evaluation form for all	
	88 school in Kuching Area.	
27.7	Admin - Filing	
	clerical work - Fax all the 3K circular	
28.7	Admin - Involve in Gem Bustar	
	check report from all 88	
	school in Kuching	

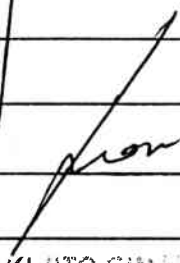
  
**AKIHITO BIN NAWAI**  
 Penyejaja Hal Ehwal Muri  
 Pejabat Pendidikan Daerah K.

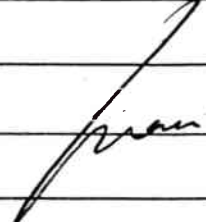
28/7

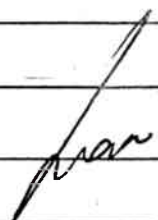
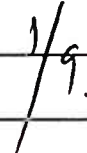
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
31/7	Prepare a cover page for 'mit Sultan' meeting.	
1/8	Filling for 'Hal Ehwal Murid' mit	
2/8	Escort Kementerian Pendidikan Malaysia (KPM) officer to SK Astana and SK Pasir Pandak	 <b>AKHITO BIN NAWAW</b> Penyeia Hal Ehwal Murid Pejabat Pendidikan Daerah Kuching
3/8	Escort KPM's officer to SK Feyan Sejingkat.	4/8
4/8	Involve in preparation of 'majlis Hwi Guru Sejingkat Daerah Kuching' held in PCC Dumak	

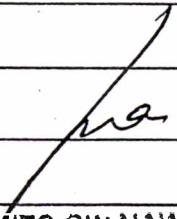



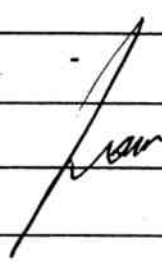
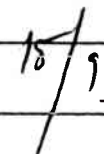
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
7.8.2017	Filling for Unit 'Hal Ehwal Murid'	
8.8.2017	Clerical work - Letter <ul style="list-style-type: none"> <li>◦ Pelaksanaan Program Susu 1 Malaysia 2017</li> <li>◦ Keperluan Pallet untuk membolehkan penyimpanan Bekalan susu bagi Program Susu 1 Malaysia</li> <li>Do Research regarding discipline issue and Problem in Malaysia.</li> </ul>	 <b>AKHITO BIN NAWAW</b> Penyelia Hal Ehwal Murid Pejabat Pendidikan Daerah Kuching
9/8	Clerical work <ul style="list-style-type: none"> <li>◦ Pembelian Skim Pinjaman Buku Teks</li> <li>◦ Peningkatan 2 Pengurusan Skim Pinjaman Buku Teks</li> <li>◦ Pengambilan pelatih program latihan Kualiti Negara</li> </ul>	11/8
10/8	Involve in preparation of event. 'Kem penulisan muda dan pertandingan penulisan Kreatif Bahasa Cina Peningkat Kebangsaan Kali ke -11' <del>bertempat</del> <sup>held in</sup> di Penview Hotel.	
11/8	Attending Event <del>at</del> in Penview Hotel 'Kem Penulisan Muda dan Pertandingan Penulisan Kreatif Bahasa Cina Peningkat Kebangsaan Kali ke -11'.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
14/8	Attending meeting for 'Skim Bantuan Pakaian Swagam'. This program is cooperation between PPD with chief minister office and Yayasan Sarawak.	
15/8	Sent out the student name list and check the list with e-kasih. Prepare and distribute the letter of notification to all 88 school that involve in this 'Skim Bantuan Pakaian Swagam'	 AKHITO BIN IBRAHIM Penyejaja Hal Ehwal Muzed Pejabat Pendidikan Daerah Kuching
16/8	Prepare the certificate of appreciation for SPN ofical and 87 school which involve in 'Kursus Pemantapan Pengurusan Disiplin'. Prepare the slideshow for 'Kursus Pemantapan Pengurusan Disiplin'.	16/8
17/8	Involve in 'Kursus Pemantapan Pengurusan Disiplin Sekolah' at Sekolah Sui Malaysia Sarawak as technical committee	
18/8	Finalize the name list for the 'skim Bantuan Pakaian Swagam'. This event will be held on 19 August 2017 at SUPP Headquarter.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
21.8.2017	Preparation of event at SK (A) Datuk Abdul Kadir Hassan. Pentandingan Robotic Anjukan KPM dan Sashadi peringkat Kebangsaan.	
22.8.2017	Attending Robotic Event as judge	
23.8.2017	Attending Robotic Event as judge	 <b>AKINITO BIN NAWAW</b> Penyelea Hal Ehwal Murid Pejabat Pendidikan Daerah Kuching
24.8.2017	clerical work - letter o Pelaksanaan skim perlindungan murid di dalam bas sekolah o Penamatan perjanjian vending machine di kawasan sekolah	25/8
25.8.2017	clerical work - Letter Pembayaran Bantuan Am persekolahan kepada pelajar Tahun 1 Bagi Bantuan Kumpulan Amanah Pelajar miskin (KWAPM)	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
28/8	clerical work - letter Peningkatan I - SPBT	
29/8	Received data and allocate the Safety Ticket according to list	
30/8	clerical work - letter <ul style="list-style-type: none"> <li>o Pengerahan penerimaan dan pengantaran buku-buku SPBT ke Bilik Operasi SPBT Daerah</li> <li>o Memohon penuntukan objek sebagai (OS) 29000 untuk mengelola mini anugerah kolektif.</li> </ul>	AKHITO BIN NAWAW. Penyelia Hal Ehwal Murid Pejabat Pendidikan Daerah Kuching  
31-8	Public Holiday (National Day)	
1-9	Public Holiday (Hari Raya Aidiladha)	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4/9	Public Holiday (Malaysia Wining SEA Game)	
5/9	Sending the safety jacket to school	
6/9	Clerical work - letter o Skema piogawan Buku teks Pesanan <del>ketampok</del> Buku teks cetak Semula Kelompok 2	 <b>AKIHITO BIN NAWAW.</b> Penyejaja Hal Ehwal Murid Pejabat Pendidikan Daerah Kuching
7/9	<del>Invokte in</del> Prepare the ID identification card for 'Pensatuan Sukau dan Kebudayaan Perkhidmatan Pelajaran Sarawak'	
8/9	clerical work - letter o Pemohonan pelupusan buku teks mengikut arahan pembedaahan - Borang Arkib 2/08	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
11/9	Clerical work - Letter o Mesyuarat Pengurusan Hal Ehwal Murid Bil. B/2017 o Takwimat mus setia mesyuarat Pengurusan Hal Ehwal Murid (HEM) Bil. 2/2017 o Permohonan Penuntukan Dibawah Pecahan Kepala 0529000	
12/9	Sorting the SPBT list to sent to Antik Negara	AKIRITO BIN NAWAWI Penyelea Hal Ehwal Murid Pejabat Pendidikan Daerah Kuching
13/9	Involve in financial unit - 0529000	
14/9	Filing - Hal ehwal murid	
15/9	Clerical work - letter o Permohonan Pemusahan Buku Teks	