



**UNIVERSITI TEKNOLOGI MARA SARAWAK  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**PRACTICAL TRAINING REPORT:  
SARAWAK SOCIAL WELFARE DAPARTMENT**

**PREPARED BY  
NURSHARMINA BT LILEK 2012321661**

**PREPARED FOR  
MADAM SAREHAN BINTI SADIKIN**

**DECEMBER 2014**

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

Name of Supervisor: MADAM SAREHAN BT SADIKIN  
Title of Practical Report: SARAWAK SOCIAL WELFARE DEPARTMENT  
Name of Student: NURSHARMINA BT LILEK

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

.....  
(MADAM SAREHAN BT SADIKIN)

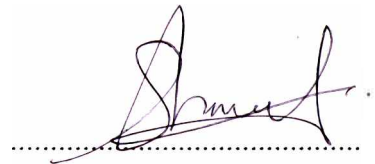
Date:

## DECLARATION

I hereby declare that this practical training report is original and is my own work, except for extracts and summaries for which the original references are stated herein. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with rules and academic regulations of UiTM.

13 Januari 2015

Date



Signature

Nursharina bt Lilek

2012321661

## **ACKNOWLEDGEMENT**

First and foremost, praises and utmost gratitude to Allah SWT, the Almighty, for His showers of blessings, the wisdom and perseverance that He has been bestowed upon me to complete my practical training and this report successfully.

I would also like to acknowledge with much appreciation the crucial role of my supervisor, Madam Sarehan bt Sadikin from the Faculty of Administrative Science and Policy Studies, UiTM Sarawak for her support and guidance in assisting me in my report writing.

My special thanks to Miss Shahnizah Ismail , my training supervisor who has individually given his guidance and encouragement for me in carrying out various tasks in completing my practical training. My sincere gratitude to the officials and other staff members of Sarawak Social Welfare Department who rendered their help during the practical training period.

Last but not least, I wish to avail myself of this opportunity, express a sense of gratitude and love to my beloved parents and my friends for their manual support, strength, help and for everything.

## TABLE OF CONTENTS

<b>Contents</b>	<b>Page</b>
<b>CLEARANCE FOR SUBMISSION</b>	
<b>DECLARATION</b>	
<b>ACKNOWLEDGMENT</b>	
<b>TABLE OF CONTENTS</b>	
<b>CHAPTER 1 – INTRODUCTION OF THE ORGANIZATION</b>	<b>1</b>
1.0 Background of JKMNS	1
1.1 History	1
1.2 Location of JKMNS	4
1.3 Vison, Mission and Objective	5
1.4 Slogan and Logo	6
1.5 Organization chart of JKMNS	8
1.6 Administration and account unit	9
1.7 Organization chart of Administration and account unit	10
1.8 Clients Charter	11
1.9 Conclusion	13
<b>CHAPTER 2 – SCHEDULE OF PRACTICAL TRAINING</b>	<b>14</b>
2.0 Schedule task	14
2.1 Introduction	14
2.2 Schedule of assigned task	15
2.3 Conclusion	21
<b>CHAPTER 3 – TASK ANALYSIS</b>	<b>22</b>
3.0 Introduction	22
3.1 Definition of filing	23
3.2 Filing System at JKMNS	27
3.3 Conclusion	28

<b>CHAPTER 4 – RECOMMENDATIONS</b>	29
4.0 Introduction	29
4.1 Strengths of Filing System at JKMNS	30
4.2 Weaknesses of Filing System at JKMNS	32
4.3 Recommendations	35
4.4 Conclusion	36
<b>CHAPTER 5 – CONCLUSION</b>	37
5.0 Introduction	37
5.1 Summary by Chapter	38
<b>REFERENCES</b>	40
<b>APPENDICES</b>	41

## CHAPTER 1

### 1.0 BACKGROUND OF ORGANISATION

#### 1.1 HISTORY

Students of Bachelor in Administrative Science have been required to attend a practical training programme as to fulfill the academic requirement and also to provide them with physical and mental preparation before getting into real career environment. This programme must be completed in about five to six weeks in any organization as selected by the students themselves. For this purpose, I have select one government body which is mainly natured in welfare, administration and management.

These is the a little information about the organization that i choose.

NAME OF ORGANIZATION : SARAWAK SOCIAL WELFARE DEPARTMENT

DEPARTMENT HEAD : ABANG SHAMSHUDIN B ABG SERUJI

ADDRESS : JABATAN KEBAJIKAN MASYARAKAT NEGERI  
SARAWAK WISMA KEBAJIKAN.LOT 4237, BLOK 14  
OFF JALAN SIOL KANAN, 93050 KUCHING

CONTACT NUM : 082-448455

FAKS : 082-448946

EMAIL : <http://www.welfare.sarawak.gov.my/>

Department of Social Welfare has been upgraded from the Welfare Division of the Ministry of Social Development Sarawak in March, 1993, the Department has evolved function and placed as a key agency under the Ministry of Social Development and

Urbanization Sarawak. At its inception Welfare Division established to address the welfare of taking over Sarawak Welfare Council in providing General Assistance and help victims of the disaster, in addition to expanding charitable activities by providing support services required by the changing times.

Development of the Social Welfare Department of State specifically as follows:

Year of Establishment :

- 1965 Welfare Ministry of Youth and Culture
- 1966 Division of Welfare
- 1975 Ministry of Welfare
- 1984 Ministry of Social Development
- 1993 Department of Social Welfare

Welfare enshrined under the Constitution of Malaysia, in schedule 9 listed with or concurrent list and hence in the State, the Department of Social Welfare has been gazetted as an agency responsible for matters such as the following:

- (A) Coordination of all Policies and Activities relating to Welfare Services
- (B) Charitable Trusts (excluding Muslim Charitable Trusts)
- (C) Care and Counseling Service for Juvenile Delinquent
- (D) Protection of Women and Young Girls
- (E) Protection of Children's Welfare of Young Persons in need, and Prevention of Child Abuse
- (F) Adoption of Children
- (G) Rehabilitation and Welfare of Disable and Vagrants
- (H) Coordination and Supervision of Activities of Voluntary Organizations
- (I) Relief and Rehabilitation of Victims of Natural and Civil disasters
- (J) Administration of Old Folk Homes
- (K) Supervision of Care Centre



### **1.1.1 Welfare**

Welfare is defined as "a system of social services and institutions that are structured and organized, designed to help individuals and groups to achieve the standard of living and health standards and social and personal relationships that allow them to build capacity and promote the well-being of harmony based on the needs of the family and society "

### **1.1.2 Social Work**

To perform the duties and responsibilities of the Department of Social Welfare social work approach to achieving the goals of social welfare. Social work is defined as "is a professional activity that helps individuals, groups or communities to increase or improve their capacity to meet social needs and create an environment conducive to achieving that goal"

## 1.2 LOCATION OF SARAWAK OF SOCIAL WELFARE DEPARTMENT

Department of social welfare Sarawak are located at Jalan Siol Kanan, Petra jaya in which situated behind fire and rescue station.

*Department of social welfare Sarawak*

**JABATAN KEBAJIKAN MASYARAKAT NEGERI SARAWAK WISMA KEBAJIKAN, LOT 4237,  
BLOK 14 OFF JALAN SIOL KANAN, 93050 KUCHING**



FIGURE 1.0

## **1.3 VISION, MISSION, AND OBJECTIVES OF DEPARTMENT OF SOCIAL WELFARE SARAWAK**

### ***1.3.1 Vision***

Welfare Services agency High Performance In 2020

### ***1.3.2 Mission***

To ensure high performance of welfare services through:

- Help and Empowerment Group Targets
- Maintain, protect and Rehabilitation of Children
- Improve the welfare of Senior Citizens
- Rehabilitation and disability Enables People with Disabilities
- Developing Community Welfare Volunteers
- Target Groups integrating into society

### ***1.3.3 Motto***

Human Welfare Services

### ***1.3.4 Objectives***

- Help and Empowerment Group Targets
- Maintain, protect and Rehabilitation of Children
- Improve the welfare of Senior Citizens
- Rehabilitation and disability Enables People with Disabilities
- Developing Community Welfare Volunteers
- Target Groups integrating into society

### **1.3.5 Shared Values**

- Integrity and Dignity (Integrity and Dignity)
- Good and Caring (Kind and Caring)
- Professionalism (Professionalism)
- Common sense of urgency and (Sense of Urgency and Ownership)
- Teamwork (Team Spirit)
- Results-oriented (Result-Oriented)

## **1.4 SLOGAN AND LOGO OF DEPARTMENT OF SOCIAL WELFARE SARAWAK**

**Slogan**

***BERKAT BERJASA***

**Logo**



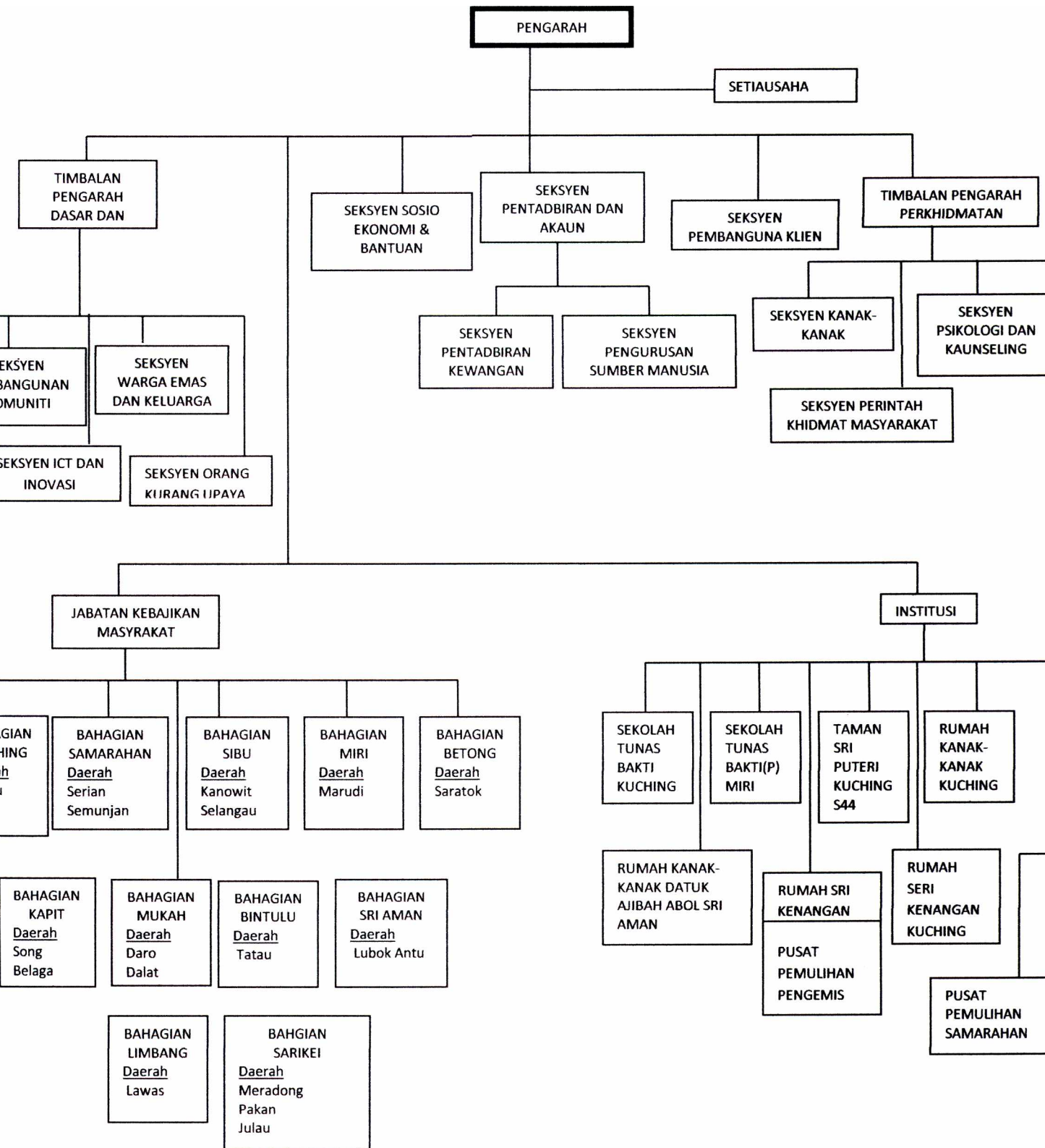
FIGURE 2.0

This logo was created to fulfill the aspirations of a progressive and developing nation. Thus, the equilibrium constant between the infrastructure and the development of welfare can be achieved. Logo in the shape of a heart to see the future and the modernization of the department as well as the maximum efforts in providing welfare services as a whole. An effort supported by a sense of love and positive understanding of the target groups and society as a whole.

Orange circle on the heart is symbolically representing the ongoing humanitarian efforts in realizing the mission and vision of the department, while the color purple symbolizes the nature of the department's proactive and dynamic as an organization under the Ministry of Women, Family and Community Development.

As the sense of pride in the efforts made, bright colors like red stripe, white, blue and yellow were chosen as the basis for the integration, integrity, dedication and commitment of individuals, communities and the nation as a whole.

## 1.5 ORGANIZATIONAL CHART OF DEPARTMENT OF SOCIAL WELFARE 2014

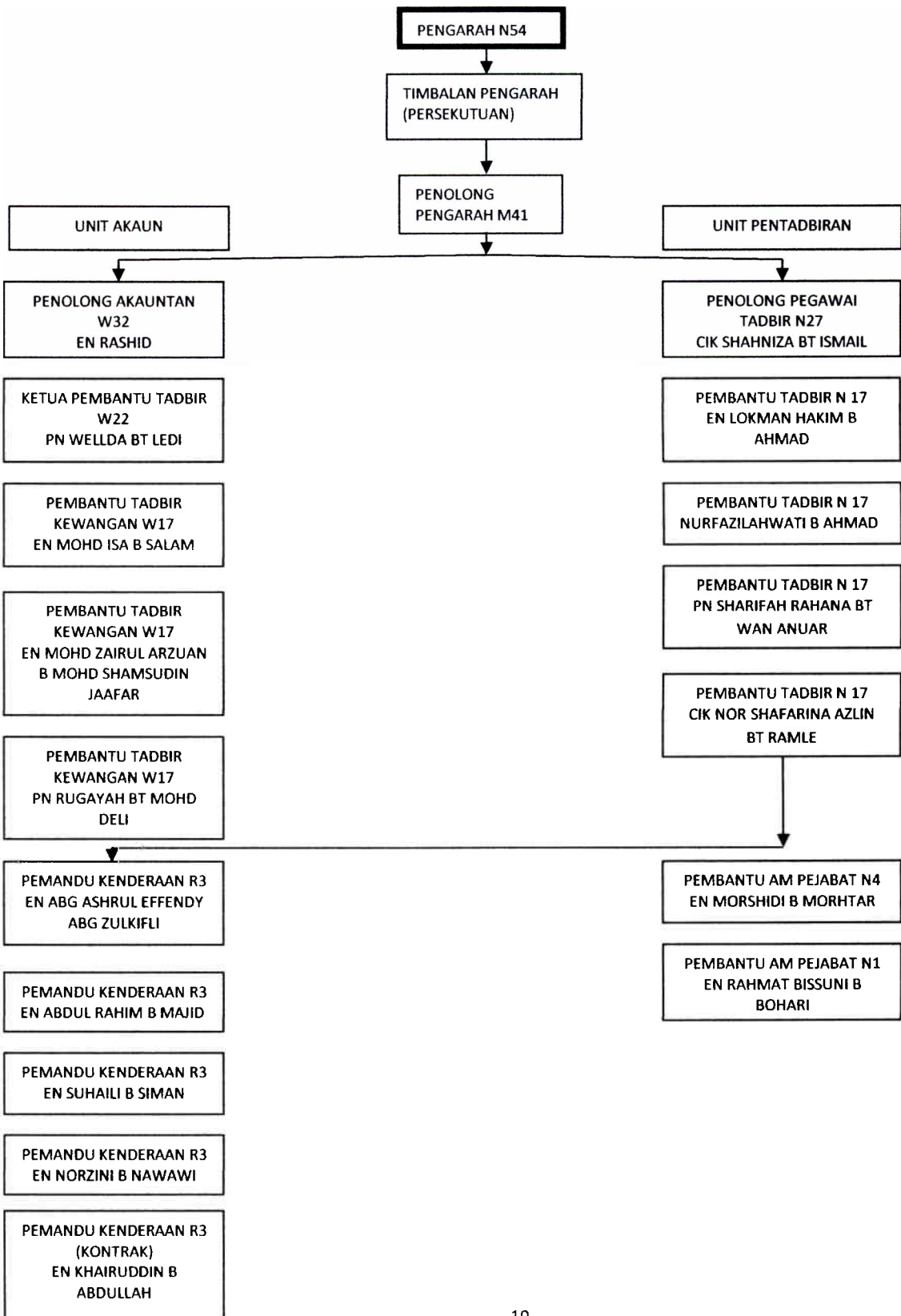


## **1.6 ADMINISTRATION AND ACCOUNT UNIT**

### ***1.6.1 Objectives of Administration and Account Unit***

Specifically, I was chosen to be in the unit administration and account during the whole period of practical training. This sections is closely related to planning, controlling, organizing and coordinating. The objectives of Administration and Account Unit is to give services in administration and coordinate of financial to ensure the units give the best.

1.7 ORGANIZATION CHART OF ADMINISTRATION AND ACCOUNT UNIT





## 1.8 CLIENTS CHARTER

In considering the welfares of their customers, this organization has come up with client's charter. The contents of the client's charter are:

### ➤ CHILDREN

- Children in Need of Conservation and Protection
- Children in Need of Protection and Recovery
- Children Not Controlled
- Children involved in crime
- Adoption through adoption Act 1952
- Adoption through registration of Adoption Act 1952
- Application son preserve
- Financial Aid
- Child care Centre (TASKA)
- Interactive workshop

### ➤ PERSON WITH DISABILITIES

- Registration of persons with disabilities
- Admission to institutions
- Synthetic tools help/ support tool
- Financial Aid
  - Allowance for disabled workers (EPC)
  - help disabled not able to work (BTB)
- Counseling and psychology

➤ CHARTER ELDERLY

- Admission Institutional Elderly / Home Ehsan
- Financial Aid
- Counseling and Psychology

➤ CHARTER FAMILY

- Domestic Violence
- Financial aid
  - general assistance (BA)
  - Grants to launch (BGP)
  - School aid
- Community Service Order
- Care Centre
- Counseling and Psychology

➤ Charter Destitute

- Admission to Institutions Rural Voluntary Self Build
- Counseling and Psychology

➤ Charter Voluntary Welfare Organizations

- Grants to Voluntary welfare
- Expatriate permit
- Tax exemption voluntary welfare
- Registrations of voluntary welfare
- Corporate social responsibility (CSR)
- Community development
- Counseling and psychology

➤ Charter- disaster victims

- Operations disaster operations room
- Short-term assistance
- Long term support
- Counseling and psychology

## 1.9 CONCLUSION

As a conclusion Department of Social Welfare Sarawak is a government agency that is governed by the Ministry of Social Development and Urbanization Sarawak. During the practical training period, i was attached in administration and account section. My schedule of daily tasks during the overall period of practical training will be discussed in later section.

## **CHAPTER TWO**

### **2.0 SCHEDULE TASK**

#### **2.1 INTRODUCTION**

My practical training was done in month started from 21 July 2014 until 29 August 2014. On the first day, simple briefing had taken place by Head of Unit of Human resource with an introduction of the organization, identifying rules and regulations of the organization and setting the objectives to be accomplished by trainer. At the moment, the attachment unit for trainer also has been chosen. I was attached in the administration and account unit and I was supervised by Miss Shahniza Bt Ismail. An ice breaking session was done in getting to know all the officers and the staff in the section. During my practical training, I meet another practical student from University Sabah named Kartika and Anne rose. At the next page, there are that tables showing the tasks done by me based on my log book.

## 2.2 SCHEDULE OF ASSIGNED TASKS

I have been assigned with various tasks during my practical training. The tasks assigned are mostly routinely done, but although the tasks are routine, but there are new things that I have discovered during doing the tasks, such like new problems or errors, especially in filling system and asset and property management. The tables in the next page portray schedule of tasks assigned during the practical.

<b>WEEK 1</b>	<b>Tasks Assigned</b>
<b>21/7/2014</b>	<ul style="list-style-type: none"> <li>- Attending video conference in a programme "sehari bersama Dato Rohani"</li> <li>- Distributing clothes to the poor in a charity programme.</li> <li>- Printing and photocopy documents.</li> </ul>
<b>22/7/2014</b>	<ul style="list-style-type: none"> <li>- Checking on figure/amount in government voucher.</li> <li>- Continue with document filing, where i was given task to separate the documents due to the date and tittle document.</li> <li>- Involved in "program penyerahan bubur lambuk".</li> </ul>
<b>23/7/2014</b>	<ul style="list-style-type: none"> <li>- this day new information regarding to document claim and repayment notice by office clerk.</li> <li>- some information given by Sir Rashid one of our accountant regarding to salary acceleration.</li> <li>- continuing with government voucher, where i need to identify the date, document number and amount are accurate.</li> </ul>
<b>24/7/2014</b>	<ul style="list-style-type: none"> <li>- This day i have to make a called to the staffs that involved in meeting for charity programme.</li> <li>- Preparing form letter.</li> <li>- Documentation on government filling (manual system )</li> <li>- Received new document regarding a new Asset , checking the amount of asset received such as printer, chairs, tables and paper.</li> <li>- Updating Asset list by using SPA system (sistem pengurusan</li> </ul>

	Asset).
<b>25/7/2014</b>	<ul style="list-style-type: none"> <li>- this day i was given a task to key in all data regarding to the Government transportation that been used in official events.</li> <li>- Preparing a letter for transportation, photocopy, and send it to the transportation unit (by faks).</li> <li>- Continuing with document filling</li> </ul>

Table 2.1: Tasks Assigned for Week 1

<b>WEEK 2</b>	<b>Tasks Assigned</b>
<b>31/7/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to preparing a feedback letter ( to other government department about the availability of transportations)</li> <li>- Continuing with document filling and key in the data by using Microsoft excess.</li> <li>- Preparing letter for driver units</li> <li>- Photocopy letter, faks</li> <li>- Rearrange government voucher due to the dates.</li> <li>- Continuing with document filling.</li> </ul>
<b>1/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given to preparing letter to driver units ( Arahan penugasan pemandu).</li> <li>- Key in data, arrange government voucher due to the Dates.</li> <li>- ( claimed document) Learn to use FIS (Financial Information System).FIS is used to check whether payment has been completed or not completed based on outstanding balance.</li> <li>- make a call for a file units, to asking the file cod for financial file.</li> <li>- Document filling, preparing letter, photocopy, faks.</li> </ul>

Table 2.2 : Task Assigned for week 2

\* Hari raya 28-30/7/2014(Monday- Wednesday)

<b>WEEK 3</b>	<b>Tasks Assigned</b>
<b>4/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to preparing a letter to Transportation unit.</li> <li>- Documentation, i was needed to sort out the document due to section in organization and based on folder name.</li> <li>- update filling by checking on series number.</li> <li>- faks letter to State department and compile the letter into file.</li> </ul>
<b>5/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to join the other staff to visit Site regarding to asset disposal at Sekolah Tunas Bakti and Asrama Ahklak .</li> <li>- Continuing with preparing list of asset that will be disposed.</li> </ul>
<b>6/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to checking all of the Allowances Document .</li> <li>- Continuing with preparing minute sheet for staff meeting and transportation letter.</li> <li>- Preparing Quotation for car services</li> <li>- make a reservation fro meeting room.</li> </ul>
<b>7/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to prepare "Surat Edaran" and minute sheet.</li> <li>- Document filling, photocopy and faks letter</li> <li>- Join outside work , at Asrama Akhlak , still in a process of identifying asset that will to be dispose.</li> </ul>
<b>8/8/2014</b>	<ul style="list-style-type: none"> <li>- Attending "Bacaan yassin" with other staffs.</li> <li>- preparing transportations letter</li> <li>- continuing with preparing minute sheet for staff meeting</li> <li>- key in the transportation data</li> </ul>

Table 2.3 : Task Assigned for week 3

<b>WEEK 4</b>	<b>Tasks Assigned</b>
<b>11/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to prepare a letter for " Permohonan Pelupusan ICT " at Asrama Ahklak Kuching. This is one of the procedure before disposal process.</li> <li>- Faks letter to AAK</li> <li>- Document Filling ( for approval by Director)</li> <li>- here i need to put all the document into one files, then send it to director.</li> </ul>
<b>12/8/2014</b>	<ul style="list-style-type: none"> <li>- this day i was given a task to preparing "surat edaran" and continued with checking on government voucher.</li> <li>- preparing transportations letter for official events.</li> <li>- Distribute events schedule to driver.</li> <li>- Preparing minute sheet.</li> <li>- Send an Email to JKM Miri and make a call to ensure email delivered.</li> </ul>
<b>13/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i and other staff continued visit two place which is STB and AAK to conducting a proses of transferring assets.</li> <li>- Preparing Quotation for catering order.</li> <li>- Document Filing.</li> </ul>
<b>14/8/2014</b>	<ul style="list-style-type: none"> <li>- attending Programme "gotong-royong"</li> <li>- Like before, i was given a task to do document filling and preparing letter.</li> <li>- Involved in minute meeting for "Ramah Tamah Hari Raya</li> <li>- Meeting with "Lembaga Penduduk dan Pembangunan Keluarga Negara" for programme Mamacare.</li> </ul>
<b>15/8/2014</b>	<ul style="list-style-type: none"> <li>- Joining other staff for "Bacaan Yassin"</li> <li>- Attending "Taksirah by Ustaz Mohammad Supian"</li> <li>- Attending "Majlis Ramah Tamah Hari Raya" for JKMNS</li> </ul>

Table 2.4 : Task Assigned for week 4



<b>WEEK 5</b>	<b>Tasks Assigned</b>
<b>18/8/2014</b>	<ul style="list-style-type: none"> <li>- Like before, i will preparing letter for transportations unit for official events.</li> <li>- Preparing quotation for car service</li> <li>- Photocopy the document</li> <li>- Preparing minute sheet for "Penyerahan Penutupan Buku Log Pemandu".</li> <li>- Preparing Quotation ( SMARTCARD PETRONAS)</li> <li>- Document Filling for property and equipment documents.</li> </ul>
<b>19/8/2014</b>	<ul style="list-style-type: none"> <li>-This day i was given a task to faks a letter to all JKM department to informing them about Financial Audit.</li> <li>- Document Filling for "Laporan Amanah/ Hasil" (VOT)</li> <li>- Attending invitation for "Majlis Ramah Tamah aidilfitri" at Inter Continental Travel Sdn Bhd.</li> </ul>
<b>20/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to key in all voucher series number by Sir Rashid , JKMN's Accountant.</li> <li>- Document Filling</li> <li>- Continuing with checking on Daily report.</li> <li>- Checking on amount of "overtime claimed"</li> </ul>
<b>21/8/2014</b>	<ul style="list-style-type: none"> <li>- This day, i was given a task to join outside job, to do a preparation for asset disposition at STB , here we needed to measure and binding such as files and books.</li> <li>- Attending CIMB Talk with other staffs.</li> <li>- Preparing schedule for " Pergerakan Program YB Menteri ( for MH17)</li> <li>- Photocopy</li> <li>-Distribute and faks the schedule for those are involved.</li> </ul>
<b>22/8/2014</b>	<ul style="list-style-type: none"> <li>- Attending "Bacaan Yassin and Taskirah"</li> <li>- " Breakfast with all JKMN's staff"</li> <li>- Preparing official memorandum for Program "pengebumian jenazah (MH17).</li> <li>- Updating Schedule " perjalanan YB Menteri KPWKM (MH17).</li> <li>- Preparing transportation letter.</li> <li>- Attending "Majlis Pengebumian Jenazah (MH17) with other officers and with my supervisor.</li> </ul>

Table 2.5: Task Assigned for week 5

WEEK 6	Task Assigned
<b>25/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was required to attend Video Live Streaming For " Majlis Perhimpunan Bulanan" August 2014.</li> <li>- Preparing transportations letter.</li> <li>- Preparing minute sheet.</li> </ul>
<b>26/8/2014</b>	<ul style="list-style-type: none"> <li>- This day i was given a task to preparing "surat Edaran" and checking on claimed form.</li> <li>- Continuing with checking on daily reports.</li> <li>- Preparing official Quotation.</li> </ul>
<b>27/8/2014</b>	<ul style="list-style-type: none"> <li>- This day I was involved in a meeting for programme "PAWE" (Persatuan Warga Emas).</li> <li>- checking on quotation, For sport equipments.</li> <li>-</li> </ul>
<b>28/8/2014</b>	<ul style="list-style-type: none"> <li>-Continuation checking on sport equipment quotation for PAWE programme.</li> </ul>
<b>29/8/2014</b>	<ul style="list-style-type: none"> <li>- the last day, I was given a task to prepare memo to remind all the staffs that involved, about the meeting for event on September. ( convocation ceremony)</li> </ul>

Table 2.6: Task Assigned for week 6

## **2.3 CONCLUSION**

As a conclusion, the tasks that have been described in this chapter 2 are based on the real working experiences faced by me in whom all of task can provide sensible knowledge for me in understanding about the organization and its operations. Beside that, the actual experiences personally hoped to be an advantage for me to tackle the challenging working environment in the future.

## **CHAPTER 3**

### **TASK ANALYSIS**

#### **3.0 INTRODUCTION**

This chapter will stress on one of the administrative tasks namely filing system and records management in the views and perspective of student in which this will be explained in details later related to theoretical aspects and on what have been studied by student in administrative studies. This chapter also will discuss on the application of the knowledge of student and how it reflects on student's personal experience in the tasks given.

### **3.1. DEFINITIONS OF FILING**

According George Terry to Filing is the placing of papers in acceptable containers according to some predetermined arrangement so that any paper can be located quickly and conveniently when required. Paper is the medium to store all the information and also as a memory have to be kept in the office. For that filing is required. For example Papers relating to different transactions, obligations, plans and decisions.

#### ***3.1.1 Purposes of Filing***

Filing is the process of arranging and protecting records in the office, so they can be found the document and easily delivered when needed for future. All the documents have to be stored in a safe place. For that a systematic filing is required.

#### ***3.1.2 Methods of Filing***

The basic filing methods used in offices is alphabetic, subject, geographic, numeric, and chronological (as cited by Barrett, 2003).

##### ***3.1.2.1 Alphabetic***

A filing system in which documents and files are arranged in alphabetic order beginning with A and ends with Z. This method is the most used in office filing system. Files may include records for government agencies or businesses and individuals. Example for alphabetic filing order are listed as follows:

Example: Bangunan dan harta

Kewangan

Pentadbiran Awam

### 3.1.2.2 Subject

A subject is filing method in which all document are classified, stored and coded by their subject matter. All staff should be careful when establishing the document subject to avoid inaccurate records. Choosing meaningful subject is very important and for filing to retrieve document accurately. For example. A **structured functional system** that based on the organizational structure and function in office. A structure functional system might look like this.

Example:	First Level:	Organizational Unit
	Example:	Office of Admissions
	Second Level:	Function Performed
	Example:	Freshman Applications
	Third Level:	Processes required completing the function
	Examples:	Application Forms Management
		High School Transcripts
		Test Scores

### 3.1.2.3 Geographic

In geographic filing method, filing are grouped according to geographic location. Utility companies, mail-order companies, publishers, airlines, and organizations with branch stores and offices are likely to arrange records by location first. The locations are categorized by international, national, or state boundaries. Names within each group are then listed alphabetically. For example, a firm may use this geographic system,

Sarawak - Miri  
- Sibu  
Peninsular Malaysia - Negeri sembilan

#### **3.1.2.4 Numeric**

Numeric filing method is an arrangement of records based on number. Files and document arranged in numerical order allow for easy expansion of the filing system. This method also in which files and document are arranged in their consecutive numerical order, from the lowest to the highest.

Example : 100

	100- 1
	100-2
200	
	200-1
	200-2
300	
	300-1
	300-2

#### **3.1.2.5 Chronological**

In chronological filing method, files and folders of documents are arranged in an order by date. This method is very simple to understand and also easy to operate. Office worker can search files and folders of document more faster if their dates are known. For example a letter from Jabatan Kebajikan, Miri , dated 2<sup>nd</sup> August is filed alphabetically under Miri and a copy of letter is filled chronologically under the date August 2<sup>nd</sup> . Office workers can easily search for document by date.

### ***3.1.3 Equipment for Filing***

Beside of methods, choosing the right equipment to protect files and those document from damage is very important. There is wide choice of equipment available and the type selected will depend on several factors such as space available, cost, type and size of documents to be stored, length of time document are to be stored, the number of staff needing access to the files and security factors involved (as cited by Perry and Braga, 1989). The most filing equipment used by organization is vertical, lateral, open- shelf, and rotary.

#### ***3.1.3.1 Vertical***

Vertical file equipment is storage equipment that is deeper than it is wide and usually made of metal, sits upright, and has four drawers. The arrangement of folder in the file drawer is from front to back. File folders face the front of the drawer, which makes locating documents easy to achieved. All the files and documents will be kept in paper folder. On the top of each folder, there is a code number indicated each envelope contents. To guide workers in finding files, A paper listed with every files name and files number are also placed at the front outside the drawers.

#### ***3.1.3.2 Lateral***

A lateral file cabinet is storage equipment that is wider than is deep records are accessed from the side (horizontally). Lateral cabinet are suited to narrow spaces. Records can be arranged in the drawers from front to back to side to side. They are available in a variety of sizes, depending on the number and depth of drawers.



Cabinets for lateral files require less aisle space than vertical cabinets because drawers in lateral file cabinets are not as deep as the drawers in vertical cabinets.

### ***3.1.3.3 Open- shelf***

A shelf file is open shelving equipment in which records are accessed horizontally from the open side. Open shelf may be an open style or have roll-down fronts. Open shelf equipment can saved space. Variety of color coded will be used by office workers or labels to locate all files and document more quickly.

### ***3.1.3.4 Rotary Files***

Rotary files is a small unit may simply be a rotating wheel that holds various business cards. This is may be contained in a small unit that sits on a desk or in a large unit that operate on floor. The files rotate in a circular motion similar to that of a carousel.

## **3.2 Filing system at JKMS**

At JKMS, the filing system can be classified as a numeric filing system, in which in which under this system each file of folder is given a numeric code. The number is using in ascending order. At JKMS, the file will be classified first to be keep in each files or folder. The files are numbered based on file name. For example , the digits 100 is for document related to "Pentadbiran Awam" files, 200 is for "Bangunan dan Harta" and 300 is for "Kelengkapan dan Bekalan".

For filing equipment, JKMNS are used two filing equipment, which are lateral filing cabinet and vertical filing cabinet. Based on my experience, lateral filing equipment

is used to place files , document and activities organized by JKMN such as Convocation day for Asrama Akhlak residents. All of these file have been arrange according to number on each file.

### **3.3 Conclusion**

As to conclude, this chapter show how the theory can be related to various task performed by trainee and how the trainee apply the theory with the real task as experience throughout the period. Besides that, the environment at work place show me how important to us to apply the knowledge that we have learned in class to be apply in real work in the future.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.0 INTRODUCTION**

This chapter comprises the strengths and weaknesses of the analyzed task as in the previous chapter in which involving the comments of improvement and critics on the overall working environment of the office. The recommendations which were made purely on the basis of what had been studied in the fields of administrative science program and based on the weaknesses of the task are purposively to improve the quality and the performance of the task in the future.

#### **4.1 STRENGTHS OF FILING SYSTEM AT JKMNS**

Based on my experienced at JKMNS, one of the strengths of filing system is there was a logbook. Logbook provided in a purpose of recording the user file. Before a retrieval process on file from the cabinet, the staff have to filling in the important information in the logbook such as name, date, and file's name. JKMNS only give maximum 3 days period 3 days for any files taking out from file's cabinet. Any files that taking out more than 3 days, he or she have to update new record in logbook with reason. This action is to avoid any record missing out, to secure the files and also to protect any confidentially information from outsider and to prevent any miss behaviour.

Next ,the other strength of filling system at JKMNS is capability of senior staff in handling file management. Based on my experienced while working at JKMNS, Puan Saerah has very excellent memory and very careful in handling her tasks. Puan Saerah able to identify the place of old file and new records easily. She also know every rule and procedure before the filling process takes place. Through my practical training experienced at JKMNS, the first process to be done is recognize and and categorize the document or letters according to their file name. The document or letters will be categorized according to subject, such as claims, salary, pension, and units records. The document or letters will provided with preference number to facilitate the location of drawer to keep the document safe. This process must be done carefully to avoid misplacing of the records.

The filing system at JKMNS is done manually give an advantage to the organization where manual filing system cannot be destroyed by any accidental electric power loss and also hackers cannot access document from any computer. This help in security issue. For example in the situation where electricity power losses, this will lead to loss the document in which it cannot be undone. Thus, this situation will lead to repetition of work, the data will have to be entered again, at time worker would forget to make the changes or forget that the data have to be altered, and have to redo it again, its again time consumings. Besides that, manual filing system has less complex rather than electronic filing system, where the organization can easily train staff to access and document can easily retrieve trough alphabetized filing cabinet to find a file. Locating data through electronic filing system may require technical training.

In term of data security, manual filing system has security advantages over electronic filing system, where electronic files are easy to access on network, through internet hacking methods, more over document and files in electronic system can also be damaged by software problem such as viruses. Based on my experienced at JKMNS, they has set up a particular room that can be locked, this is to ensure the data can be protected from steal by people.

As a conclusion, manual filing system is a process of record keeping of document hard copy. As technology now adays, keep on growing and advancing through the globalization world, most of organization still choose manual system to be used in the organization.

## **4.2 WEAKNESSES OF FILING SYSTEM AT JKMNS**

Obviously we can see the weaknesses of filing system at JKMNS is they did not practice electronic filing system or e-filing system as an alternative way to reduce time and can help them to search document or file in short of time. By using the e-filing system, it can help organization to reduce the time consume and process of finding the file can be done quickly. The staff also can search location of file accurately trough the computer system. For example, the staff who want to retrieve a document for previous meeting by using a simple way which is to key-in the name of the document file into the e-filing system and then the system automatically will display the location of the file located in the filing room.

Next is refer to Data Inconsistency. Data redundancy leads to data inconsistency especially when data is to be updated. Data inconsistency occurs due to the same data items that appear in more than one file do not get updated simultaneously in each and every file. For example, an employee is promoted from Clerk to Superintendent and the same is immediately updated in the payroll file may not necessarily be updated in provident fund file. This results in two different designations of an employee at the same time. Over the period of time, such discretion degrade the quality of information contain in the data file that affects the accuracy of reports.

At JMKNS, manual filing system requires the staff to remember the type of document and location of document, in this situations, only experience staff who expert in manual filing system can retrieve the document faster. For new staff, this will take a long time to search the document, it could be difficult to familiarize with the manual

filing system. They also need to be train, and this will lead to workload for the senior staff. Based on my daily task, i need to keep records in filing room and and to take out the document. For me, theres a bit difficulty while managing the document compare to senior staff, because i need to recall over and over again the location of cabinet and document that should i put it the all files. Its could be easy and helpful if JKMNS are using e-filling. E-filing might be help a lot in searching the records.

On the other hand, in aspect of wastages of paper, this is happened when editing of records. Using manual filing system means that all the data a using hard copy to be keep and they could be sent in the future whereby this becomes an issue of resources wastages. This is because, the document is using a paper files that cannot be edited unless, the new copies to update the old information. Therefore , the organization need to have more stock on papers for future use. Thus this can be considered as a wastages of paper and and money to ensure the paper are enough to updates the information. This will lead to increases of expenses of organization, not only that , the staff also burden with job by updating the old files and this will also lead to take more longer time consume.

More over, disadvantages of manual filing system is when the document or files misplacing. Misplacing could be a problem for biggest organization to handle various of document. This might happen when they're using numerical system. This become disadvantages for JKMNS while using this system in their organization. For example , based on my experience, misplacing document or file will create problem to the staff. When this situation happen, the staff have to search document according to reference number, because of this problem, the staff need to search the files one by one and this will delay time and also create an inconvenience environment. This problem can be avoided if

the staff in that organization more careful in using any files or document in managing filing system.



### **4.3 RECOMMENDATIONS**

With this, i recommend for the organization to improve the filing system practices. Based on the weaknesses stated before, the organization need to improve their system which is make some improvement by practicing e-filing system, in this globalization era, using e-filing system will be beneficial to the organization to improve their service to their clients. Computer software is an example than can be used to carry out the e-filing system. Through the software, an organization can manage the location of each file folders accurately in which people just need to key in particular data to retrieve the location of file needed. This is to ensure a correct arrangement of file folders that is accordingly to the respective types.

More over, in term of security, e-filing system can make sure all the data are safe in which only a certain staff will be trained to handle this system to access the records. Besides that, this system also reduce the problem of misplacement of the document and file. The confidential document or file also can be secured by applying this system.

#### **4.4 CONCLUSION**

As a conclusion, bit improvement may be needed to make sure the tasks then are more effective towards others, especially for future practical students that will have their training there. The improvement also will help in improving on how the way the organization function, in which the organization will function better through analyzing the weaknesses and strengths.

## **CHAPTER 5**

### **CONCLUSIONS**

#### **5.1 INTRODUCTION**

In this chapter, there will be summarization for each of the previous chapter. The summarization will start from Chapter 1 until Chapter 4. The purpose of the summarization is to highlight several important points as well as items that have been mentioned in each of the chapter. With this, the experiences and knowledge gained will be further understood. Based on the highlighted main points, it can be applied when coming to the real situation of the working world.

## 5.2 SUMARIZATION CHAPTER 1

Chapter 1 has highlighted on the introduction of the organization in details whereby the background of JKMNS, its vision and mission, the organizational objectives, the organization chart and also its slogan and logo were included. This chapter enable me to understand the background of organization, as well the function of JKMNS. The final part of the chapter has listed down the contents of the client's charter in sequent.

Chapter 2 focus on the schedule of practical training, or in other words concentrate on the work done during the period of practical training. The table was arranged with the weekly basis. This is where the tasks done being mentioned in the table during the period of practical training. During the practical training, lots of tasks have been done, but when it is analyzed the task that most routinely done is preparation of letter as well as government voucher. Those tasks have been performed by the trainee accordingly to the actual job procedures as been taught and helped by the staffs of JKMNS.

Through chapter 3, This chapter show on how the trainee organized and recorded every task that was performed into the logbook. In the logbook recording, the trainee is acknowledged to create a well-organized work schedule and to record the important information accurately. Besides that, the trainee could improve personal skills such as to develop high discipline in reporting the job into the practical logbook. This chapter also related to the theories and subject of administrative science studies. Our courses a basically focusing on administrative which is related to office management, the trainee are learned on how to applying theories to the real woks

In chapter 4, we are focusing on recommendation from the task have been done. Besides that, we also provided the strength and weaknesses of filing system in JKMNS were to be stated accordance to experienced and observations during practical training. Several recommendation suggested to improve the filing system in JKMNS in order to improve their services as a social body in the government. The recommendation are hope can decrease their weaknesses, therefore the system can be improve to be more efficiency, systematic and up to date with the demand of technology in the future.

Practical training give me so much experienced and preparation for me before go to the real working environment in the future. More over through practical training, it also give me the opportunities to developed self motivation, to be more confident when dealing with other people while doing my task, i also can developed my communications skill, where i need to introducing myself in front other staff that i never meet before. In short, JKMNS is one of the best organizations for UiTM students especially BAS students to get used with the administrative line deeper. Therefore, I would recommend JKMNS as a starting line to train the students in becoming the administrative officers in the future.

## REFERENCES

Charles Barrett, G. K. (2003). *Office skills* (3rd Edition).  
United States of America.

File equipment. *Records Management*. N.p., (n.d). Oct 12.2014. From website:  
<http://f2.washington.edu/>

Mills, D.C. (2010). *Issues in Record Definition and Declaration*.

Official website JKMS. Retrieved NOV 12, 2014, from jkms website:  
<http://www.jkm.gov.my>

Sharma, S. K. (2008). *Handbook of office management: A modern approach*.  
Jaipur, India: SHREE NIWAS Publications.

Charles Barrett, G. K. (2003). *Office skills* (3rd Edition). United States of America:  
THOMSON South-Western .





PARADE TRAINING FOR SARAWAK TYT BIRTHDAY CEREMONY



DISPOSAL OF ASSET





MEASURING PROCESS



BINDING PROCESS





MEASURING PROCESS



VIDEO CONFERENCE





RAMADHAN ACTIVITIES



EID OPEN HOUSE