

UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



**PRACTICAL TRAINING REPORT IN SIBURAN SUB-DISTRICT
OFFICE**

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DECLARATION

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

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

En. Fairuz Hidayat Merican Bin Wan Merican

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

(Signature)

Date :

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

The first chapter of practical training report will cover the introduction of the organization which include the background of the organization, objectives and organization policies, mission and vision of the organization, organization structure, core business of the organization and others relevant information regarding the organization.

1.1 ORGANIZATION BACKGROUND

Pejabat Daerah Kecil Siburan (PDKS) or also known as Siburan sub-District Office is allocated at 17th mile, Jalan Kuching-Serian 94200 Kuching. It took about 45 minutes from Kuching district to reach Pejabat Daerah Kecil Siburan.

In 1967, Siburan, Beratok and Tapah were declared as the restricted area which also known as 'Operation Hammer Areas' due to certain safety reason. During that time, the administration operation was handling by Regrouping Officer. The main function is to manage on the safety of the administration. The total amount of the family that include in the operation at that time was 1,233 with the total amount of the population with 8, 326 people.

On the 5th March 1980, 'Operation Hammer' has been dissolved and all the administration has been given to Siburan sub-District that being led by Sarawak Administrative Officer.

It is assumed that Siburan sub-District Office is allocated at the middle area between Kuching and Padawan sub district. Apart from Siburan villages, there are few more villages under Siburan sub-District such as Kota Padawan, Beratok and Tapah.

Starting from 1st August 2015, Siburan sub-District which was under supervision of Kuching District have been change to Serian District including all the villages under their supervision as Serian has become the new division. Due to the new division separation, the number of the villages under the supervision of the sub-district office decrease.

1.2 VISION AND MISSION

Vision and mission are one of the major key elements of an organization's strategic planning. In Pejabat Daerah Kecil Siburan or Siburan sub-District Office, their vision and mission are to make sura that their staff work with responsibility and able yo entertain their customers that are the public under their supervision.

Vision:

“To transform Siburan sub-District as the Agriculture and Manufacturing Industry District by 2020”

Mission:

“To develop hardworking, knowledge and skilful human resource in order to discover existing resources”

1.3 OBJECTIVES

According to Pejabat Daerah Kecil Siburan, the objectives are as follow:

- Become the connecting agent between the administration and the people so that any government policy can be observed by the public.
- To create an efficient and effective administration for the Ketua Masyarakat.
- As the feedback receiver regarding efficient information for development of social and physical plan.
- To create a different system for the needs of safety and development of social and physical.

1.4 FUNCTIONS

Just like other organization's Pejabat Daerah Kecil Siburan also have their own function regarding to their tasks. The function of PDKS includes services, administration and account matter. The details of the functions are stated as follows:

Service

Siburan sub-District Office provides services for the public in term of:

- Matter regarding Probet.
- Matter regarding child adoption.
- Certifying of document and certificate.
- Native marriage and divorce registration.
- Registration of native court cases.
- Re-registration of fire weapons.
- Fire weapons application.
- Registration of Akuan form.
- Protocol.
- Application of general aids.
- Matter regarding nature disaster

Office Administration

Office administration is regarding the administration tasks that must be carry out by the organization;

- Leave management system
- Mailing system
- Overall quality management
- Matter regarding appointment of the head of village (Ketua Masyarakat & Ketua Kaum)
- Matter regarding yearly performance / staff discipline
- Office transportation control
- Maintenance of the building

- Organization safety
- Monthly spending record
- Monthly holiday record
- Monthly Probet statistic
- Monthly adoption child statistic
- Matte regarding SPR
- Matter regarding BPR and e-Kasih

Account Matter

Just like other organization, the smoothness and transparency in handling the organization account is really important. As officer in charge, they are responsible to carry out their duty based on integrity and transparency, such as:

- Office spending
- Claim, staff allowance, salary payment of the head of village
- Financial management control

1.5 ORGANIZATION CHART

Just like any other organization, Pejabat Daerah Kecil Siburan also has its own hierarchy of work. PDKS is headed by Mr. Ranum anak Bari as the Administrative Officer, Madam Angela anak Ajas as the Account Assistant, Mr AyoI anak Baki as the Admin Assistant, Mr. Thalhata Bin Abdul Rani and Mr. Benjamin anak Naris as the Operation Assistant, Mr. Jimen anak Jongsen as the Driver and lastly Mr. Matnor a/l Suri as guard of PDKS

Pejabat Daerah Kecil Siburan Organization Chart

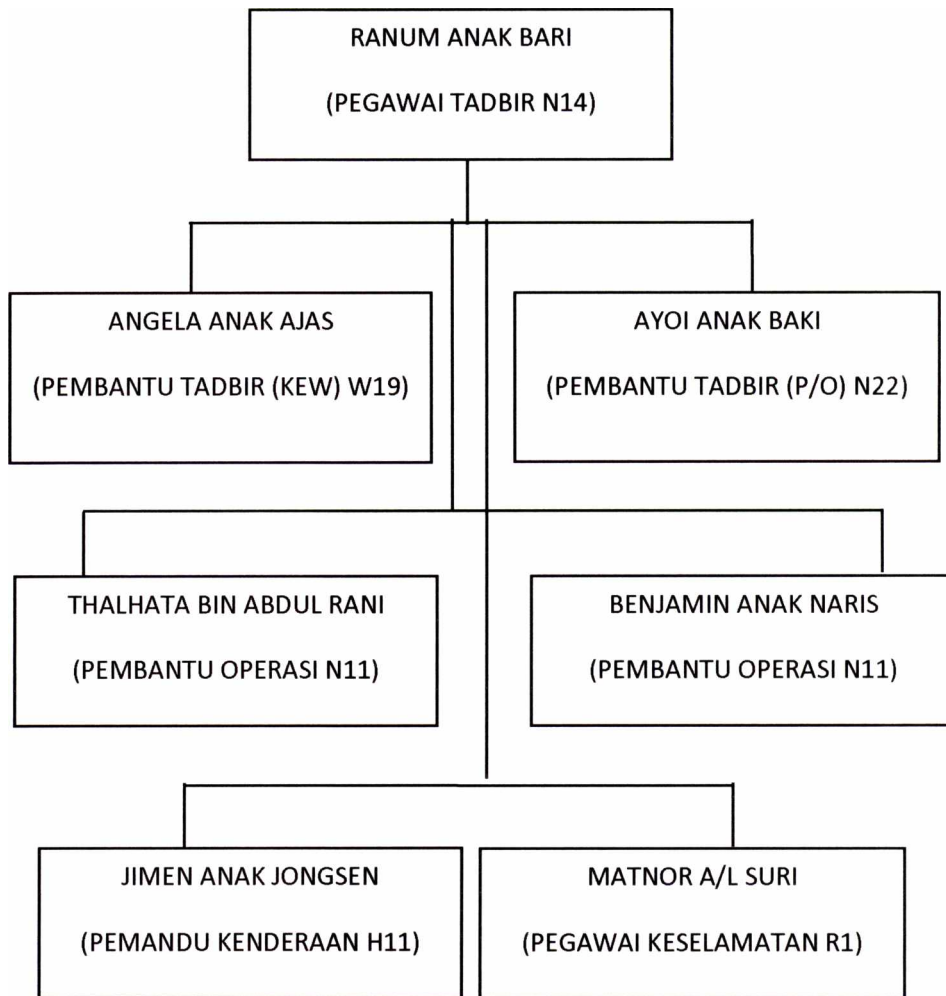


Figure 1.1 PDKS organization chart

1.6 ORGANIZATION MAPS

The maps below will show the location of the Siburan sub-District Office.

From the maps we can see the exact location of the district office from other district office.

1.7 ORGANIZATION LOGO

This logo was used by all public organization through Sarawak. And as far for PDKS, they do not have their own specific logo like other public organization. Their only logo were the logo that already being specified by the state.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

The second chapter of the practical report will track on the schedule of practical training which include the reports and summarization of the daily training that has been extracted from the Log Book. The description of jobs and tasks are also executed throughout the training.

As to fulfill the requirements that has been standardized by the Bachelor of Administration Science (HONOURS), all of the students are needed to complete their subject, co-curriculums and the practical training as well. Practical training is important in order to exposed students to a real working environment. Students are indirectly being taught to develop themselves mentally and physically to the real working environment and work nature in an organization.

As for UiTM students, they need to choose any three organizations and need to submit their application forms and also their resumes to the organization that they choose in order to get an offer of any relevant and suitable position in the organization. Out of three organizations, only one organization will be chosen to do the practical training. The organization will give their respond to the students' application whether they want to accept or reject in a given time frame. A letter of confirmation than will be faxed and forwarded to all the organizations only after the acceptance has been obtained

by the students. The practical training started on 29th January 2016 until 23th March 2016.

2.1 ADMINISTRATION

There are many administration tasks that have to be undergone by the trainee during the practical training period.

2.1.1 Data Entry

For this task, trainee was assigned by supervisor at the practical place to key-in the data by using Microsoft Words software. Before key-in all the data, trainee need to arrange the information or data information according to the list that have been given. Once done with the arrangement, trainees will start to key-in all the data. During the first week of practical training, trainee has been assigned to make a record for the application for e-Kasih program and Bantuan Perumahan Rakyat (BPR) for the year of 2017 and below. It took about two week to make the record for all the application. However, before the record being printed out, the host supervisor need to double check in order to avoid any mistake later.

On the second week of practical training, trainee has been assigned to prepared, record and key-in every data regarding the frequentness of customer visited the organization for the first month of 2018. However, since the practical time framed stared on January 29th 2018, trainee need to wait for the remaining one day in order to make the record for the month of January. Since for the first month, there is not much to record. Once finish with first month of 2018, host supervisor also has been give a task to make a record regarding the

same matter for the whole year of 2017. It takes nearly two week to make it. Furthermore, trainee also needs to identify what is the engagement that brings the public to the district office.

Once the records have done, trainee need to pass it to the Administrative Officer or the host supervisor of the organization for him to check. After he checked the report, than he will informed the trainee about which part need to be corrected or make some changes. Not only the trainee makes a record for the monthly frequentness of the public to the office, trainees are also being assigned to make a record on the monthly activities of the PRIDE club of sub-district office.

On the third week of practical training, the host supervisor has assigned new tasks which the trainee needs to make a record for VOT Book and Vote Ledger Book of the organization in the system. This will make it easier for the staff to look for the record on the previous year for any references. This tasks doesn't took a long time to make it as trainee only make a record for the year 2017 and a few year below that. On the other week which is the fourth week for the trainee, trainee are being ask to make a record on the name of all the personnel for the up coming election PRU14. The record includes the personnel name, place of works etc. All the information is based on what the personnel have sent to the office. Any new information will be informed by them earlier to the staff at the office before the records are being made. However, on the sixth week, the trainee needs to make some changes on the record whether the personnel are still to be part of the committee for the election or not for the final record.

Apart from that, trainees are also being assigned to prepared and recorded information regarding the BRIM receivers. Trainee need to key in receiver name, the voucher serial number, receiver identification card number (I.C) and lastly the receiver latest address. For this tasks, trainee been used Microsoft Words to complete it. It is really important for the office to have the records that ways because, sometimes there is more than one person with the same name and the serial number will differentiate them. That's why each receiver has a different serial number for the BRIM, besides that serial number will determine the category of the receiver. In other word, it will make it easier for the trainee and staff in charge to identify which receiver will received single or family voucher. The distribution process will also become easier. This tasks takes a few days to be complete by trainee and staff in charge because the voucher need to be grouped based on the villages and housing area that was under the supervision of Siburan sub-district office.

2.1.2 Filing

The whole two months of the practical training periods, trainee has been assigned with many administration tasks at the district office that is suitable with the trainee course. Host supervisor also teach trainee on how to manage some of the files in the office. As all the office either government or private will keep all the organization data manually in the files. The data could involve public affairs and confidential information. Trainee learnt on how the file must be organized specifically according to the type of the public affairs in the file's cabinet.

All the file's were kept separately according to there category as there are some file are regarding certain program or even the project that have been cancelled or the file's need to be closed so that it will be easier for the staff to recognized it. The entire closed and open file's are being put the list and the list are being printed on a pieces of paper. By doing so, it will ease the staff to find the file that they needed. There were also cabinet that have been provide for the file that contained the information about the head of the village and the community. With separated cabinet, it will make the work for the staff to be easier if they need to contact the head of the villages.

Others than that, the trainee are also being assigned to do the numbering on each of the letter in the file inside the cabinet. The reasons for the numbering are, it will be easy for the staff to know how many programs under each of the affair. In each of the cabinet consists of more than fifty file and trainee needs to do all the numbering in each file. It took quite a time for the trainee to complete the tasks. Beside, the numbering need to be done using the red ink and the number must be put on the upper side of the letter. As for filing system, there is no time frame for the trainee to complete it.

2.1.3 Other Administration Tasks

At the practical training place, trainee was placed at her own table inside the organization that has been prepared but trainees are not put in any specified department because Siburan sub-district office is just a small office. Sometimes trainees will help the staff when they were asking for help and when they were busy with their tasks.

When trainee does not have any specific tasks given by host supervisor, trainee tasks is to check on the outgoing faxes and recorded it inside the faxes records book. Inside the record book, trainee was asking to write the event or the program of the fax letter, record the sender name and the date and even the reference number. Furthermore, the fax letter must be stamp with received stamp as the evident that the office has received the letter. After that, the letter will be send to the officer room.

Trainees are also being asked to help the staffs to answer the incoming calls from the publics when the staffs were busy with their tasks. Besides, trainees also need to operate some of the office machine such as photocopy machine and also fax machine. Where, sometimes trainees helped to fax some documents in order to help staffs in needed.

2.2 COUNTER SERVICES

2.2.1 Ethics of Administration

Siburan sub-District Office deal with all public affairs in the area that was under their supervision. Public will either come directly to the office or call the office when they have something to do regarding the public affair. Trainee was assigned at the front counter starting from the second week of practical training to help the staff that at the front counter. Whenever there is public that come to the office, trainee tasks is to entertain them by asking what the office can help them and ask them which village they come from. Beside than that, trainee were also being inform about certain information regarding frequent issue that

been asked by the public. The most frequent issue that brings the public to the office is regarding the certified their certificate. The procedure quite easy, where public must show and bring original copy of their certificate in order for the trainee to certify the photocopy before they are being allowed to meet administrative officer for signature.

Whenever trainee does not have any specific tasks, trainee will be assigned at the front counter which means that trainee deals with lots of public. However, if public come to office and ask for some information, trainee need to ask first at the staff in charge regarding the matter, such as e-Kasih and BPR program. Others than that, matter regarding nature disaster are also being handle by sub-district office. Sometime when there is natural disaster happen like flood, the public will make a complaint to the office to apply for some aids.

2.3 ACTIVITIES MANAGEMENT

2.3.1 'Program Peningkatan Pendapatan Rakyat'

Trainee does not only stick with the office tasks but also involve for other activities that being organized by the sub-district office. One of the activities that being organized by PDKS is 'Program Peningkatan Pendapatan Rakyat' that been held on February 23th 2018. The program involves certain villages that under the supervision of the sub-district office and it is officially launch by Yang Berhormat Dato Roland Sagah Wee In. Trainee has been assigned to help with the preparation for the program such as help to inform the head of the

village that involve with the program. Others than that, trainee also help to decorated the office. Once the program end on the afternoon, trainee is also being asked to follow the staffs for the distribution of the aids to the villagers that have been choose during the program on the evening.

2.3.2 SPR Talks

PKKS conduct SPR talks at Balai Bomba, Siburan hall, for all the officer that will participated in the next election. Trainee are being assigned to help the staff in charges to double check on the participant which only consist of the KTM whether they were able to attend the talks or not so that it will easy for the staff to find those that willing to replace their place and attend the talks. Trainee is also being asked by the head of the project to call the participant regarding their attendant and their fax number so trainee can fax the detail of the talks. Once the participant confirm that they will come, trainee will fax the details of the talks to there department so that the participant can get approval from their head of department to attend the talks.

The representative of the SPR is the officer that is responsible in delivering all the information regarding the tasks and responsibility of the entire officer during the election later. During the event, trainee are being assigned to help the staff at the front desk where the trainee and the staff in charge help to assist the participant in checking their name, identification number and also group in the list that have been provide to the trainee and the staff. The events only half a days which start from 8 am until 1 pm.

2.4 MEETING

2.4.1 Election Staff Meeting

On 27th of February 2018, trainee has been asked to join the meeting with the other staff which will be the staff that handles the SPR talks later. The meeting started at 02.00 pm and finish two hours later. During the meeting, the staff and the trainee were discussing about the suitable place, accommodation for the SPR representative, the PA system, the budget and others small matter. Once the meeting has finished, trainee help the staff in charged to prepare the food for some hi-tea.

2.5 CONCLUSION

During the two month practical training at Siburan sub-District Office, the trainee had gained a lot of experiences in real working situation and environment. It has been a very good opportunity to gain knowledge there and also it been an honors to done the practical training there. What is really important is, trainee can now ready to face reality job in the market because trainee has improved in intra and interpersonal communication skills to customers and also among the employees.

The trainee had also absorbed the knowledge of understanding on how to manage their daily programs and routine because of the practicum programs provided by the Siburan sub-District Office during the practical training being made there by the trainee which make the trainee no longer had to worry on the daily routine and programs. Others than that, trainee also had gained so many

others knowledge that have been provided by the admin officer and also from all the staff at the organization.

CHAPTER 3

ANALYSIS OF PRACTICAL TRAINING

3.0 INTRODUCTION

Analysis of practical training usually focuses on the area of the tasks that the trainee has covered in the Practical Training Handbook. In this chapter also, it is reflect the definition of concept. Demonstration of practical and theoretical aspects as how the students transforms knowledge and gained at the workplace to reinforce understanding on the concepts learned in the classroom. This chapter also should be able to demonstrate a reflection of student's personal experience during the training.

3.1 TASK ANALYSIS

Practical training is only been conducted for two month and during that two month, trainee had been exposed to many new things which are very valuable for the trainee to learn and carry out with devotion when the trainee faces the real world of working in the future later. In fact, by undergoing practical training, it has become one of the curricular or compulsory for the university student to attend especially for those who studies at the public university.

The motive for this is to expose students and let them experience the environment of the real world of working before graduating. It is also to prepare the students to face real challenge and learn how to find solution whenever there is problem encounter besides completing the course. This

exposure not only will prepare the students but it is also a great opportunities to gain more knowledge regarding the industry.

Over the practical training period, the trainee had learnt a lot of new things which is also applicable to the trainee studies in classroom. Among the things and responsibilities that the trainee had learn are administrative tasks, activities management, outdoor tasks, counter services, public relations, meeting and also data processing. During the practical training at Pejabat Daerah Kecil Siburan (PDKS), the trainee and others staff were responsible in organizing the event within Siburan district. Therefore the trainee has chosen the event or project management task in which the project management at the Pejabat Daerah Kecil Siburan as the area to be analyzed. Event management is the core activities in Pejabat Daerah Kecil Siburan whereby there is a lot of improvement that can be made on how the events or projects can be handling more properly in the future.

Every staff is responsible in handling certain event properly. Thus, there are rooms of improvement that can be done on how the event being managed with the use of the backup plan or plan B. The event management in office consist of the who will be in-charge with the event, process of the events, how to promote the event and how much budget will incurred in the event that need to be organized by the employees. Thus, during the period of study, the student usually learns it from the book without experiencing the real task. However, students are able to reinforce it and implement what they had learned during the classroom. Learning theoretically will be waste if cannot be used in the real world and therefore the trainee had applied it during the

practical training. This task can be related to the concept of event management or project management events.

3.2 DEFINITION OF EVENT MANAGEMENT

Event can be defined as something that happen at a given place and time for a reasons with someone or something involved (John, 2015). The word 'event' comes from the word Latin 'eventus' which means occurrence, outcomes, and it equivalent to 'evenire' which also bring the meaning of occur, come out, it happens and it turns out.

Meanwhile, management could be defined as the act of applying necessary skills in all business and all human resourceful activities to accomplish desired goals and objectives (John, 2015). The word management itself has its roots in the Latin word 'manidiare', which is derived from the Latin word of 'manus' (Management, 2009). The word management is used to describe the activity of organizing a group of people to achieve a desired outcome.

Hence, event management can be identifying as the process of creatively applying necessary professional skills in organizing a focused event for a target audience to achieve a desired objective (John, 2015).

3.3 ELEMENT OF EVENT MANAGEMENT

There are a few main elements that can be derived from the event management.

Here will be the most important element that has been described by James P.

Reber which is as follows:

- i. Understanding the mission, the purpose or the point of the event
- ii. Select an appropriate venue
- iii. Draft a written plan
- iv. Manage the flow of the event
- v. Create an emotional moment
- vi. Design the message to be taken from the event
- vii. Plan for repeatability and expandability

3.4 EVENT MANAGEMENT PROCESS

The most important part or things for a successful event is the planning. In other word, starting a very good performance during the event can ensure the smoothness and make the event become successful. The best approach in planning is develop a detailed management plan regarding the event which will includes something such as time table of what to be done and when. A key to successful event is by planning well in advance so the organizing can attract a large amount of people. In addition, by gaining a lot of people also can gain more support and some funds. Thus, event management process can be classified in to three part known as the processes before, during and after of the events.

3.4.1 Before the Events

Before the events being organized, there will be a lot of matter or issues that need to be considered first. During the practical training, trainee has been told that meeting is a crucial part. The reasons is because, before any events being organized, everything will be discussed in the meeting included on who will be the liaison officer, the staff who will be involve in becoming the usher or usherette. There are also several things that are very important to ensure that the program or event is done successfully. So, according to Walker, 2014, meetings are the first thing that needs to be done in order to identify all the critical issued to make sure the event goes successful.

Planning will be made during the meeting. Planning is the vital part of creating a great event in which during the meeting, the management will make a right choices for every particular detail of the events. So, as a practical student, the trainee also needs to be involved during the meeting so that they will be able to know or adapt on how the meeting are being conducted in various ways for different events and programs. The criteria for the planning an event including:

- i. Develop the event goals and objectives
- ii. Set up the budget for the event
- iii. The organizing committee
- iv. Set the date for the events
- v. Need to create or have the master plan

3.4.2 During the Events

The day of the events, there will be a lot of things that need to be done and monitored. As an organizer of the event, everything must be done smoothly as it been plan before to ensure it bring satisfaction to the public that come to the event. At Pejabat Daerah Kecil Siburan, on the day of the event, those in charged need to prepared everything and make sure they carry out their tasks.

However there are several matters that need to be focused or considered on during the day of the event such as below:

- i. Performance of roles and responsibilities
- ii. Cooperation with the others parties
- iii. Ensuring all the activities is well organize

3.4.3 After the Events

Every program or event will have this last phase which is the process after organizing an event. Usually, there is not much to do after the event but only a few matters and things that need to be done by the committee and the staff. This process of this phase will be based on the previous process. Among the things that need to be done or performed after the event are liked below.

Organize and hold post event meeting. A call for the post-event evaluation meeting is very important things to be done right after the event are done. It usually involves the invitation of the exhibitors, traders, volunteers, members of the public who worked on the planning and organizing of the events. A this meeting, one person will asks the question, while there will be others people that will write down all the responses for the report. Post event

meeting is also very important to the organization and to all the committee because through the meeting, every matters and issues regarding the event will be discussed. At Siburan sub-District Office, it is very important for them to organize the post event meeting after them organizing an event.

Another one is the event evaluation. In this process, it involves the review of the findings from the surveys or the post-event meeting. Event evaluation is very crucial in order to make people and the team to be more efficient and effective when they will organize the next events. In event evaluation, it is all about the finding the mistakes and learning from it. It should be done immediately right after the event is over or it can be done the next day.

Evaluating the event is very crucial because it will gives better and clear understanding to the staff or the committee about how far the events has achieved the intended result or outcomes. Beside than that, by evaluating the events also involved the strategies or discussion of how to improve in the future later. For example, at Siburan sub-District Office, all the staff and the committee who involved during the event will also participant in the post event meeting. Evaluating is the study of result of the activities or the event after gaining the feedback form that has been distributed to the public who come to the event. After analyzing the result, they will come out with several solution and suggestion on how to improve the next event in the future. Evaluation doesn't have to be complicated or time-consuming but it is an important tool for future planning.

3.5 CONCEPT APPLIED IN AN EVENT MANAGEMENT

All event or even projects need to have a purpose which has to go directly to one or more facets of the organizational strategy. Indeed, projects are an outgrowth of the organizational strategy and in order to ensure that the project to be aligned to ensure that the results of the project maintain close alignment with strategy (Reiling, 2016). One of the concepts that the trainee have learned is known as 'Balanced Scorecard (BSC)'.

At Siburan sub-District Office, any event or project that been done or going to be done must align with the concept of Balanced Scorecard (BSC) as this is a requirement that has been set by the higher authority for the district office. As a practical trainee, the trainee needs to help the other staff to achieve the result or target which align with the concept. Any project or event that will be organized will be analyzed under this concept and below are brief understandings on what is Balanced Scorecard.

3.5.1 Balanced Scorecard

Balance Scorecard concept is a great common sense and practical way to link the organizational strategy with implementation levels, such as projects, through key metrics. One of the key aspects about Balanced Scorecard metrics is that they are not just financial but also related to customers, internal business processes, and also learning and growth. That's why it is called as a "balance" scorecard because it provides metrics on this "balanced" set of the factor. By referring to this concept, project manager and the team will be able to ensure that their projects map strategy as a key measurement of project success, in addition to meeting the budget, schedule and quality requirements.

Here is how the project managers can adapt the Balanced Scorecard approach to define the success metrics for their projects in order to ensure they go back to strategy in a meaningful way. The four short list of Balanced Scorecard factors are the financial, customer, business process and learning and growth.

3.6 CONCLUSION

As a conclusion, this chapter discussed on the knowledge that has been studied by the practical trainee in the class, and been applied to the real situation and demonstration through the practical training. Several concepts that have the relation with the tasks that have been done in the practical training are the process of organizing and managing the event or projects, skills need by the project management practitioners or the project team, and the concept applied in project management and also event management. This concept has been learned during the trainee study and some concept has been applied during the trainee practical training. By analyzing those issues and matters, the trainee are able to relate all of the theoretical and practical part of what the trainee has learned and what the trainee had practiced during the practical training.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

During the two month of practical training period, the trainee is actively involved in doing certain task and job just like the other staff officer do at Pejabat Daerah Kecil Siburan. During that time of practical training period, there are several strengths and weakness that the trainee had observed. After the trainee had analyzes one specific area of the tasks, there are some recommendations or suggestion for the improvement that can be done at Pejabat Dareah Kecil Siburan. By highlight some of the recommendation, strengths and weakness of that particular area of tasks, it will be able in helping in providing a clear understanding for the future practical trainee at Pejabat Daerah Kecil Siburan.

4.1 STRENGTH

After analyzing one of the specific areas of task given to practical trainee at Pejabat Daerah Kecil Siburan, there are several of strengths that can be identified. Some of the strengths that being identified give full advantage for the staff at Pejabat Daerah Kecil Siburan to carry out their task for any task related to organizing and event or project management. Some of the strength that can be identified is:

4.1.1 Applying the concept of Balance Scorecard

The Balanced Scorecard (BSC) is a strategy performance management tool. It is a semi standard structure report that supported by design methods and automation tools. The phrase is commonly used in two broad forms, as individual scorecards that contain measure to manage performance and it may be operational or strategic intent. The second form is that as a Strategic Management System as defined by Kaplan and Norton (n.d).

This can be seen by referring back to chapter 3 where the system or any project and event management at Siburan sub-District Office really follow the concept of Balanced Scorecard. The concept also really helpful for the Siburan sub-District Office to ensure that everything and the decision achieved the right and actual result. Balanced Scorecard design used a '4 perspective' approach to identify what measures to be used to track the implementation of the strategy.

According to Kaplan, Robert and Norton in 1992 and Simons and Robert in 1994, these are the four perspectives:

- i. Financial
- ii. Customer
- iii. Internal business processes
- iv. Learning and growth

Even though the concept is still new to practical trainee and it is very good knowledge or understanding of this concept. Apart from that, instead of fulfill the requirement of the four factors that being stated earlier, the quality of any event or project management can be maintained and achieved by following the

concept. The practical trainees were able to carry out the task or duty given correctly and follow the right tracks.

4.1.2 Having a Great Master Plan

The most important part of the event or the project is by creating a master plan. During practical training period at Siburan sub-District Office, the staff together with the practical trainee was able to come out with a good master plan. Beside, by having a good master plan, the event and also the project can be run smoothly without any problems. A good and effective plan will influence on how the event or the project is going to be. Moreover, if the staff or those involve in that particular event or project are able to come out with a good plan, then this will be bonus for them to achieve the target and goals especially to obtain a good feedback from the people and the public.

4.1.3 Good Cooperation with other parties

Since all the events or projects that being handling by Pejabat Daerah kecil Siburan involved other parties from other organization, a good cooperation among them is very important. This is to ensure that the event that being held are able to run smoothly and successfully. For the trainee, having a good relationship with other parties from different organization is important to ensure that they can build good communication between both parties.

Apart from that, it is not only important to have a good cooperation with others parties for the current situation but also for the future use. Besides, it will be easier for Pejabat Daerah Kecil Siburan to organize any event or project with the assistance of others parties if they have a good cooperation

between both parties. Moreover, by having a good cooperation is not only with the outside parties but also inside the organization itself such as with other department. Therefore some of the task or duties will not be done or take over by the staff or practical trainee in Pejabat Daerah Kecil Siburan, since some of the task is not under the jurisdiction given to Pejabat Daerah Kecil Siburan.

4.1.4 Knowledgeable and credible leader

Any event or any outdoor project cannot be successfully done without a good leadership. The responsibilities and roles of a project manager or leader really play an important part for any event. As a practical trainee, whatever task or responsibilities that been given can be carried out smoothly by follow the instruction of a good and knowledgeable leader. With all the knowledge of a good leader, all of the team member will be able to do their tasks and duties based on desired expectations. Since the practical student is still very new in doing this kind of tasks and still lack of experience, working under a good leader will give better understanding about any matters regarding about ant matters regarding the project and event management.

4.2 WEAKNESS

After analyzing the specific areas of task that has been given to the trainee at Pejabat Daerah Kecil Siburan, it was found that there are several of the weaknesses that can be identified. Some of the weaknesses that hve been identified really affect the performance not only the trainee but also the staff in

the organization when carry out their tasks related to event management or project management. Weaknesses that can be identified are as below.

4.2.1 Lack of skills

Lack of required skill among the team members can or will cause everything to go wrong and not smooth as been plan. As the practical trainee, with lack of required skills in certain area will create problems as well as trouble whereby the tasks cannot be done as required. Without a proper skill, people tend to make mistake and it will give impact in running the events. Among the required skills are communication skills, people skills, research skills and last but not least interpersonal skills. All of these skills are important in organizing an event.

As an event's organizer, they must know how to interact with the team members and the people around them which is the public. Other than that, research skills were also very crucial because without proper information, wrong information will be given to the public. At Pejabat Daerah Kecil Siburan, most of the time when they organize any events the committee members will be the staff itself unless it required more committee than they will ask help from other district office.

4.2.2 Task are not properly assigned

In order to avoid overlapping of tasks, the tasks must be properly assigned to one and each of the members of the committee. Without a proper assigned of tasks, overlapping and free rider might happen in handling the tasks. Apart from that, during the practical training, the trainees have seen that there are

some tasks were not properly being assigned. It shows that if the tasks were not properly assigned it will give impact to the smoothness of the events.

4.3 RECOMMENDATION

There are some suggestions or recommendation that should be focused by Pejabat Daerah Kecil Siburan for the improvement and to make the organization to become much better in future. The suggestions or recommendations are shown below.

4.3.1 Provide training

Training is very important for the staff who involve in any task related to event or project management. Through proper training given to the staff, it will improve their skills and increase their knowledge. In addition, with adequate and proper skills, the staffs are able to conduct or carry out their tasks and responsibilities based on the standard and without doing any mistake. Training must be practice by the organization in continuous basis. Proper and adequate skills is important for the organization to achieve intended result and outcomes, the important of training need to be given to all the staff regardless of their position at Pejabat Daerah Kecil Siburan. Apart from that, they will be able to upgrade their knowledge and also their skills in order to improve the quality of the events or project management. Moreover, it also increases their professionalism in term of discovering, organizing, managing and handling any project or event.

4.3.2 Assigned the tasks early

It is important for the event organizer to assign who will be responsible for certain tasks before the event started. By doing so, there will be no duplication in handling tasks among the committee during the events. Most important is that, it can avoid free rider among the committee. Assigning tasks early helps the event's organizer to see and to solve any problems before the event start.

4.4 CONCLUSION

In this chapter, it highlighted on the recommendation through the strengths and weaknesses of Pejabat Daerah Kecil Siburan in handling the events. During the practical training period, the trainees have joined the PDKS in handling lots of events for the public or the community at the area. After analyzing on one main task that the trainee involves during the practical period, there are several strengths that have been identified. However, the trainee also identified a few weaknesses in the organization. To help to improve the weaknesses, several steps should be taken such as provide training for the staff and assigned the tasks early to the committee.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

It was such a wonderful and memorable experience for the trainee to have practical training at Pejabat Daerah Kecil Siburan even though it was only for a short period of time. During the practical training, the trainee had learnt many new things and concept. Beside applying those concepts and theories that has been learnt in classroom during the classroom and practical training, trainee had also learnt some new ways of doing thing that were not been told in the classroom especially in the field of public relation in Pejabat Daerah Kecil Siburan. This chapter of practical report will summarize the previous chapter and concludes all of it.

5.1 SUMMARY OF ALL CHPATERS

As mentioned earlier in the chapter 1 of this practical report, Pejabat Daerah Kecil Siburan is responsible for the planning and implementation and monitoring of development project that occur in Siburan division and also the welfare of Siburan peoples. During the practical period the trainee gains lot of experience which is useful for the trainee in the future. Apart from that the trainee were involve and attending in the making of all of the events that the organization organize and any events that the organization

were invited. Through this event, it had make the trainee able to gain an experience that the trainee unable to get during their study here in UiTM. Thus, it will give better knowledge for the trainee on how to handle the event in the future.

In chapter 2 of this practical report, the trainee had mentioned that Pejabat Daerah Kecil Siburan is a good place to undergo practical training and highly recommended to those who want to seek new experience in handling event in a bigger scale such as for the State events. The organization pays very high attention to their trainee students undergoing their practical training by providing tasks that are really related to their field of study. Beside that they also guide their practical student during the period of the practical training. PDKS also give opportunity to the student by involving them in many important activities to give realistic job experience to the student. All of the activities and the tasks given were scheduled systematically so that there are no times to be wasted by the trainee during their practical training in the office.

In chapter 3, the trainee had chosen event management as the area to be analyzed which has a lot of room for improvements. The trainee had defined what event management is where it is the process of creatively applying necessary professional skills in organizing a focused event for a target audience to achieve a desired objective. The trainee had also highlighted some of the important elements, steps and skills in the event management. In fact, there are three stages in organizing of an event which is before, during and after and how all these theories can be used

and applied in the event management system at Pejabat Daerah Kecil Siburan.

In chapter 4, the trainee had highlighted the event management in the department to be an area that can be improved in the future. As there are some weaknesses that can be derived from the event management at that department. The trainee believe the employers and employee will make some improvement to the event management in the future as it is very important to so in order to make the organization become more effective and efficient in providing better services to their customers and also giving better development in Siburan division in term of managing an events. In fact, the trainee had also recommended some ways to be considered by the office to improve their event management system in the office. The improvements of the event managements will surely giving many benefits to both Pejabat Daerah Kecil Siburan and their customers and it would analyze the efforts of the office to achieve their goals and objectives.

Lastly, it was a wonderful and enjoyable journey working along with the employees of Pejabat Daerah Kecil Siburan in providing the best services to their customers. It was a great and joyful experience that the trainee had learnt in class while performing the tasks given at the office and also use the real life example to applied in the trainee study. In the future endeavor, the trainee would use those experiences so that those experience that being gain would not futile and that experience that being gain can be more effective and efficient while performing the future task later. The trainee would like to express her highest gratitude to Mr.Ranum

anak Bari and all the staffs at PDKS as they have gave the trainee the chance to gain precious experience and also gave the trainee the opportunity to express the opinions during their practical training. Without their cooperation, helps and also advice the trainee will unable to handle her tasks in a proper way or in a required ways.

5.2 CONCLUSION

This chapter helps the trainee to summarize all of the Chapters in the practical report. It helps the trainee towards a better understanding on the trainee practical training report and also helps to recognize any errors or any areas that can be corrected or simplified. On the top of all, it helps the trainee to recall back all the experiences that the trainee had learnt during the practical training period which can be used by the trainee to improve the quality of work in the future.

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APPENDIX

Program Peningkatan Pendapatan Rakyat





Farewell party





