UNIVERSITI TEKNOLOGI MARA
SAMARAHAN CAMPUS
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

PRACTICAL TRAINING REPORT

HOSPITAL SARATOK
(ADMINISTRATIVE OFFICE)

DAYANG NORAFIDA BINTI ABG SAPINI
2011577297

JULY 2013

TABLE OF CONTENT

CHAPTER 3- ANALYSIS OF TRAINING

THE DECLARATION

Declaration

I hereby declare that the work contained in this report is original and my own except those duly identified and recognized. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,

DYG NORAFIDA BT ABG SAPINI

2011577297

AM228

ACKNOWLEDGEMENT

Assalamualaikum W.B.T. & greetings. Alhamdulillah and praise to Allah S.W.T. for his blessing all of us. To have the opportunity for internship Administrative Office of Hospital Saratok is truly an immense experience. It had taken my thoughts to a great level far beyond my perceptions. Above all, it is in line with my course, Bachelor in Administrative Science (Hons).

I would like to extend this appreciation to those who have directly and indirectly contributed invaluable assistance, co-operation and support in completion of my practical training. Special thank goes to the host supervisor, Mr Nuel ak Patrick Bungop, Administrative Assistant Officer of Hospital Saratok for the guidance, opportunity and the freedom to juggle the formal training in UiTM with the reality of practical experience. To my collegues, I really appreciate your presence. The sharing that we have had enlightened the true meaning of working. The success is ours.

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My special thanks also goes to my family and my classmates for being there when I needed them. The support that they gave to me makes me strong and patient to get through this practical training.

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CHAPTER 1

INTRODUCTION

1.0 Background of Hospital Saratok

Hospital Saratok is a hospital located in the district of Kalaka, division of Betong. It was built in April 1978 and was completed in December 1980. Hospital Saratok construction costs amounted RM 5,096,000.00 and use of 30 acres of land.

In 1981, Hospital Saratok commenced operations as a health center to a number of small areas of Roban, Kabong, Nyabor, Nanga Atoi and Nanga Budu. The nearest hospital is Hospital Sarikei which is 63 km and the nearest hospital with specialist service is Hospital Sibu.

At this time, the Hospital Saratok has 106 beds which is Female Ward (27), Male Ward(27), Pediatric Ward(32), and Maternity Ward(20) and 76 are functional. The catchment population size is 43,094 and the area is 1686.68 sq. km. There are 5 Government Health Clinic and 1 private GP clinic within the catchment area.

The services provided by Hospital Saratok are:

1. General outpatient service

2. Inpatient service

3. Emergency and Trauma service

4. Rehab service (physiotherapy)

5. Rehab service (occupational therapy)

6. Maternal health service

7. Child-health service

8. Dental service

9. Visiting specialist service (Pead Clinic and Eye Clinic)

10. Others:

    a. Diabetic clinic

    b. Patient Education Unit

    c. Infection Control Unit

    d. Haemodalysis Unit

    e. Stop Smoking clinic

(Source: http://www.ijknsarawak.gov.my)

Table 1. List of Building

Hospital Saratok has 40 buildings including the quarters which are like the list below:

Bil.	List of Buildings
1.	Canteen
2.	Administrative Office
3.	Out-Patient Department (OPD)/ Pharmacy/ Emergency and Trauma Unit/ Maternal and Child Health Clinic
4.	Maternity Ward
5.	Operation Theater/ X-Ray/ Dental Clinic/ Medical Laboratory
6.	Male Ward
7.	Patient Education Unit/ Physiotherapy Unit/ Occupational Therapy Unit/ Training Unit/ Infection Control Unit
8.	Pediatric Ward/ Female Ward
9.	Food and Dietetics
10.	Linens and Laundary
11.	Integration Store
12.	Mortuary
13.	Faber Office
14.	Haemodalysis Unit
15.	Imflamable Store

16.	Surau
17.	Generator Store
18.	Guard House
19.	Pharmacy Store
20.	Visitors Hostel/ Medical Record Store
21.	TBCP Unit/ Stop Smoking Clinic

(Source: http://www.ijknsarawak.gov.my)

1.1 Hospital Saratok Vision, Mission and Objective

Vision

The vision of Hospital Saratok is to make Hospital Saratok as a superior medical institution.

Mission

The mission of Hospital Saratok is to create quality health services and comprehensive services based on the values of caring, teamwork and professionalism with the involvement and participation of all employees and the general outward.

Besides, their mission is to provide quality medical services and high performance to all levels of society through fair and equitable health system, efficient, affordable, appropriate technology and changing according to the environment as well as compatibility with customers.

Objective

The objective of Hospital Saratok is to achieve a satisfactory level of health through treatment, prevention and effective rehabilitation to clients.

(Source: Administrative Assistant's Desk File)

1.2 Administration Unit Vision, Mission and Objective

Unit vision

The Administration Unit vision is to create a culture of outstanding work with labor (human resources) that have superior personality, skills, knowledge and competent to achieve the organization's mission.

Unit mission

The Administration Unit mission is to implement all administrative/ management/ services and financial matter with outstanding performance.

Unit objective

Administrative division serves as pillar for the management of the hospital in all administrative / financial services and to create an organization that is efficient, fast and meet customer needs.

1. Service unit

   1.1. Employee's service book is properly recorded and updated.

1.2. "Department Client" member immediately treated in the course of confirmation of such services, pension status, promotion, leave application, the pension and so on.

2. Financial unit

2.1. All employees receive a salary at the time specified.

2.2. Claims payments from employees and suppliers are processed immediately.

2.3. Updated financial management, trust and avoid wastage.

3. Support unit

3.1. Perfect service to the "components" (sectional head) in the purchase of office supplies, tender, vehicle booking, typing and so on.

(Source: Administrative Assistant's Desk File)

1.3 Hospital Saratok general policies

Table 2. Hospital Saratok general policies

POLICY	OBJECTIVE
1. **Infection control policy**	-To disseminate knowledge and skills related to infection control guidelines and full practices of the staff. -Planning, monitoring, training and the provision of staff training report to the infection control committee. -Make monitoring and surveillance audits for selected indicators in National Indicator Approach (NIA) as quality improvement activities and prevent HAI's incident.
2. **Hospital waste management policy**	-Ensure removal of hospital wastes are carried out efficiently, safely and in compliance with proper legal existing.
3. **Linen / Engineering Facilities / Cleaning and Biomedical Policy**	-These services have been privatized. -Liasson officers are responsible for monitoring this service. -Hospital authority should refer any problems related to the services provided by the concession company (Faber Medi-Serve Sdn. Bhd.) to company SIHAT that appointed by Kementerian Kesihatan Malaysia to help advise on company concession agreements and contracts.
4. **Paths and Parking Policy**	-Provide appropriate parking, comfortable

	and not in the way. -Staff hospital supplied with vehicle sticker.
5. General safety policy	-Ensure the overall safety of the hospital is guarantee.
6. Fire safety policy	-Ensure fire disaster can be avoided
7. Communication system policy	-Provide quality communication service to facilitate communication outside / inside in order to create and maintain good relationships with customers and improve the image of the organization.
8. Visitor board policy	-Visitor Board will act as a liaison between the hospital and the public in some aspects such as keeping images hospitals, welfare programs and other.
9. Incident reporting policy	-Immediately inform a untoward incidents to the Hospital Saratok director for appropriate action and further investigation

(Source: http://www.ijknsarawak.gov.my)

1.4 Hospital Saratok organization chart

Figure 1. Hospital Saratok organization chart
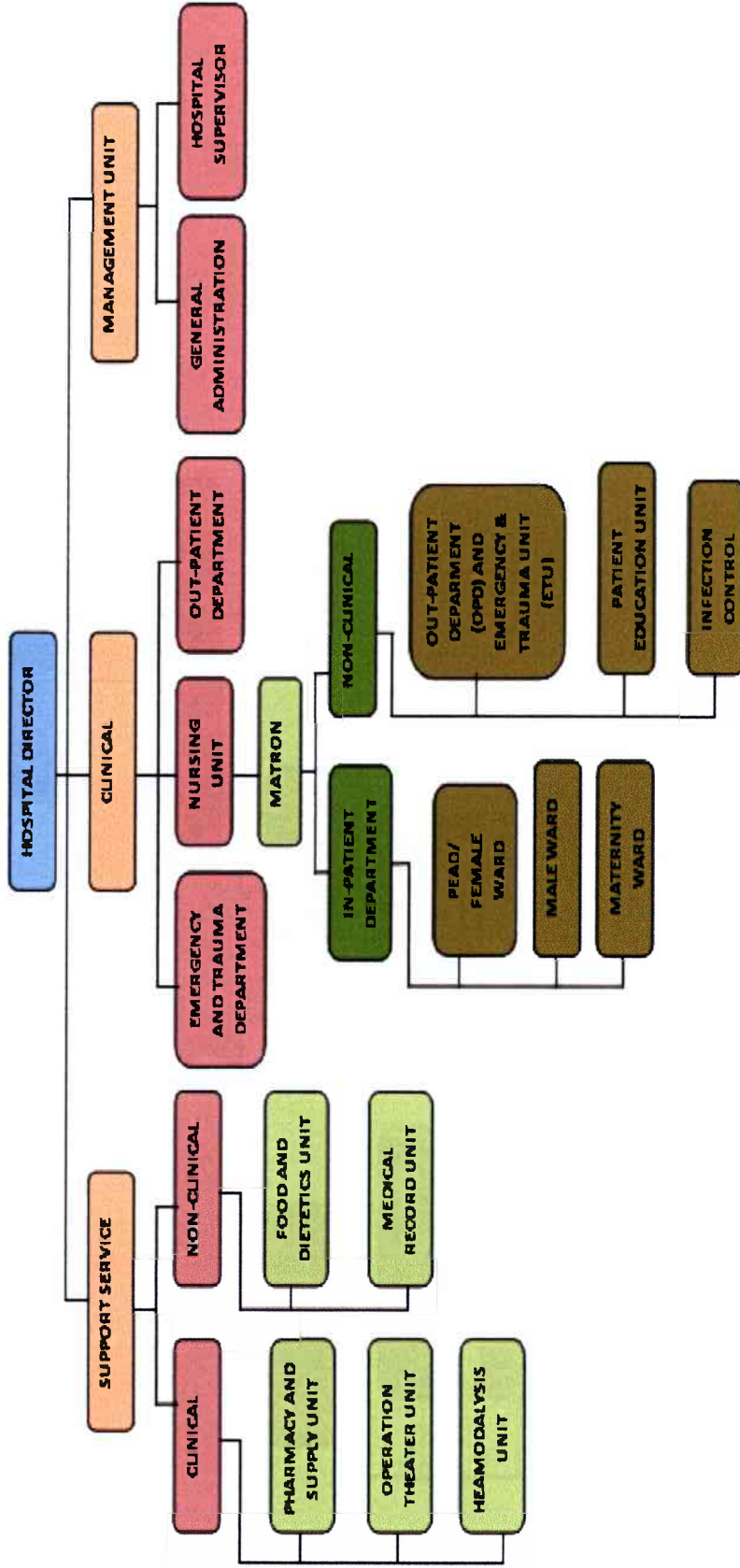
(Source: Administrative Assistant's Desk File)

1.5 Administration Unit organization chart

Figure 2. Administration Unit organization chart


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                              DR CLAIRE ABENG
                              HOSPITAL DIRECTOR

                         MR NUEL AK PATRIC BUNGOP
                         ADMINISTRATIVE ASSISTANT OFFICER

ADMINISTRATIVE      ADMINISTRATIVE      MDM AYU
ASSISTANT           ASSISTANT           CLIENT SERVICE OFFICER

MDM NORAZAH         MDM LINDA & MDM
(FINANCIAL)         ZARINA
                    (REGISTRY)

MISS MAHANI         MDM AMOI, MDM
(SALARY)            MASNI & MR JALI
                    (SERVICE)

MDM BETTY           MISS PATRICIA
(REVENUE)           (HOSTEL SUPERVISOR)

MR FEDELIST
(ASSET)
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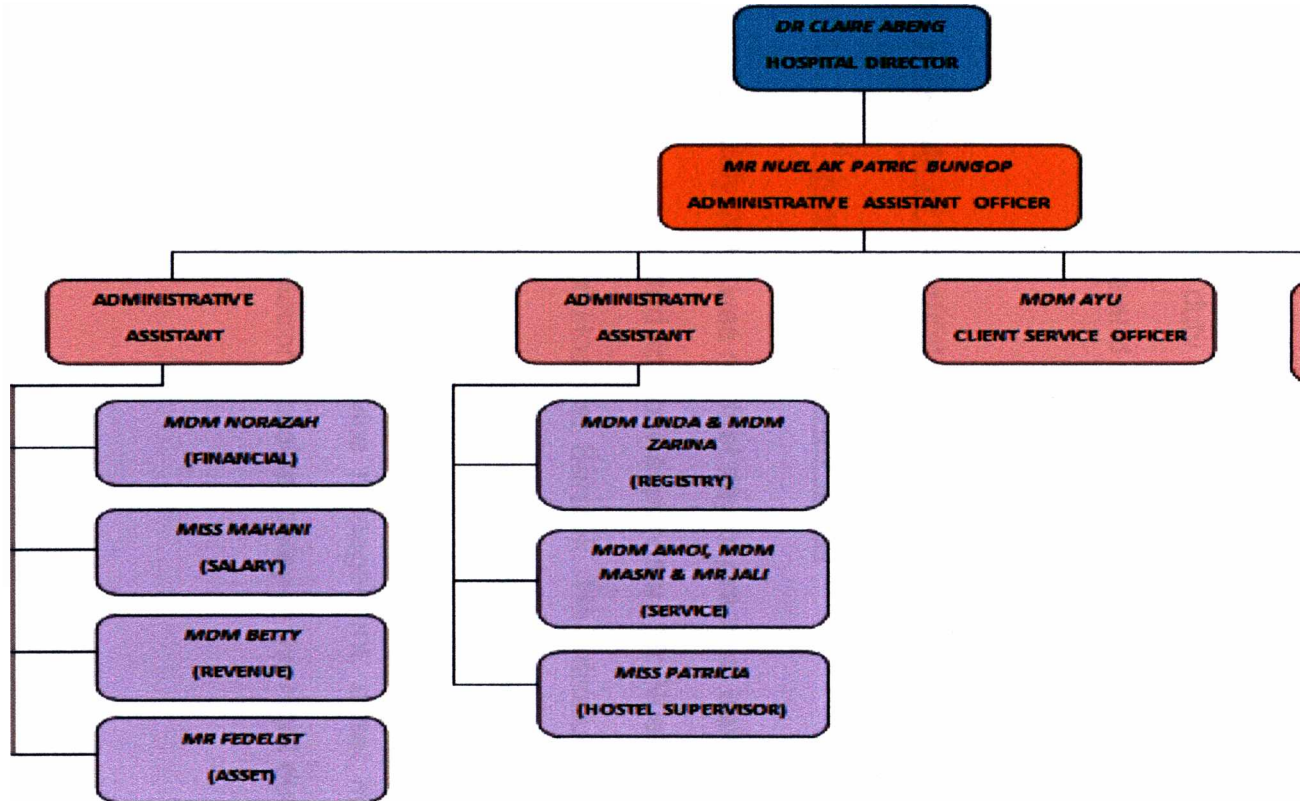
(Source: Administrative

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

I undergo my practical training at Administrative Office of Hospital Saratok, from the 22nd of July until the 31st of August 2013. Throughout my one month internship at Administrative Office of Hospital Saratok, I was exposed to several daily tasks. My daily tasks are including updating night duty census, entering annual leave of staff, arrange file according to the type of the files and do the minutes of meeting.

2.1 Summary of schedule of practical training

2.1.1 Week 1 (22nd July 2013 – 26th July 2013)

On Monday, 22nd July 2013 was my first day of practical training in administrative office in Hospital Saratok. I reported to host supervisor, Mr Nuel ak Patrick Bungop, Administrative Assistant Officer of Hospital Saratok. He introduce to me about the vision, mission, objective and the organization structure of Hospital Saratok and the administrative unit. He briefly explained about the scope of jobs that will be done within the practical training period such as service management, asset management and financial management. I assisted Matron Noraida to key-in the night duty report census.

Besides that, I assisted Mr Nuel to type official letters. After finish typing, I reviewed the policies that implemented by Hospital Saratok.

On Tuesday, Encik Sylvester Jali taught me how to enter annual leave of staff under his management. There are three categories under his management that is Jururawat Masyarakat, Pharmacy Officer and Laboratory Technician. I learnt how to key-in the data of leaves accordingly. The balance of leaves must tally with the sectional head unit. If balance does not tally clarification must be done with the sectional head. Puan Amoi taught me about HRMIS (Human Resourse Management Information System). HRMIS has a range of functions that will assist in managing school support staff in areas such as processing leave, processing casual appointments, changing work schedules and Printing reports and payslips. The HRMIS website provides a comprehensive range of information including pay calendars, reading payslip, understanding the payroll certification report, system Information, forms and HRMIS newsletters.

On Wednesday, I assisted Matron Noraida to key-in night duty report census. Puan Norazah taught me about e-SPKB (Sistem Perancangan dan Kawalan Belanjawan). It consists of warrant, Local Purchase Order (LPO) and payment voucher. Puan Norazah explained briefly the definition of warrant, LPO and payment voucher. A warrant is a security that entitles the holder to buy the underlying stock of the issuing company at a fixed exercise price until the expiry date. A Local Purchase Order (LPO) is a commercial document issued by a buyer to a seller, indicating the products, quantities

and agreed prices for products or services that the seller will provide to the buyer within the national or local boundaries. Payment voucher is a document which can be used as proof that a monetary transaction has occurred between buyer a buyer and seller. I learnt step by step the procedure to enter data in e-SPKB. Puan Norazah provided me with a copy of a previous warrant, LPO and payment voucher for reference.

On Thursday, I assisted Puan Linda to "Akui sah" documents such as certificate and letters of the staff who need to be confirmed by Mr Nuel. "Akuisah" is stamp certified true copy. I observed personal Puan Amoi updating staff's personal data extracting data from Service Record Book. I cannot assist Puan Amoi to key-on the data because the staff service record is confidential. I helped Mr Nuel to type official letters.

On Friday, I assisted Mr Nuel to type up powerpoint presentation. Matron Noraida told me to join "Blue Ocean Strategy" meeting on Tuesday afternoon, 30th July 2013. She appointed me to record the minutes of meeting. I learn the format of minutes of meeting.

2.1.2 Week 2 (29th July 2013 – 2nd August 2013)

On Monday, 29th July 2013 was my second week of practical training. I had met with my host supervisor, Mr Nuel ak Patrick Bungop. We discussed and reviewed the previous week activities. I learnt about the salary management of the staff. It consists of annual increment, bonus, acting allowance and arrears. To ensure the salaries are done correctly, there was a table that shows the salary scale according to the officer's grade. I had given a copy of "Pekeliling Perkhidmatan Bilangan 1 Tahun 2012" and "Surat Pekeliling Perkhidmatan Bilangan 8 Tahun 2006" to be reviewed. I also had been given the form for the staff to apply when there are arrears or increment that have not being pay.

On Tuesday, I helped Puan Amoi to enter annual leave of staff under her management which Medical Assistant, Administrative Assistant Officer, Administrative Assistant Officer (Record), Administrative Assistant, Hostel Supervisor, Officer General Assistant and Hospital Attendant. On the afternoon, I had joined meeting to establish the committee members for the Blue Ocean Strategy project of Hospital Saratok. I was appointed to record the minutes of meeting. I learnt how the formal procedure of official meeting. The confirmed their attendance, the committee members wrote down their name inside the attendance book. Puan Noraida gave the welcoming speech and explained the purpose of the meeting. The meeting continued with the appointment of the head of committee. The committee had agreed to choose Miss Ngu to became the head of committee and she continued to lead the meeting. After that, the choice of topic

had been discussed. After few topics been discussed, the committee agreed to have the topic titled "Servis Jabatan Pesakit Luar Hospital Saratok". Then, few other matters had been discussed liked the date for next meeting.

On the next day, I learn about the confirmation of appointment of an officer. I had been showed the procedure when an officer get confirm of appointment. First, the administrative assistant will receive the application from the officer with the needed documents. The administrative assistant will check the entire document and send it to the Head of Department. The administrative assistant need to prepare KEW 8 which is for the confirmation of appointment. When the application is accepted, the cover letter will be prepared. The copy of the letter will be file and record in the service record book. I had been given copy of "Surat Pekeliling SPA Bilangan 2 Tahun 2011" to be reviewed. Besides, I also learnt about the confirmation of an officer in service. To be confirm in service, the officer need to complete the probationary period which is in 1 to 3 years. It to ensure only the suitable and potential officer is stay in the government service. There are several conditions to get confirm in service. The officer need to success go through probationary period. They also need to attend induction course and pass examination of service. Besides that, they need to get recommendation from Head of Department to get confirm in service. I had reviewed "Surat Pekeliling SPA Malaysia Bilangan 3 Tahun 2011" to get further detail on confirmation in service.

On Thursday, I learnt about the procedure when officers apply for leave. There were two types of leave which are annual leave and half wages with reason. For annual

leave, administrative assistant will check the reasons why the officer need to leave and check eligibility and balance of the leave of the officer. After that, get the approval from the supervisor and inform the officer whether the application is been rejected or approved. If the application had been approved, the administrative assistant needs to record it in service record book of that officer. For half wages due to health condition, it consist of the officer own health or family member. On the afternoon, I learnt about the procedure of retirement. The retirement option consists of 55, 56, 58 and 60 years old. The compilation of documents need to be send to approving officer and to Pension Department of Public Service to change file to pension file. After receiving the approval from Pension Unit, the administrative assistant needs to prepare the change statement (KEW 8) and send to Financial Department for the salary matter and prepare the pension certificate.

On Friday, I had joint "Perhimpunan Pagi". I assisted Puan Linda to "Akui sah" documents such as certificate and letters of the staff who need to be confirmed by Mr Nuel. "Akui sah" is stamp certified true copy. Then, I typed the minutes of meeting for Blue Ocean Strategy's meeting. I learnt about the procedure when officer are resigned. After received the resign letter from the officer, the administrative assistant need to determine the status and position of the officer in his or her service. The officer needs to fulfill certain conditions before resign. For the officer that already confirm in service, the officer need to give three months notice or pay a month salary. For the officer that still in probationary period, the officer needs to give a month notice or pay a month salary. For

the contract officer, ensure that the officer meet the conditions set. The officer also must ensure they complete the period of service that had been agreed and ensure they have not any balance of owing with the government. After ensuring all condition been fulfilled, get support letter from Head of Department and send the letter of resignation, support letter and officer service statement to Jabatan Perkhidmatan Awam (JPA).

2.1.3 Week 3 (5th August 2013 – 7th August 2013)

On Monday, I had consultation with host supervisor, Mr Nuel ak Patrick Bungop and reviewed last week activities. I also received a visit from UiTM supervisor, Miss Noni Harianti. We discussed about the progress of my practical training activities in Hospital Saratok. I learnt about asset management. It consists of acceptance, registration, usage, storage and inspection, maintenance, disposal and loss and write-off. For the acceptance of asset, the assets received should be made inspection to ensure it meets the specifications. There are several steps should be followed when receiving assets. The detail must be check to ensure that the assets received is correct. The assets shall be examined, counted, measured, weighed or tested immediately before being confirmed its acceptance. If verification cannot be done immediately, then such documents shall be recorded "acceptable with condition it being confirmed then examined, counted, measured, weighed or tested". After review and inspection, officer of asset/receipt is responsible for providing reception report form over the assets of the government KEW.PA-1 if there is damage or disputes. KEW.PA-1 form to be verified and signed by the Head of Department shall be sent immediately to the delivery agent or supplier. Official receiver should ensure that the asset received along with a letter of guarantee from the supplier confirming that meets quality specifications as the purchase agreement. To get more clear information about the acceptance of asset, I had reviewed the example of KEW.PA-1 form. After that, I had learnt about the registration of asset. Each asset should be registered within 2 weeks from the date of confirmation

of acceptance. Assets received as a gift for the purpose of exhibition and training or learning need not be registered. Registration of assets is intended to create a database of complete, accurate and update. Asset shall be labeled according to Ministry code, department code, asset group whether it is "harta modal" or "inventori", year of purchase and siri number. I had reviewed the example of KEW.PA-2 form, KEW.PA-3 form, KEW.PA-4 form, KEW.PA-5 form, KEW.PA-6 form, KEW.PA-7 form and KEW.PA-8 form for better understanding about the registration of asset.

On Tuesday, I learnt about usage, storage and inspection of asset. The use of government assets shall comply with certain rules. The usage of asset must for official purpose only and according to the actual functions as found in the manual or user manual. It must staffed by skilled and qualified and be recorded. The report of defect using assets impairment complaint form KEW.PA-9. The government assets should be kept in a safe place and always under the control of a responsible officer. Government safety instruction should always be followed to avoid damage or loss to assets. Each officer is responsible for any deficiency, damage or loss of assets under its responsibility. Attractive asset or valuable to be exposed to the risk of loss, there shall always be under the control of the maximum. Asset inspection performed on physical, record and placement. Purpose of the inspection is aware of the condition and performance, ensure that each asset has a register; records are complete, accurate and up-to-date. Purpose of inspection also to ensure that all assets are in the same locations as recorded in the register.I also reviewed example of KEW.PA-9 form,

KEW.PA-10 form, KEW.PA-11 form and KEW.PA-12 form. On the afternoon, I learnt about the maintenance of assets. Maintenance of assets is because of certain reasons. Maintenance of the government assets intended for ensure assets continued to function smoothly and safely used. It also preserves and extends the useful lives of assets. Asset officer is responsible for implementing certain measures. They need to provide a list of assets that requires maintenance, plan the maintenance, perform maintenance program, record the maintenance, evaluate maintenance program and supervise and monitor the maintenance of private sector. I also reviewed the example of KEW.PA-13 form and KEW.PA-14 form.

On Wednesday, I learnt about disposal of assets. Disposal of government assets intended for certain reasons. It to ensure that government departments do not hold assets that cannot be or is not required. It also to save the storage space and allow the asset of the ministries or departments transferred to another ministries or department for some reason. Assets may be disposed of several justification liked damaged and cannot be used, no spare parts, suppliers no longer provide support services, recommended after inspection of assets, no longer needed by the department and technological change. There are methods for dispose the assets. The assets can be disposing by sales by tender, auction and quotation. It also can be dispose by barter trade, trade in, cannibalize, transfer, gift and destroyed by planted, burned and dumped. For the disposal of asset, I reviewed the example of KEW.PA-15 form until KEW.PA-27 form. On the afternoon, I learnt about loss and write-off of assets. Write-off of

government assets intended for controlling losses incurred by the state due to loss assets, coordinate asset records, raise awareness of the importance of safety and responsibility of government assets and allowing disciplinary action or surcharges imposed on negligent official. I had reviewed example of KEW.PA-28 form until KEW.PA-32 form.

2.1.4 Week 4 (12th August 2013– 16th August 2013)

For the whole week 4, I had my leave for Hari Raya.

2.1.5 Week 5 (19th August 2013 – 23rd August 2013)

On Monday, 19th August 2013 was my fifth week of practical training. I had met with my host supervisor, Mr Nuel ak Patrick Bungop. We discussed and reviewed the previous week activities. I had updated the night duty census. I need to count the point manually since the system is breakdown. Besides, I typed letter to call up the committee of Blue Ocean Strategy for the meeting that held on 22nd August.

On Tuesday, I enter annual leave of staff under Matron Noraida management. There are four categories under her management that is Nursing Sister, Staff Nurse, Community Nurse and Hospital Attendant. The balance of leaves must tally with the sectional head unit. If balance does not tally clarification must be done with the sectional head. After entering the leave inside the file, I need to update the data inside dispatch

book before passed the data leave to the responsible administrative assistant. For the Nursing Sister and Staff Nurse, the administrative assistant that responsible is Puan Hajah Masni and for Hospital Attendant is Puan Amoi. Both of them need to sign the dispatch book to confirm that they received the data leave.

On Wednesday, I learnt about "e-Perolehan". "e-Perolehan" is a procurement system that uses a secure online environment to enable government agencies and providers to make efficient and transparent procurement. "e-Perolehan" system covers all types of government procurement. "e-Perolehan" modules are supplier registration, contract center, contracts Ministry, direct purchases, quotation, tender and eBidding. "e-Perolehan" is a single center to obtain a certificate of registration for provider registration with the Ministry of Finance. All remaining approval under the Government Procurement Division (CPC). The process begins when a user requests the government to select the product or service require, and finished when the purchase order (LPO) has been sent to the supplier. "e-Perolehan" will offer a comprehensive procurement system through the quotation and tender, which will automate the entire system, from the official application from the user's office, preparing proposals, advertising, evaluation, invitation to supplier through to settlement. Quotation process for the purchase of any outstanding amount of RM 100,000 but less than RM 500,000. Tender process will be the purchase the same or more than RM 500,000.

On Thursday, I had joined second meeting of Blue Ocean Strategy Project of Hospital Saratok. I recorded the minutes of meeting and follow the formal procedure of

meeting. They discussed on the questionnaire that will be provided for the survey later. They agreed that the survey will be conduct during next week which is five working days. Besides, one of the committee members of Blue Ocean Strategy Project of Hospital Saratok had been discarded that is Miss Ivy. This is because she not comes for the first meeting, the briefing and the second meeting. On the afternoon, I typed the minutes of meeting. I passed the copy to Madam Bong, the Secretary of the committee.

On Friday, I helped to make arrangement of letter. I divided the letter of the staff according to their unit. I also checked whether the contain of the letter is sufficient. When the contain is not sufficient, I will make a photocopy for it. This is because, the copies of the letter need to be compiling and pass to the responsible administrative assistant. After all process is done, I recorded to prove that the letter already received by the staff.

2.1.6 Week 6 (26th August 2013 – 30th August 2013)

On Monday, 26th August 2013, was my final week of my practical training. I had met my host supervisor, Mr Nuel. We had discussed and reviewed the previous week activities. After that, I update the night duty census. The system is still break down and I still need to count the point and bed occupancy rate manually. After finish update the night duty census, I continue my last week task that had not finished. I need to arrange the letter and check whether there are three copies. One copy for the staff, one

copy for the administrative assistant and one copy for the responsible officer that in-charge about the "pengistiharan harta" of the staff.

On Tuesday, I had updated the night duty census. After that, I enter annual leave of staff under Matron Noraida management. There are four categories under her management that is Nursing Sister, Staff Nurse, Community Nurse and Hospital Attendant. The balance of leaves must tally with the sectional head unit. If balance does not tally clarification must be done with the sectional head. After entering the leave inside the file, I need to update the data inside dispatch book before passed the data leave to the responsible administrative assistant. For the Nursing Sister and Staff Nurse, the administrative assistant that responsible is Puan Hajah Masni and for Hospital Attendant is Puan Amoi. Both of them need to sign the dispatch book to confirm that they received the data leave.

On Wednesday, I had updated the night duty census. After updating the night duty census, I had assigned to make a survey for the Blue Ocean Strategy Project. The committee give me 30 questionnaire to be distribute to the patient in the Out-Patient Department of Hospital Saratok. I need to complete the survey until Friday, 30th August. During conducted the survey, I asked the respondent face-to-face. I explained the needs of the survey. I also explain the question inside the questionnaire in case they do not understand. After few respondent, I sent the questionnaire that already been filled to Matron Noraida.

On Thursday, I entering data leave of staff and updated the night duty census. After that, I stamped "akui sah" documents for Mr Nuel sign. Then, I continued do the survey. I had completed the entire 30 questionnaire that day. I sent the entire complete questionnaire to Matron Noraida and she asked me to send it to Madam Bong. Then, I helped Madam Bong to take the waiting time at Out-Patient Department.

On Friday, I entering data leave of staff and updated the night duty census. After finish doing the entire task, I and all the staff of Administrative Office of Hospital Saratok had a farewell party for me.

CHAPTER 3

ANALYSIS OF TRAINING

3.0 Introduction

This chapter describes the analysis of the training specifically focuses on one area of task as covered in the practical training. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and tasks of job description given under chapter 2, it show that my practical training experience was more focused on human resource practice at Hospital Saratok,

3.1 Task analysis

Throughout my practical training, I have done many types of tasks such as filing, recording data, data updating, filing various form, record minutes of meeting, performing clerical tasks and so forth. As for this chapter, I will highlight on the area of filing as I found that filing tasks as one of the task that I do the most in Hospital Saratok, specifically in the administration office. The reason why I choose filing as the area to be analyzed is because in my opinion, administration office of Hospital Saratok needs an effective filing system. If the filing system is improper, the process under administrative office will not run efficiently. So, it needs proper way to keep the records of letters, files

and other documents. Filing is one of the important aspects in record management. By performing the filing task, I will able to reinforce and relate what I had learnt in the classroom. Systematic filing should be practice in every office according to the appropriateness.

3.2 Definition of filing

Sharma (2008) stated that, in modern business offices, many letters are received and sent out everyday. It is important to keep safe the incoming letters and copies of outgoing letter for future reference. Keeping the letters safe is known as filing. In the other hand, according to Jain and Singh (2007), filing means arranging papers in a systematic manner so that they can be quickly and conveniently located. Numbers of papers relating to different transactions, plans, decisions, obligations and other matters have to be kept in every office.

3.3 Qualities of good filing system

According to Jain and Singh (2007), the efficiency of an office depends on the quality of filing system. A good filing system should possess the following qualities:

3.3.1 Indexing

With index system, it will help the workers to find the files quickly. The filing system should be supplemented by a well-designed index system if there are large numbers of files.

3.3.2 Proper classification

Proper classification of records reduces the chances of misfiling. This is because the document will be putting in proper files. It also facilitates in locating the document in case of need. Number of miscellaneous files should be restricted to minimum.

3.3.3 Ease of location

Place the current records at nearby place and the old records at obscure place. In many big offices, a separate room is allocated for storing old records in systematic method. The files should be placed in the racks or shelves where it has been take out.

3.3.4 Economy

The cost of installing and operating the filing system should match with benefits from it. According to Shewan (2008), the filing system should not be too expensive to install or too costly to operate. It is better to use simple

system of filing. Old records that are no longer in use should be destroyed to save the space of the office. This is because space is quite costly. Big department should use such equipment with less space.

3.3.5 Elasticity

The system should be capable of expanding and contracting with the needs of the organization. An elastic filing system is costly when the needs of business increase. So, it has to be substitute by a new filing system (Shewan, 2008).

3.3.6 Accessibility

Records should be within the reach of users. Quick accessibility to records is very essential and the information required should be available within reasonable time. Jain and Singh (2007) stated that filing system should allow writing on the papers contained in a file without disturbing their arrangement.

3.3.7 Safety

It is necessary that records should be kept in safe from dust, insects, weather and mishandling. Documents like title deeds of the property have to be preserved throughout the life of the organization, stored in fire proof cupboard (Jain and Singh, 2007).

3.3.8 Cross reference

A letter may be concern with different files. Arrangement should be made to place a copy of such letter in every relevant file. A good filing should permit cross referencing.

3.3.9 Simplicity

The filing system should be easy to handle and simple to understand. An office should adopt a system that suitable with the office environment and it should be made to make it simple as possible.

3.3.10 Adequacy

The filing system should be adequate for the purpose it is to be used for. The system should suitable to the requirement of the organization. Over crowded drawers or cabinets show that the existing system of record keeping in the organization is inadequate.

3.4 Classification of file

It is necessary for the organization to give proper titles and classified or grouped the files according to some fixed basis. Accessibility to documents highly depends on how they have been classified. There are five methods of classifying records:

3.4.1 Alphabetically

Letters are filed in the alphabetical order of the names of parties. For example, the first set of files contains the documents of employees whose names begin with A. It will be easier to handle the files that can be expressed in one word. One of the examples whereby all of us are familiar to this system is telephone directory.

3.4.2 Numerically

Under this system, the number allocated to each correspondent becomes his or her file number. For example, for every government servants have their own "Fail Peribadi" and this file have number. If one file contains records of more persons, the numbering system may be used, for example 1.1, 1.2 and these is file No.1. For this system, index cards are prepared and the file numbers are written on them. It will be arranged in alphabetical order. It will be easier when someone need to find the files.

3.4.3 Geographically

This method of filing is an arrangement of filing according to countries, town, or areas in an alphabetical order. This is a good system to be

adopted when the organization has many branches or business throughout a country. This system is generally being implementing by banks, insurance companies and so on.

3.4.5 Chronologically

Certain records are identified and arranged by date order or time. Example of it is newspapers, current prices, market report and so on. It is a convenience system for the worker when the date of data is known.

3.4.6 Combination of different methods

This method is a combination of various methods of filing. For example, alpha-numerical method, numerical-colour method and so on. This method can be done to do the filing for various categories and there is a branch of it. For example, under administration, there are service, asset and financial management. Under each of it, there will be various scope of work. So, the filing must be according to the category.

3.5 Filing method in administrative office at Hospital Saratok

At Administrative Office of Hospital Saratok, the filing method that they implement is alphabetical system. Documents are filed in alphabetical order according to the name of the staff. The most uses of filing system is to record the leave of the staff. In Hospital Saratok, they keeps updating the record and the record of leave is being record by administrative assistant. They are the one who responsible to ensure the record are updated. Each administrative assistant will record based on the job of the staff. Here are the list of the administrative assistant and their record classification:

1. Puan Amoi

    a. Medical Officer

    b. Medical Assistant

    c. Administrative Assistant Officer

    d. Administrative Assistant Officer (Record)

    e. Administrative Assistant

    f. Hostel Supervisor

    g. Office General Assistant

    h. Hospital Attendant

2. Mr Sylvester Jali

    a. JururawatMasyarakat

    b. Pharmacy Officer

    c. Laboratory Technician

3. Mdm Hjh Masni

    a. Matron (Nurse)

    b. Nursing Sister

    c. Staff Nurse

The file folders are categorized using alphabetical system. They put their file at their own work station. It is to ensure they will be easy to record the leave. For all of the leave application, the record must be made to ensure their leave records are updated. My task is on recording the leave for the staff of Hospital Saratok. I need to ensure the balance of leave of the staff is equivalent with the record. The efficient filing is the key to prompt service.

Beside that, Administrative Office of Hospital Saratok also using combination of different methods.They usingcolour label-numerical method. The colour is blue, yellow, green, pink and white. Each colour presenting each categories:

1. Blue –Organization and management

2. Green-Facility and equipment

3. Yellow-Human resource development and management

4. Pink-Policy and procedure

5. White-Quality initiative activity

The filing equipment used in Administration Office of Hospital Saratok is file folder, file boxes, drawer filing, shelf filing and much more. From my observation, they manage to practice the filing theory successfully. It helps them in doing their job accurately. Sometimes, there are cases of misplace of records due to certain reason by the staff. But the problems can be solved in effective way since there is effective filing system. They did search for the records in all of the filing equipment and the previous procedure before filing the records are being revised. The success of a business largely depends on the good filing system because it acts as a tool in the hands of the management. According to Jain and Sigh (2007), storing of record must come with the systematic arrangement.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter highlights the strength and weaknesses of job or task assigned during training as discussed in chapter three, which is filing system. This chapter also will provided solution for improvement in the future. Based on my experience working at Administrative Office of Hospital Saratok, there are strength and also the weakness of the filing system that they need to improve. Certain staffs have a good filing system and some are not. They need to learn more and practice to ensure their filing system is updated.

4.1 Strength of filing system at the administrative office Hospital Saratok

The first strength of filing system at this office is they are using manual filing system. The manual filing system is using manpower to update the data. The data will maintain and cannot be destroy if there is an accidental of power loss like electricity down. In case there is a hacker want to hack the system, they cannot access the data. So, the data that been filed is more secure than keeping data online. The staff also will easy to get the file anytime in any situation. For example, if the file recorded online and there is power losses like electricity down and no internet connection, the staff cannot get the data that they need. The data also might be loss. The staff need extra time and

afford to re-do the data that had been loss. By using manual filing, the power losses will not prevent them to get the needed data. They also do their task one times only. When the do the jobs more than one times, it can make them demotivated and their productivity also down. The job that been done will be not reach the standard and less quality of work. Because of this reasons, the manual filing system still be preferable method chosen by all organization, even the technology keep evolving nowadays.

Second strengths of filing system at Administrative Office of Hospital Saratok is the staffs are familiar with their filing methods. Most of the staff here is working for few years already. So, they are the staffs that have vey preferable experiences at filing methods. They had undergone few training to have good skill on keeping record safely. Example of staff here that has good filing system is Puan Amoi. She has files that record the leaves of the staff. She keeps the files update when she receives the data of leaves from Head of Unit. She also divided the files according to the name of the staff in alphabetical order. Based on my experience doing the filing of data leaves of staff in this department, the first step is receive the data leaves from Head of Unit. Puan Amoi is in-charge of Medical Officer Unit, Medical Assistant Unit and Administration Unit. Then, she will view the detail on when the officer take leave, total day leaves and the balance of the leaves. She will enter the data inside the file. If the balance of leave is not same with the record, she needs to call up the Head of Unit for explanation. I also had been asked to find out why the balance of leaves is not same with the record. I call up the Head of Unit and find out that some of the staff state the balance of leave wrongly.

Thirdly, the strength of filing system at Administrative Office of Hospital Saratok is they have limitation of authority to enter the filing room. Only the staffs of this office have the authority to enter the filing room. This is to prevent any of the records are missing or the data is misused for other purpose. If other departments want to get the data inside the filing room, they need to ask the General Office Assistant, Encik Haji Hamdi to get the file. This is because other departments might do not know where the files are located and they might misplace the file after using it. There are always aware about this matters because any misplace of the records will bring trouble to them. For example, the personal file of the staff. The staff might act irresponsible such as adding the record of attend training course but they actually not attend it. This act will affect the record for carrier development purpose and also the performance of the department. The responsible officer needs to trace back the staff training course record. So, they need to ensure the confidential data like personal file need to be keep safely.

Fourthly, the strengths are this department is using rough paper to do filing. When they are printing the document, they will try to minimize the usage of the paper. So, to prevent the waste of paper usage, they print the document using rough paper. Their expenses to buy papers can be deducted when they continue practice this style. The side of paper that is not used will be cancel to ensure no misunderstanding is occur. For example, when received the email from headquarters, the staff will print it using rough paper and send it to responsible officer.

Lastly, the fifth strengths are they are also using colour label-numerical method of filing system. This system will make the file is clearly distinguishable and easily to be tracked. The process of filing also can be done fast and easy. For sure, the working environment also will be more pleasant. The staff's productivity of work also will be more efficient because the filing system is well-organize. Colour label-numerical method of filing system makes it easy to organize and maintain the file position of order. The colour and the numbers makes it easy for the staff to recognize the file. At Administrative Office of Hospital Saratok, they assign the colour for each category. Blue for organization and management, Green for facility and equipment, Yellow for human resource development and management, Pink for policy and procedure and White for quality initiative activity. Under each colour will be a number of file which fall under those categories. For example, Blue label file is organization and management. Under this files will be asset management, nursing management and so on. If the colour patterns break and the numbering is not in order, it show misplace of file has occurred. This filing system can reduce the time of the filing process. Most of the staff at Administrative Office of Hospital Saratok are familiar to the filing system that being practiced here. The policies of department need them to keep all of the records updated and ensure the record that private and confidential are secure (Jain and Sign, 2007).

4.2 Weaknesses of filing system at the administrative office Hospital Saratok

The first weaknesses are the condition of the filing equipment. The condition of the equipment is not satisfying whereby it is not synchronize. The files and the files folder are not uniform. Some staff using paper files and some are using white lever arch. The paper files are need to tie up with nylon rope. So, it is hard to open the file. The files also easy to worn out with tear. The file folder is not synchronizing. Some file folder is using black file folder, white file folder and certain staff using their own file folder which paper file folder and cartoon file folder. On my opinion, those file folder should be synchronize. It is to show the good filing system of the office. Besides, some are the open shelf to put the files is not been tidy up. So, the files are mixed up with other things like papers, books, boxes and so on. Besides, the filing room is not tidy. The room is full with the files and the old files that not used anymore. The room also is where the photostate machine is being put. So, the space of the filing room become smaller since the machine is being put there.

Secondly, the weaknesses are the unnecessary documents are still being kept at the filing room. The old record not yet being destroy or send to archive. Because of this, the filing room becomes smaller and not enough space to put the other files. When the filing room becomes crowded, the files will hard to be found. The current documents should be put at different room with old documents. It is to prevent the crowded unnecessary files at one room. When the current files and the old files put at different room, it will ensure the files are not mixed up. If the files are mixed up, it will make the

staff hard to find the file when they need it. Before this, there are no one are appointed to be responsible for the matters of filing room. No one is care about the tidiness of the room. Since the responsible staff is being appointed, there are already so many old files. So, it makes the responsible staff having heavy workload. In my opinion, there is a need to help each other to ensure the tidiness of the filing room.

The third weaknesses are e-filing system is slow. The data of staff need to be recorded in the system called "HRMIS", which is stand for Human Resource Management Information System. To enter the system, the staffs need to use Microsoft Explorer. Everyone knows that Microsoft Explorer is slow. The system should compatible to the latest internet surfer like Google Chrome or Mozilla Firefox. Since all the staff need to enter the data everyday, so the system is slow due to the "traffic" is overloaded. The responsible authority need to change the system to be more up-to-date to ensure there is no possibility to the staff to postpone their task to enter the data. For example, the head of each unit need to enter the "PenilaianPrestasi" every year. They need to enter the marks of the staff on December every year. When all the Head of Unit enter the marks at one time, the "traffic" of the system becomes slow because too many enter the system at one time. When they feel the system is slow, they postpone their job.

Lastly, the weaknesses of filing system in Administrative Office of Hospital Saratok are the file might be misplaced. This problem cannot be prevent since all humans make mistakes. Some staff they take the file from filing room or file shelf, they

did not put the file back to the place. When the other staffs need the file, they cannot manage to find it. It makes the other staff hard to do their task. Besides, when they did not put the file at the right place, they will put the file at their working station. It makes their working station become untidy. All files, stationary, books, documents and others will mix up and they will feel uneasy to work. For my opinion, the Head of Unit should set up meeting for all the staff and tell them the importance of good filing system. When everyone is clear about it, they will try to implement it.

4.3 Recommendations

Firstly, I would like to recommend to this department is to have proper e-filing system. E-filing could be easy to be use and increase the accuracy and prompt service by the staff. But, the staffs give negative feedback on the current e-filing system. The staff must ensure the data are correctly arranged. If the find out the difficulties in entering the data online, it will affect their quality of work. So, to have a good e-filing system, the department can recommend to the headquarters to hire the software developer to make the e-filing system proper. They need to give feedback to the headquarters to ensure the responsible person will do something to prevent unwanted situation occur. Besides, the department can have a schedule to entering data online. It is to ensure the system is not having over-loaded traffic. When there is a schedule, there will be only certain number of staff entering data online. So, the traffic online is be lesser.

Second recommendation is to get rid the useless files inside the filing room. The filing room is nearly full with files, photostate machine and even the unnecessary things like broken machine. They should get rid the old files to ensure the space is provided to the current files. When there is the old files, the staff also can get confuse between the old files and the current files. Besides, the broken machine, they need to dispose the machine. They need to have proper procedure before dispose the machine. There is KEW. PA-15 to KEW.PA-27 to be fills before dispose the machine. It to ensure the machine is fulfill the requirement to be dispose. For the photostate machine, they need

to put the machine outside the filing room. It makes the filing room crowded. The staff will hard to find the needed files. They can put the photostate machine around the office itself to ensure the staff will easy to use the machine.

My last recommendation is to have a proper filing equipment. Good filing cabinet is to ensure the filing is look proper, neat and also to ensure that the files is easy to be find by the staff. It also can reduce the misplace of files. The files can be easily to be track and visibly clear. Filing cabinet at Administrative Office of Hospital Saratok is not enough to keep the files safe. They need to upgrade the filing equipment. For example, fireproof and waterproof cabinet. It to ensure to prevent the potential hazards like fires and floods. Besides, they need lock cabinet to put the confidential files like personal files. Personal files must be keeping into locked cabinet to ensure the potential hazard can be avoided. For example, the data inside the personal file is very confidential such as the staff's asset. Besides that, the paper file should not be use anymore. This is because the paper file is easy to worn out or torn. They should standardize the file equipment which is using the white lever arch. This type of files is tougher and can keep more documents than the paper file. It also can be easily be arrange at the cabinet. All this can ensure the files can be kept according to its categories.

CHAPTER 5

CONCLUSION

5.0 Introduction

This internship was very useful to me because I had to cover many different fields. I have learned new concepts and new ways of working. Besides that, I have learned and experience in doing tasks that has never been taught in the class or any other subjects. This is a great rewarding experience for me. Below are the conclusions that I've made during my internship.

5.1 Chapter 1

Hospital Saratok was started operation in 1981. Hospital Saratok giving general service that provide by other medical constitution. Now, there are 106 beds for 4 wards which is Female Ward, Pediatric Ward, Male Ward and Maternity Ward. There are several units in Hospital Saratok like Nursing Unit, Laboratory Unit and Administration Unit. I was attached at Administrative Office of Hospital Saratok. I was supervise under Mr. Nuel

There are several departments in Administrative Office of Hospital Saratok and each of the departments has their own responsibilities and specific jobs. Service department is responsible to record and update staff's service book. Financial department responsibility is to update financial management of Hospital Saratok. Lastly,

Support department is responsible in purchase of office supplies, tender, vehicle booking, typing and so on.

5.2 Chapter 2

Chapter two describes the flow of tasks that had been done during the six weeks of practical training. The chapter consists of description of tasks done by day and summary of the tasks by week. By viewing to the table in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. We can see in the chapter that most of the tasks that had been done are mostly related to the subjects learned in class. In providing management services, most of the models and approaches used are related to the subjects learned such as in the subject of management and office methodology.

Through the schedule, we can also detect whether the department misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas and photostate document. These types of tasks are called clerical works which are not suitable for the practical student. Practical training is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the schedule in this chapter, we can see that the department fully utilizes the practical students by giving me tasks which are suitable with my capabilities. The department does not take advantage from the practical student by giving the practical students unnecessary tasks. Moreover, the department does bring me to the real management environment for my experience.

5.3 Chapter 3

Chapter three shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, we identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

During the practical training, the task that I have done is much relates to the procedures learned in records management that is filing system. The procedures used are more towards preparing the document or records and it is dealing with filing system because each time I need to prepare a document, filing system element is not missed whereby I need to access to the filing cabinet to take the required records.

At Administrative Office of Hospital Saratok, the filing method that they implement is alphabetical system. Documents are filed in alphabetical order according to the name of the staff. The most uses of filing system is to record the leave of the staff. In Hospital Saratok, they keeps updating the record and the record of leave is being record by administrative assistant. They are the one who responsible to ensure the record are updated. Each administrative assistant will record based on the job of the staff.

The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made me understand on how

the theories work and how to use it. This has given me deeper knowledge in the theories.

5.4 Chapter 4

In everything that we do, there are always its strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be eliminated. Recommendations also need to be identified to help the organization improving the weaknesses of the system. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task given and to recommend ways on how to strengthen and eliminate it.

The strength of filing system at this office is they are using manual filing system. The manual filing system is using manpower to update the data. The data will maintain and cannot be destroy if there is an accidental of power loss like electricity down. In case there is a hacker want to hack the system, they cannot access the data. So, the data that been filed is more secure than keeping data online. The staff also will easy to get the file anytime in any situation.

The weaknesses are the unnecessary documents are still being kept at the filing room. The old record not yet being destroy or send to archive. Because of this, the filing room becomes smaller and not enough space to put the other files. When the filing room becomes crowded, the files will hard to be found. The current documents should

be put at different room with old documents. It is to prevent the crowded unnecessary files at one room. When the current files and the old files put at different room, it will ensure the files are not mixed up. Perhaps the organization may implement new strategies to help in improving these kinds of weaknesses.

The recommendation that I can give is to invest in proper filing cabinet, integrate more proper records management system such as using of e-filing and get rid of the useless records in the filing room. These may help in term of organizing the proper filing system and accurately give what the customer need promptly.

All in all, the experience of working and learning at the same time in such a reputable organization is awesome. The flexible working environment makes the employees love working at the department. The working environment that is relaxing and the friendly employees makes the department more fun to work at. It will be an unforgettable experience of my life where I learnt the way to behave and polish my abilities at the organization level, had the experience and exposure of performing and handling tasks, supervisor and subordinate relation. This experience has made me fully utilize my knowledge.

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Other Resource

Administrative Assistant's Desk File

Figure 3. Filing system at administrative office of Hospital Saratok