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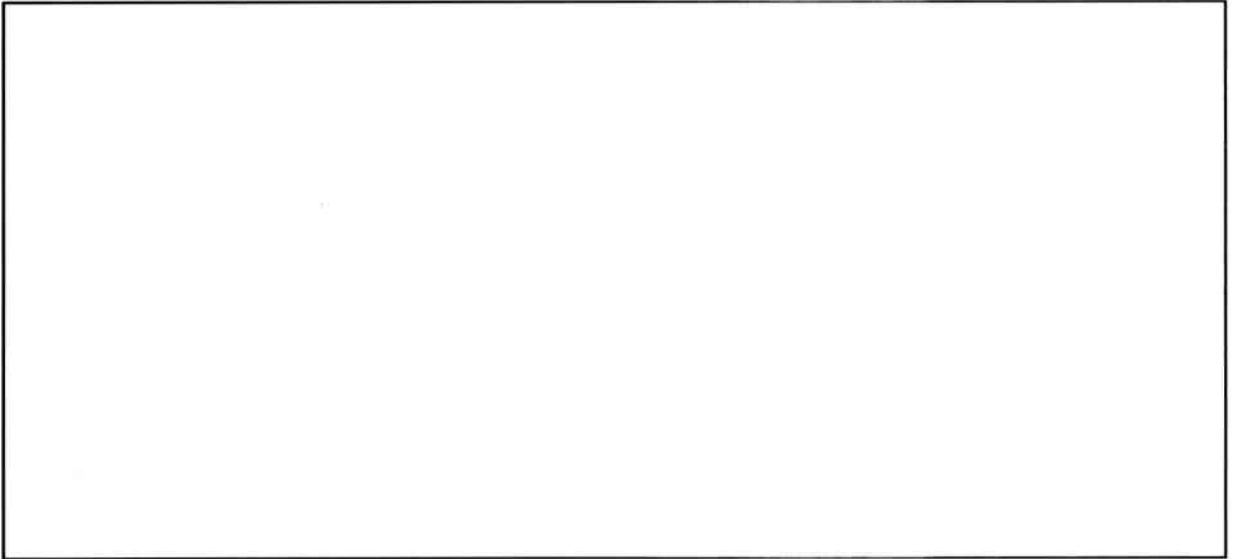
PRACTICAL TRAINING REPORT:  
KUCHING DISTRICT OFFICE

MUHAMAD AMIRULLAH BIN SULAIMAN

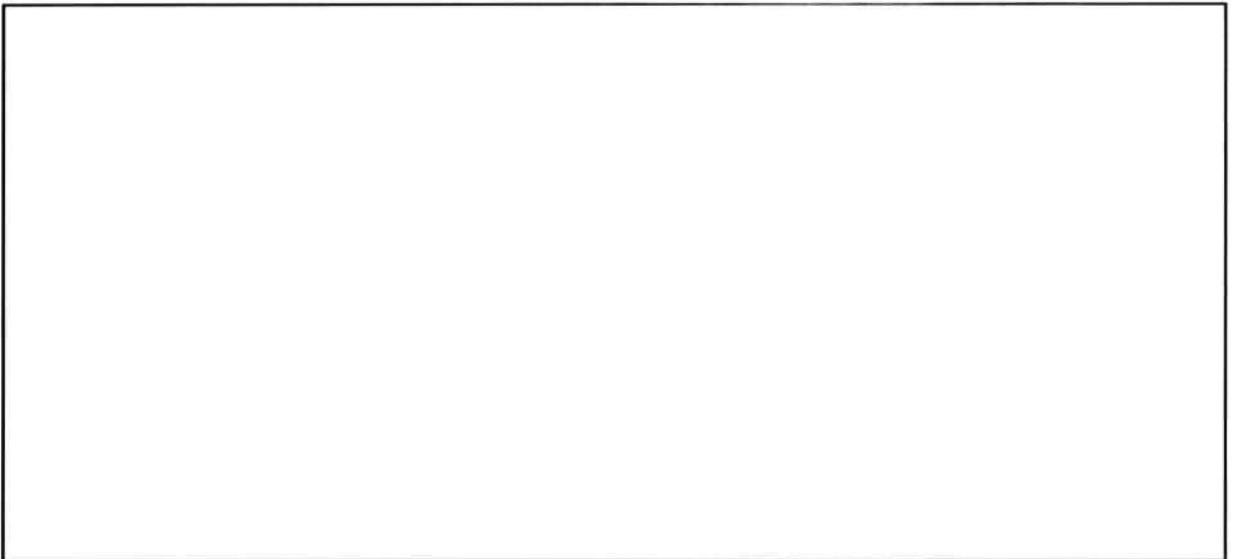
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Supervisor's Comments

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT  
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Place: Kuching District Office

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



.....  
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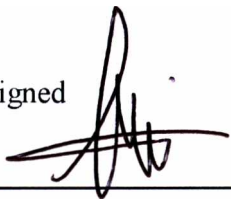
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## DECLARATION

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(MUHAMAD AMIRULLAH BIN SULAIMAN)

## **ACKNOWLEDGMENT**

I had undergone my practical training at Kuching District Office located in Kuching, Sarawak for two months. This practical training is to fulfill the requirement of the Bachelor Degree for Bachelor in Administrative Science (Hons) under University Technology Mara (UiTM). I would like to thank to everyone who has supported me during my practical training at Kuching District Office.

I would like to thank to my family for giving me lots of motivations and financial support during period of my practical training. Besides, I also would like to thank to Kuching District Officer Mr Ibrahim bin Kipli for accepting me to conduct my practical training Kuching District Office. Next, I also would like to thank to my host supervisor at Kuching District Office Mr Joon Hsun Soon for giving me guidelines of duties and tasks need to be perform during my practical training. Not forget to all staff of Kuching District Office who helped me a lot and teach me an experiences that are very useful for me to complete my work.

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# CONTENTS

CHAPTER 1: INTRODUCTION OF THE ORGANIZATION	Page
1.1 Organization Background	1
1.2 Vision	4
1.3 Mission	4
1.4 Client Charter	4
1.5 Organization Chart	5
1.6 Administrative System	6
1.6.1 Development Department	6
1.6.2 Social Department	6
1.6.3 Registry Department	7
1.6.4 The Community Leader (KMKK)	7
1.6.5 Child Adoption Certificate	7
1.6.6 Probate	8
1.6.7 Iban Marriage and Divorced Custom	8
1.6.8 Shotgun License	8
1.6.9 Statutory Declaration	9
1.6.10 Certify True Copy	9
1.7 Methods To Deliver the Services	10
1.7.1 Certify True Copy Counter	10
1.7.2 e-Kasih Counter	11
1.7.3 Statutory Declaration Counter	12
1.7.4 Child Adoption Counter	13
1.7.5 Probate Counter	14
1.7.6 Firearms and Payment Service Counter	15
1.7.7 Inquires Counter	16
1.7.8 Development Department Counter	17
1.8 Summary	18

CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING	Page
2.1 Introduction	9
2.2 Week One	19
2.3 Week Two	21
2.4 Week Three	24
2.5 Week Four	25
2.6 Week five	28
2.7 Week Six	30
2.8 Week Seven	31
2.9 Week Eight	32
2.10 Summary	33

## CHAPTER 3: ANALYSIS

3.1 Introduction	34
3.2 Descriptions of Task	34
3.3 Theoretical of Operation Assistance in Public Service	34
3.4 Theory of Operational Assistance In Relation With ADM501	35
3.5 File Management	37
3.6 Filing Routine	38
3.6.1 Instruction For Filing	38
3.6.2 Classification	38
3.6.3 Indexing	38
3.6.4 Follow Up Slip	38
3.6.5 Issues of File	38
3.6.6 Disposal of the Obsoletes File	39
3.7 Summary	39

CHAPTER FOUR: RECOMMENDATIONS	Page
4.1 Introduction	40
4.2 Strength of the Task	40
4.3 Weakness of the Task	41
4.4 Recommendations	42
4.5 Summary	43
CHAPTER FIVE : CONCLUSIONS	
5.1 Introduction	44
5.2 Chapter One	44
5.2 Chapter Two	44
5.3 Chapter Three	45
5.4 Chapter Four	45
5.5 Chapter Five	45
5.6 Benefits and Experience Gained	46
List of References	47



## CHAPTER 1

### INTRODUCTION TO ORGANIZATION

#### **1.1 Organization Background**

Kuching District Office was setup under Kuching Resident Office that control and monitors the expanding and movement of public in Kuching area. It involves the administration of State Government to help the State Government deliver their service to the public and the people of Sarawak. Moreover, Kuching District Office is form to be one of the platforms for the public to complete their daily basis transaction that involve with legal documentation. Under Kuching District Office also control a Sub-District Office of Padawan that fully monitor and control under administrative of the office.

Kuching District Office only authorize for people that live in Kuching area. It involve an area of 895.09 km square and for Padawan Sub-District area involve an area of 526.19 km square and total of area that manage under Kuching District Office, are 1,868.83 km square. These particular areas involve the huge number of public that are 794,450 people.

History of Kuching District Office was started on 1874 . According to Ho Ah Chong (1995) stated that all government office in Sarawak was allocated in Kuching since 1874 where the Sarawak still under administration of second White Rajah which is Charles Brooke. In 1974 “The Court House” has been built and it was the first place of Resident Office before Kuching District Office in this present day.

In 1974, Second Rajahs of Sarawak and Capten W.H Rodway as Sarawak Resident was inaugurate the new office of government which is “The Court House”. It was the most beautiful building that ever made in Sarawak. The Court of Sarawak consist of Resident office and Government Printing Department.

Kuching District Office is different with District Office in Peninsular Malaysia. In Sarawak, every division is administered by a Resident and the divisions was divided into district area which is govern by District Officer. District office also having Native Officer to deal with issue regarding to custom.

Location of administration of Kuching District Office was moving fourth times and the latest location is located at Bangunan Kompleks Islam Jalan P.Ramlee, Kuching. The first place of Kuching District Office was allocated at Astana where it was built as residence for Rajahs Brooke in 1870 by Charles Brooke. Astana act as council for officer and community leaders. In 1885 to 31 May 1998, Kuching District Office was moved to Yayasan Sarawak Building. In 19 August 2013 Kuching District Office was moved to Bangunan Kompleks Islam Sarawak until this present day([www.kuching.sarawak.gov.com](http://www.kuching.sarawak.gov.com))

Figure 1.1: Resident and District Office (1974-1988) at Court House Kuching.



Figure 1.2: Resident and District Office (1988-1998) at Yayasan Building.



*Bangunan Pejabat Residen dan Daerah (1988-1998) @ Bangunan Yayasan*

Figure 1.3: Resident and District Office (5 August 1998-16 August 2015)



Figure 1.4: Resident and District Building (19 August 2015-Present)



Source: Official Website of Kuching Administration Division  
([www.kuching.sarawak.gov.my](http://www.kuching.sarawak.gov.my))

## **1.2 Vision**

The vision of Kuching District Office is to advancing the well being of the people and sosio-economic development of the Kuching division

## **1.3 Mission**

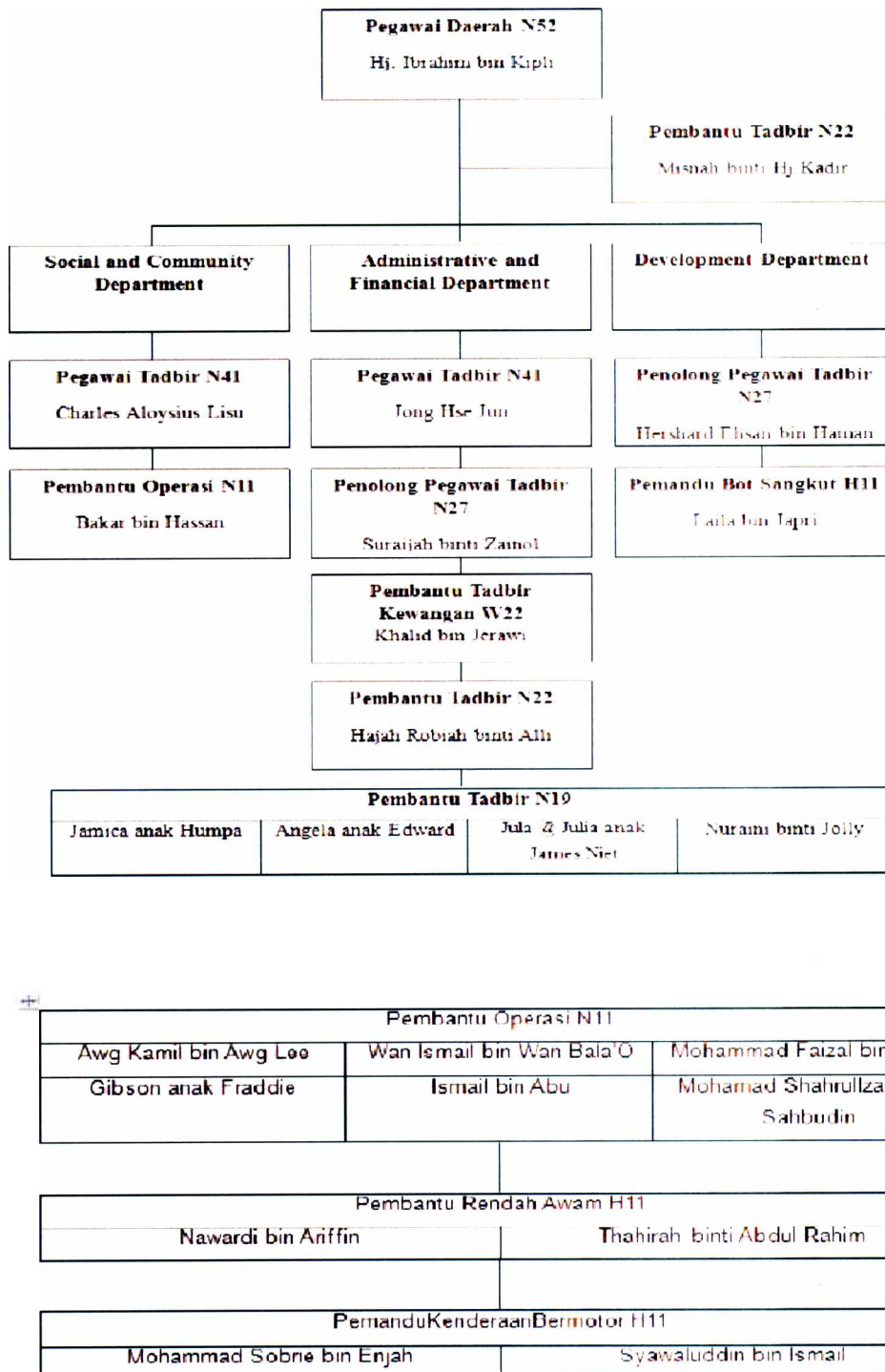
The mission of Kuching District Office is to develop Kuching division by providing effective leadership, efficient, coordination and implementation of government transformation program”

## **1.4 Client Charter**

The client charter of Kuching District Office is to ensure customer dissatisfaction by responding to complaints within three working days. Next is to ensure Probate Registration, Enrollment Certificate of Adoption and Issuing of Public Collection License is completed within fourteen (14) days. Besides, Kuching District Office ensure that issuance of a permit purchases a shotgun bullet on the same day and ensure that the project under the Rural Development Project "Minor Rural Project (MRP)" is completed by project duration, cost and specification. Lastly, approval of the shotgun ownership by probate is completed within three months (excluding policy security files).

## 1.5 Organization Structure

Figure 1.5 : Organization Structure



Source: Official Website of Kuching Administration Division

([www.kuching.sarawak.gov.my](http://www.kuching.sarawak.gov.my))

## **1.6 Administrative System**

Kuching District is consist of Development Department, Social Department, Social Department, The Community Leaders Department (KMKK), Registry Department Child Adoption, Probate, Iban Marriage and Divorced Customs, Shotgun License, Statutory Declaration, and Certify True copy. In order to deliver these services towards society the district office used counter services

### **1.6.1 Development Department**

Development Department is for the project purpose regarding to society welfare. For examples “Program Bantuan Rumah”. Development Department also deal with the Contractor that related to the balloting tender which handling on whether the contractor is qualified or not according to term and condition to carry out the district office development project. Besides, this deparment must ensure all the district office project is success with high quality of project.

### **1.6.2 Social Department**

Social Department is mostly purpose in “e-Kasih”, “Program Bantuan Rumah” (PBR) and and IAZAM PELABURAN. E-Kasih is the National Poverty Data Bank. Its afford taken by government of Malaysia in order to reduce the poverty and also to reduce the burden of the lower income group in Malaysia. Malaysia citizens with household income less than RM1,000 are qualified to apply E-Kasih. Program Bantuan Rumah is provides financial and management assistance to enables the target groups to inhibits houses that are much safer and comfortable compared to their previous house. The goal of this programme is to promptly improve the quality of life. The IAZAM programme is to create better opportunities that will generate better income for the lower income earners and hardcore poor families. The purpose of this department is to handle the registration for those who want to apply for e-Kasih, “Program Bantuan Rumah” (PBR) and IAZAM.

### **1.6.3 Registry Department**

Registry department is purposely on handling phone call, emails, receiving of the letter and fax. Besides the person who handles the registry department also act as Secretary of District Officer. The secretary of district officer will arranged the appointment between District Officer with other Officer from others government department or NGO that related to the Kuching district.

### **1.6.4 The Community Leaders (KMKK) Department**

This department is about Temenggong, Pemanca, Kapitan, Head of Villagers and also Tuai Rumah in their area which is under administration of Kuching District office. The Temenggong, Pemanca, Kapitan, Head of Villagers and Tuai Rumah is act as representatives of the people in their area. Any issues or problem facing by society can be reported to the Ketua Masyarakat Ketua Kaum and Ketua Masyarakat and Ketua Kaum will bring this matter to the District Officer. This department handling the profile of the villagers which is regarding to the community leaders and their role in the community. Besides, this department are responsible in updating the information about profile of the Ketua Masyarakat Ketua Kaum.

### **1.6.5 Child Adoption Certificate**

Child adoption in Sarawak is under Adoption Ordinance, Cap 91. Parents are fully responsible towards child that there are adopted. Status and right of the adopted child must be equal with biological child to all properties of the foster parents. Biological parents are lost their right and responsibilities towards their biological child. The cancellation of the child adoption can be done at the High Court.

### **1.6.6 Probate**

This service that provided by the government to the public of Sarawak is to help the public manage their belonging of property that under decease name. This letter is very important to all government agencies to get prove and admission to change the rights of property to the next-of-kin. As information, this service not directly change the rights to the applicant, it is part of the process to get admission on the property as they need to deal with the agency that involve with the property that the applicant request.

Probate is a process of administration of the deceased's estate to be administered and transferred to a beneficiary or other party. In Sarawak, estate administration is governed by the Administration of Estates Ordinance Chapter 80 and estate duties based on the Estate Duty Ordinance Chapter 2. Letter of Administration is given to a person for administer the estate of the deceased when the deceased died without a will.

Probate's letter is given to the administrator of a person who died as a testament. Probate applicants shall be legitimate beneficiaries in a will. The probate officer at Kuching district area is District Officer. The law that relate to the probate is Administration of Estate Ordinance, chapter 80 and Estate Duty Ordinance, Chapter 29.

### **1.6.7 Iban Marriage and Divorce Customs**

This department deal with the registration of Iban marriage Custom 1933 and divorce within the Kuching district area. This department will recorded any marriage or divorced for the Ibans people in the Kuching district area.

### **1.6.8 Shotgun License**

This department deal with the change of the title Shotgun property. The title of the shotgun can be done through probate if the owner of the shotgun was dead or through transfer of the title when the owner of the Shotgun still alive. Besides, this department also provide services which are give permits for those people who want to buy bullets.



Purchasing of the shotgun bullets only limits to the 10 bullets per month. The applicant required to bring along the shell casings before made the purchasing of the bullets. The law related with these services is Firearms Act 1960.

### **1.6.9 Statutory Declaration**

The purpose of statutory declarations was to obtain confirmation of written instruments or allegations or proof of debt or the fact of execution of deed which was otherwise unavailable but backed by penal sanctions. Kuching district office provided three Magistrate which is the civil officer or lay judge who administers the law, especially one who conducts a court that deals with minor offenses and holds preliminary hearings for more serious ones.

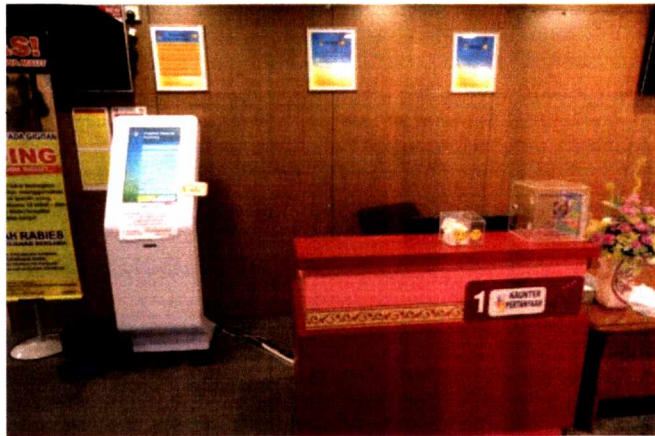
### **1.6.10 Certify True Copy**

Certificate or Original Order must be brought by applicant together when verifying that the certificate to be verified is true for reference of the officer. The validation of the true copy can be done by group B officer with grade 27 and above.

## 1.7 Methods To Delivery the Services

Kuching District Office used counter services in order to deliver their services to the society by using queuing system. The customer needs to print out the ticket before enjoying the services provided by Kuching District office.

Figure 1.6: Ticket Counter



### 1.7.1 Certify True Copy Counter

This process took place in the second counter. Public those come to the office for this service need to bring along with them the original document and 3 copies for each document for certification. After the public get permission from officer at the counter, the officer will tell the public to meet the qualified officer for the certification of the document. Then, the public will back to the counter for stamping and double checking for all the certification of the document that had been made. If there is any unusual document, officer at the counter will told the public to stay until it clear to go.

Figure 1.7: Certify True Copy Counter



### 1.7.2 e-KASIH Counter

e-Kasih counter is the second service that provided by the office to the public. This service came from Prime Minister Office that aims to deliver the objective of the Federal Government to all Malaysian citizen that need help. It is managed under all district office around the state of Sarawak and in Kuching it handles under Kuching District office. At this counter, the process will take place when the public came for a help and request for a fund. The officer in charge at the counter will ask for their identity card to check their status in the system either the public are qualified or not for the help that they request for. Then, if the public is qualified for the aid, the officer will give a form for the public to fill in and return to the office within 7 days for registration into a system that called e-kasih ([www.ekasih.gov.my](http://www.ekasih.gov.my)). In this system, it will show all the information that had or not been received by the applicant and it will guide the agencies that involve with the aid to deliver the service to the applicant on what they request for. Example, the public usually will request for rebuild their old house or request for fund to their business (IAZam).

Figure 1.8: e-Kasih Counter



### **1.7.3 Statutory Declaration Counter**

This counter provide service to the public that need for declaration on their document. The document that involve came from other government agencies such as, road and transportation department, immigration, registration department, and inland tax revenue board. The public will ask for the service and at Kuching District Office, officer that qualified to deliver the service are, District Officer, and appointed Magistrate.

In a process to get the service, the public will bring their document to the statutory of declaration counter for first checking by the officer that in charge at the counter. This process will take 1 – 2 minutes, to ensure the document is acceptable for the service. After that, if the document is accept for the transaction, the officer will bring in the document to the qualified officer to sign onto it. Then, the officer in charge will return back the document to the public with cost of RM 4.00 for each declaration. In this service, sometime the qualified officer not around due to their court case. So, the officer at the counter will directly tell to the public that came for the service to get private firm to the transaction. The Office usually will cooperate with Alex Yeo Advocate and Solicitor.

Figure 1.9: Statutory Declaration counter



#### **1.7.4 Child Adoption Counter**

At this counter, those public who want to adopt child that born within Kuching District area, first step the adopt parent need to do is to show the original birth certificate of the child to the officer incharge at the Child Adoption counter. This process is to know either the transaction to register the adoption is valid to register at Kuching District Office or not valid.

Next, if the transaction is valid, the officer will give to the adopt parent a “blue form” to be fill in. In between, the adopt parent need to prepare a document that need for the registration process that had been listed in the checklist. It consist of, a copy of birth certificate, identity card copy for both natural parents and adopt parent include two witnesses from both side, a copy of bank statement from adopt parents, a copy of clinic card of the baby, a copy of utility bill from adopt parent. one RM10 stamp duty of revenue, and lastly, both parties need to attend to the office during the registration day.

This process take time for the adopt parents, sometimes they come to the office many time for checking the document before they submit the final transaction. After the registration done and complete, it will take 14 days for officer to get ready the certificate of adoption that called first schedule of adoption certificate. In this level, the service is finally delivered to the public.

Figure 1.10: Child Adoption Counter



### 1.7.5 PROBATE COUNTER

At this counter, the process will take three stages. Firstly, process the applicant will bring the death certificate to the counter to request for a form that they need to fill in. Next, the officer will check the death certificate either it is under Kuching District or others district. If the deceased is death or hold on last address from other district, the applicant process will be end and the officer will tell the applicant to go at the district that stated in the death certificate. However, if it is under Kuching District it will go through the second and third process.

During the first process, the officer will interview directly the applicant on what he or she wants to probate for on property that involve with the deceased. Then the officer will explain to the applicant on how to fill in the form and then the officer will ask the applicant to get ready number of document that needed in the application process.

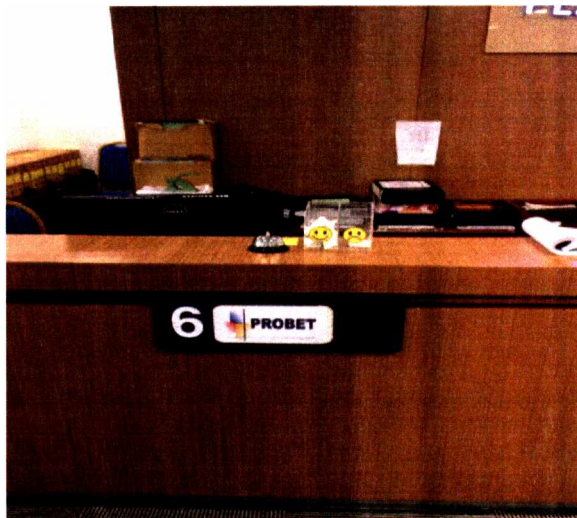
Next, after the first process, the applicant will be asked to come back to the office with a complete documentation for second process that is double checking process. In this process, if the officer found out the document is not complete, the officer will ask the applicant to come again for this second process for second time. If the document is complete and ready for registration, the officer will set an appointment for registration that will be the third process.

Then, in the third process, the officer will ask the applicant to bring along with them next-of-kin, head of villager that in the applicant area and also all the

documentation that had been checked by the officer in the second process. During the registration, the officer will asked all the people involve to sign in the document and applicant to get a declaration with District Officer of Magistrate. That will be the last process in registration on the application and documentation.

Then, the complete document that had been register by the officer will be bring to the back office to be key in into the system that called RNDO to get approval from district officer. Only then, the Letter of Administration or Probate Letter will be printed out and ready to claim by the applicant.

Figure 1.11: Probate counter



### **1.7.6 Firearms and Payment Service Department**

Firearm and payment service is the last service that provided through counter at Kuching District Office. These two counters are related due to the payment of license of firearm. However, payment counter also receive for express marriage payment for non-Muslim.

In the service of firearm, the public that do transaction with firearm need to bring along with them the license, medical check-up by the government hospital and approval from the police officer to renewal their license at Kuching District Office.

Same with other counter, the officer will check the license either it register under Kuching District Office or other district.

Then, the officer will ask for the license and bullet that had been used to return back to the office before the officer approve the new permit for the applicant to get a new bullet and validity of their vessel.

Next, the officer will give the applicant a form for them to get a statutory declaration that to recognise their ownership of the firearm with district officer.

Lastly, the applicant will return the complete form and made a payment of RM 25.00 for renewal license at payment counter and RM 4.00 for statutory of declaration.

Figure 1.12: Payment Service counter

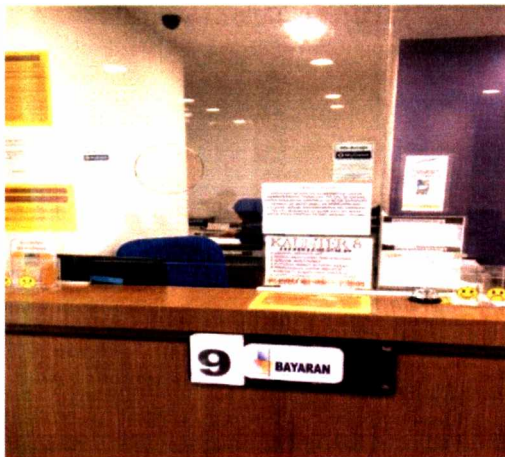


Figure 1.13: Firearms Counter



### 1.7.7 Inquiries Counter

This counter is use by customer for asking what is counter that is needed by them in order to get the services provided by Kuching District Office. Besides, some of the customers are did not know on how to get ticket from counter ticket machine. So, the staffs who responsible at enquiries counter will help the customers to get their ticket.



Figure 1.14: Enquiries Counter



### 1.7.8 Development Department Counter

This counter is use by customer to sent their company profile. The company profile is used by Kuching District Office to choose the best company to carry out the project handle by Kuching district Office. Next, this counter also provide information towards owner of the company what is the next project carry out by Kuching District Office.

Figure 1.15: Development Department counter



## **1.8 Summary**

This chapter basically discuss about the background of the Kuching District Office such as vision and mission, client charter, organization chart and so on.. Besides, in this chapter also the type of services that are served by the organization towards the society.

## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### **2.1 Introduction**

This chapter will discuss the task that I have been done from my first day of practical training until the last day of my practical training at the Kuching District Office. In this chapter also I will discuss on what I was learn and experience that I have been go through during my practical training.

#### **2.2 Week One**

On the first day of week one, I report myself at the Kuching District Office. After reporting myself, I had briefing with the other practical trainees regarding the background of the organization and the rules and regulations of the organization. Later on, we had a short tour to every level of department of the organization and were introduced to every staff in each of the departments. After the short tour, I was assigned to the Development department handle by Mr Charles. After that I was brought by my supervisor to meet District Officer, Tuan Haji Ibrahim Kipli to introduce myself. Besides, he told me that at District office will not give specific task or tasks schedule towards practical students. They need to find the task by them self. After that, I was given my name tag to show that I'm practical student and still in learning process and I must use it everyday during my practical training.

Figure2.1: Practical Training Name Tag



On my second day, I was given the responsibility to handle the Certify True copy counter under supervision of Encik Narwardi. Encik Nawardi give me guideline on the procedure that are needed for those public who want to certify their copy document. Next, since the Kuching District office lack of staff, I was give responsibility by Encik Baxter to handle E-Kasih counter under supervision of him. This counter for me is quite difficult because we need a good explanation skills towards public on what is document are needed in order for them to register under e-Kasih. Citizens of Kuching come from many types of ethic and languages. So, sometimes I need to speak in Iban languages to make sure their are understand on what I trying to say. Next, I offer myself for helping Madam Angela to key in the Probate data in computer system.

On the third day, I choose to handle the ticket counter. This counter is quite easy to handle. It just ask the customers what are services that are needed and and print their ticket at the ticket machine. At this counter I need to dress well and talk with high confident level to make sure the public can get good first impression towards Kuching District Office. This counter improve my communications skills and also improve my confident level in order to deal with someone we did not know.

On the fourth day of my practical training, in the morning, I was given instructions by my supervisor to cover e-kasih counter and Certify True copy counter since the staff who handle this counter is on station. This opportunity is very useful for me because it can improve my multitasking skills. So, this experience are good for me for my future carriers and for me seeking for a job after graduation. Next, after lunch hours I was learning the procedure in order to make statutory declaration at the statutory declaration counter from Encik Gibson. He teach me the procedure that are needed for public to make statutory declaration. I must be ensure that all procedure are followed because the incomplete application are not accepted by Magistrate for them to sign.

On the last day of first week of practical training, at the morning section I was given instruction by my supervisor asked me to incharged the ticket counter which can help me to improve my communications skills. Next, after lunch hour I was incharged the certify true copy counter.

### **2.3 Week Two**

On the first day of week two I continued incharge the ticket counter at the morning from 8.00 am until 11.00 am. After that I switched with others practical students from others university. From 11.00am until 1.00 pm I incharge the Statutory Declaration Counter under supervision of Encik Gibson who responsible to incharge this counter. Next, After launch hours, I was given instruction by my supervisor to incharge the e-Kasih counter since the staff who incharge is out station. This opportunity is very useful for me as it can increase my expertise to incharge these type counters.

On the second day of this week, I was attended the Opening Ceremony of the 29<sup>th</sup> Kuching City Day Celebration at Stadium Perpaduan Kuching from 9.00am Until 12.30pm. This opening ceremony was launched by Chief Minister of Sarawak Datuk Amar Haji Abdul Rahman Zohari Bin Tun Datuk Abang Haji Openg. Besides, Sarawak chief Minister also launched free Wifi for Kuching citizens that started on 1 August 2017. This is one of the initiative taken by Sarawak government in line with the state's policy of setting up digital economy as way to spur the economy in his

speech. After the event, the Kuching District Officer Tuan Haji Ibrahim bin Kipli give permission that the practical students no need to return back at the office.

Figure 2.2: Opening Ceremony of the 29<sup>th</sup> Kuching City Day Celebration



On the third day of week two, I was given responsibility from Mr Charles which is State Authority Officer (SAO) to setting up the meeting room. The meeting is regarding to the briefing of Rabies Virus towards all community leaders in Kuching division from officer of State Veterinary Authority of Sarawak. The Meeting was started from 10.00am until 12.00. Before meeting start, I must ensure that meeting room are in good condition to be used especially the computer slide show and microphone. During the meeting, I distributed the attendance book log to ensure all candidates sign their attendance. Next, after lunch hours, I move to the front line of the organization to cover up ticket counter.

Figure 2.3: Rabies Meeting



On the fourth day of this week, in the morning I was incharge the Statutory Declaration counter until launch hours. In the evening, I was invited by Encik Awang Khalid bin Jerawi from Financial Department go to Sarawak Election Commission at Sultan Iskandar Building to take materials that be used for “ Program Taklimat & Latihan Petugas Pilihan Raya Umum Parlimen P193 Santubong”. Kuching District Office was given Responsibility by Sarawak Election Commission to incharge the

General Election for Parliament P193 Santubong. Next, I must ensure that all materials to be used are available according to check list given by Sarawak Election Commission.

Figure 2.4: At Sarawak Election Commission.



Figure 2.5: Check the List Given by Sarawak Election Commission



On the last day of this week, my duty is to incharge the ticket counter at the morning and e-kasih counter after lunch hours. Kuching division is the largest population among others division in Sarawak. Thus, the Kuching District Office need more staff to cover up front line of the organization.

### 2.4 Week Three

On my third week of practical training, I was given responsibility by District Officer for replacing Cik Misnah binti Haji Kadir who incharge Registry Department because she out of station for one week. At this section, I was handling phone call, emails, receiving of the letter and fax. Besides the person who handles the registry department also act as Secretary of District Officer. The secretary of district officer will arranged the appointment between District Officer with other officer from others government department or NGO that related to the Kuching district. Besides, I also prepare the schedule for District Officer regarding with his up coming activities. I must ensure



that the District Office is not miss from attending the activities or program according to the schedule. Besides, I also helped the others practical student who responsible to make preparation for “ Taklimat Petugas Pilihan Raya Umum PRU ke-14 P.193 Santubong”. For example, calling the candidates for confirmation who participates in conducting general election. Besides, fax the release letter to attend a briefing to all participants. Next, on 12 August 2017 on Saturday all of Kuching District Office staff and all Practical student are make final preparation for “ Taklimat Petugas Pilihan Raya Umum PRU ke-14 P.193 Santubong” at Institut Kemahiran Mara (IKM).

Figure 2.6: Secretary of District Officer

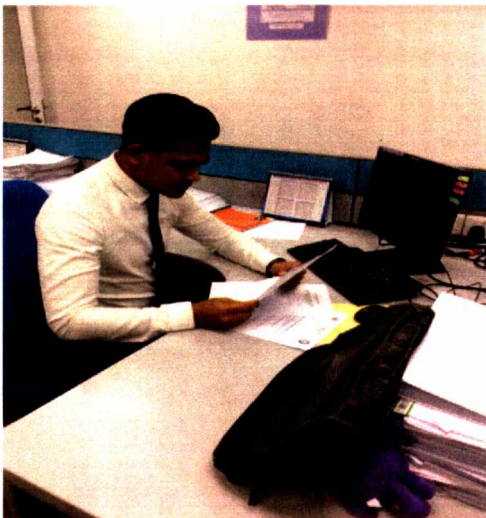


Figure 2.7: Final Preparation



## 2.5 Week Four

On first day and second day of this week, I was given responsibility by Kuching District Office and Sarawak Election Commission to become an emcee and moderator during “Taklimat Petugas-Petugas Pilihan Raya Umum P193 Santubong”. This program started on 8.00am until 4.00pm on Monday and 8.00am until 12.00pm on Tuesday. The briefing was given by officer of Election Commission of Malaysia from Prime Minister’s Department. The number of participants is 120 on Monday and 75 participants on Tuesday. This experience I will never forgot in my entire life. It is a

good opportunity for me to develop my soft skills especially my confident level to talk in front of many peoples. Besides, become an emcee get me meet hundreds of peoples from different of life, different perspectives, different personalities, different mind-angles to enrich my life experiences.

Figure 2.6: Become an Emcee



Figure 2.7: Participants



On third day of this week, I was given instruction by my supervisor to incharge the Statutory Declaration counter under supervision of Mr Nawardi. This is because, staff who incharge this counter is not absent to the office. Sometimes, the magistrate who responsible to sign the statutory declaration form are not available because the need to attend the case at the court. Thus, customers need to choose others advocates who has power to sign the form of statutory declaration. I need to explains this matters to public very careful and clear to make sure their are understand. Sometimes, the customers not only from Malaysians citizens but also from foreigner. So, I must good in English language. Next, after lunch hours, I was incharge the ticket counter. Usually, the number of peoples are increases after launch hours compare in the morning at the Kuching District Office.

Next, on the fourth day I continued to incharge the Statutory Declaration counter and ticket counter in the morning. After launch hours, I continued incharge the e-Kasih counter under supervision of Mr Baxter the person who responsible to incharge this counter.

On the next day, I was attending the meeting “Kembara Merdeka Negaraku” at Resident office from 9.00am until 11.00am. The purpose of the meeting is to give explanation to all candidates on the location and the destination of the program. This is annually program of Resident office of Kuching and Kuching District Office but this years the program make collaboration with Department of Information Services of kuching division.

On the 19.August.2017, I was attending the program “ Kembara Merdeka Negaraku”. All candidates need to ready their vehicles at Department of Information services yard before 6.30am. The number of vehicles are participates in this program is 90 vehicles. The program was launch by Datuk Haji Fadillah Yusof Member of Parliament for Petra Jaya and Minister of Works, Malaysia. The launched started on 9.00am at Department of Information services of Kuching Division. The first destination is from Department of Information services of Kuching division until Telaga Air. The journey to first destination is around 45 minutes. This convoy is escort by vehicles of Police Traffic. After arrived at the destination, the convoy was welcomed by citizens of Telaga Air. Next, Kuching District Officer Tuan Haji Ibrahim Bin Kipli delivering his speech to all citizens of Telaga Air and convoy candidates about Independence Day of Malaysia. The Convoy was continued to the last destination which is home of Datuk Amar Jamillah Anu ex-wife of Allahyarham Datuk Patinggi Tan Sri Adenan Satem ex-Chief Minister of Sarawak. Datuk Amar jamillah Anu in her speech would like to thank to all candidates because choose her house as one of the destination. After that, Resident of Kuching Division, Tuan Haji Shukarmin bin Haji Chasemon delivering his speech represent all the candidates of “Kembara Merdeka Negaraku”. The program was ended at 2.30pm after having lunch at Datuk Amar Jamillah Anu’s home.

Figure 2.8: Telaga Air

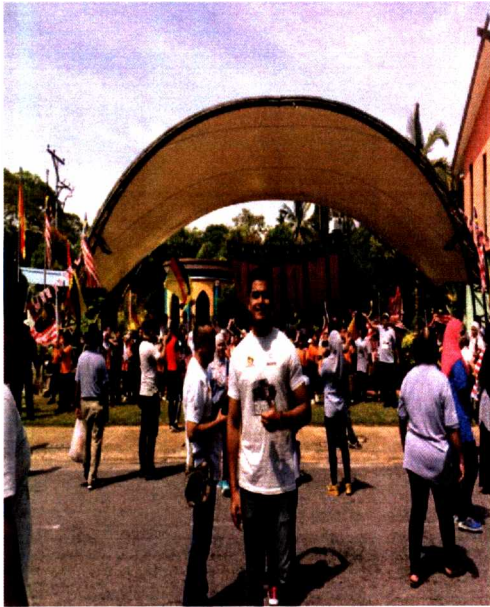


Figure 2.9: Datuk Amar Jamillah Anu's Home



## 2.6 Week Five

On the first day of this week, I was assigned by my supervisor to incharge the counter service which is Statutory Declaration counter and e-Kasih counter at the morning until lunch hours. e-kasih counter is one of my favorite counter because I get lot of lesson. At this counter I heard and deal many of customers problems of their life. It give me a lesson which is I should be grateful what I have now. In somewhere there are still of peoples did not have their own house. Next, after launch hours I was continued with counter services which is certify true copy and ticket counter.

On the second day, I also continued with counter service Statutory Declaration and e-Kasih counter without supervision of my supervision since I can handle it by my own but I still need refer to him at the back of the front line of the organization if there some cases I cannot deal with. Next, at the evening I was handle the Ticket counter because the numbers of customers increased.

On the third day of this week, I continued with my routine continued handle the counter service which is e-Kasih and the ticket counter.

On the next day, I was attended an event conducted by Dewan Bandaraya Kuching Utara (DBKU) which is “Perasmian Pre-Asia Pasific Orchid Conference (Pre-opac) at the Sarawak State Library. The activities during the event is photography competitions, Orchid landscape competition. Individual orchid and flower arrangement competition, orchid display for public, food bazaar, agriculture bazaar, orchid walk, zumba, fishing competition, and coloring contest. Since this is the international conference the countries joining is Thailand, Indonesia, Filipina, Singapore, Malaysia, Japan, Taiwan, Brunei and Myanmar. The opening ceremony of pre-APOC 2017 by The Minister of Tourism, Arts, Culture, Youth and Sports Sarawak Datuk Haji Fadillah Yusof. The even started from 8.00am until 12.00pm and after that District Officer give permission for practical student no need to return back at the office.

Figure 3.1: Attending the Pre-APOC 2017 Opening Ceremony



On the last day of this week, I continued incharge the ticket counter in the morning. Next, after launch hour I was continued incharge the counter service which is e-Kasih counter.

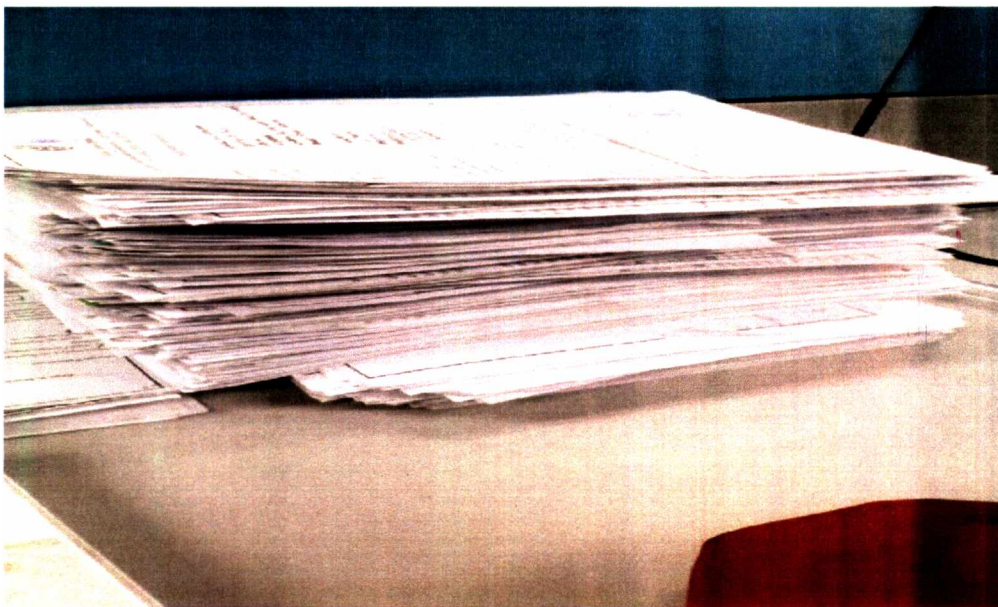
## 2.7 Week Six

On the first day of this week, I was given instruction by my supervisor to handle the ticket counter in the morning since the others staff go for meeting. Next, after launch hours I was key in the data in computer system for "Program Bantuan Rumah" (PBR) for Kuching district area. This data is very important as it the record for the Kuching District office regarding to the "Pogram Bantuan Rumah". In this computer system all record regarding to details of the applicant and the reasons of the form for "program Bantuan Rumah" are rejected and accepted by Kuching District Office. I key in the data from the form to the computer system. The form started from 2012 until the latest form. It more than five hundred of form from applicant need to key in in the computer system.

On the second day, I still continued key in the data of "Program Bantuan rumah" in the computer system for the all day of my practical training.

On the day of this week, I was give instruction by my supervisor to incharge the Ticket counter at the morning and the certify true copy counter at the evening. Since at that day half of the staff are out of station for the purpose.

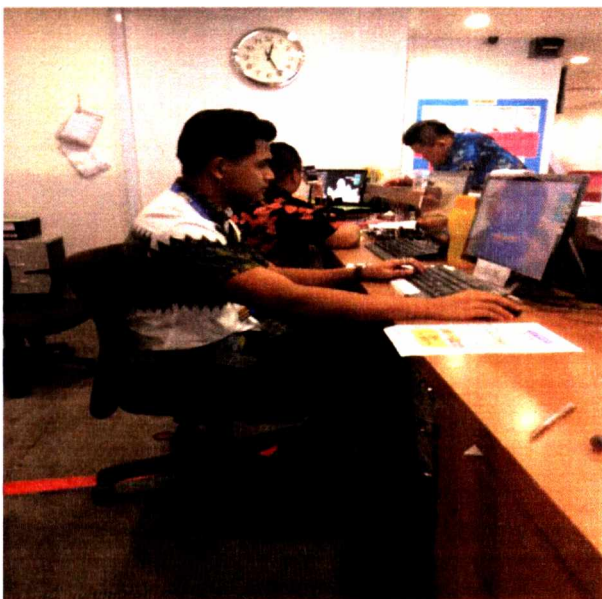
Figure 3.2 : Some of the form "Program Bantuan Rumah" need to be key in in the computer system.



## 2.8 Week Seven

On this week, I just focus on managing the front line of the organization which is counter services. This is because, one of weakness of Kuching District Office is lack of staff but the numbers of customers keep increasing from day to day. Thus, Kuching District Office really need lots of staff to incharge the counter services. On the first day of this week I was incharge the ticket counter, Certify True copy counter, Statutory Declaration Counter, and e-Kasih counter. On the next week, I Incharge the e-Kasih counter and Certify True Copy counter. The next day, I continued incharge the Certify True Copy counter and Statutory Declaration Counter. On the last day of this week, I was incharge the e-Kasih counter and Certify True Copy counter. Incharge the counter service actually give me many experiences that are very useful for me. This counter service teach me lots of lessons that I can learn from others people experience since their shared the problem with us. Choosing the Kuching District Office as the place for me to conducted my practical training is one of the best decisions that I ever made in my entire life. I might be didn't received single sen of money from the organization but the experiences and lessons I get more worth than that. I believed that, the lessons and experience I will never get if I conducted my practical training with other organization.

Figure 3.2: Incharge the Counter Service



## 2.9 Week Eight

On the first day of this week, I was given the final task given by Sir Charles before I finishing my practical training. The task is filing the form of “Program Bantuan Rumah” that I was key in in the computer system from the previous week. The fail of the form is divided into to two type of fail which is one for “Bina Baru” and one for “Baik Pulih”. Failing of form “Program Bantuan Rumah” is very important for the Kuching District Office for the purpose of internal audit. I still continued filing the form for the next day of this week.

On the third and fourth day of my final week of practical training, from 8.00am until 1.00pm I was incharge the e-Kasih counter since the staff who incharge this counter cannot attend to the office because he attending the meeting at Resident Office. Next, at the evening session, I continued failing for the form of “Program Bantuan Rumah” because he need it complete within my final week of practical training.

On the last day of my practical training, I continued the filing for the form of “Program Bantuan Rumah” and praise on Allah SWT because finally I can completed it within required of time given by Sir Charles. It was good experience for me because it teach me on how to managed the time properly in order to complete the task within the required of time. Next, after lunch hour I continued my last day practical training to incharge the ticket counter and e-Kasih Counter.

Figure 3.2: Filing for the form of “Program Bantuan Rumah”





## **2.10 Summary**

This chapter have discuss about the task that I have been done during my practical training. Besides, this chapter also show the experience that I have been go through during I conducted my practical training at Kuching District Office.

## CHAPTER 3

### ANALYSIS

#### **3.1 Introduction**

In this chapter it explains the analysis of the training specifically focuses on one area of task as covered in the practical training. This chapter also reflects the definition of concept and theoretical aspects at the workplace and how I transformed the knowledge gained at the workplace to reinforce understanding the concept learned in class. It also includes my personal experience during my practical training

#### **3.2 Descriptions of Task**

Kuching District Office conducted the orientation program for the practical students. In the briefing during the orientation, the practical students were introduced to the management of the organization, rules and regulations of the organization and any important information related to the organization. I was assigned to the Social Department. They were various tasks given to me throughout the practical training period especially at the front line section. This give opportunities for me to learn new things and to increase my knowledge of the division's duties and responsibilities.

I will focuses on the front line analysis task which is on how the Kuching District office handling their front line stage and also how their will manage their customers from various type of backgrounds. I was one of the person who always incharge the front line stage during my practical training.

#### **3.3 Theoretical of Operation Assistance in Public Service.**

Operation assistant work in a variety of industries, providing administrative support along with clerical tasks that aid the daily business operation of an organization. In public sector, operation assistant usually report directly to supervisor or Administrative Officer. In public sector, a job as an operation assistant generally does not require high academic qualification. Operation assistant work with administrative

officer and other personnel to help keep the operation or day-to-day activity running smoothly. Operation assistant in public sector may have different duties because different public agencies have different role or services. They may have duties including resolving customer issues, filing orders, and inspecting merchandise.

### **3.4 Theory of Operational Assistance in Relation With Organization Behavior (ADM501)**

Organizational behavior is the study of what people think, feel and do in around organization and it looks at employee behavior, decisions, perceptions and emotional responses as it also encompasses the study how organizations interact with their external environments, particularly in the context of employee behavior and decisions (McShane, 2013).

As operation assistant, personality play an important role as my responsibilities were to serve the public. Personality, essentially a series patterned behaviour, plays a large role in the way a person interacts with groups and produces work. Knowing a person's personality, either through a series of tests, or through conversation can give a better idea of whether he or she are a fit for the environment they had be hired into, and how best to motivate that person. Personality is often broken into statistically identified factors called the Big Five, which are Conscientiousness, Agreeableness, Neurotic-ism, Openness to experience and Extra-version (Costa and McCrae, 1992).

Act as operational assistance during my practical training need to have Conscientiousness. Conscientiousness is person who usually having high level of self-discipline. These individual prefer follow a plan, rather than act spontaneously. This traits include being organized, and thorough. This trait is important because the process of application of "e-Kasih" has complex procedure. In order to serve as operation assistance of "e-Kasih" counter I must have this kind of traits to serve the public and assist them thoroughly and detailed-oriented. This is to avoid my work from being rejected by Social Department Officer. If this happen that particular public will be affected as he or she needs to fill again the application of "e-Kasih" form. Thus, it will give bad image towards me from the public and other personnel in the organization. Furthermore, it requires the person that served as operation assistance of

“e-Kasih” counter to be organized person. This is because, the operation assistance need to arrange the documents in accordance with the guideline stipulated in application form and filing it properly according to the file management flow chart so that it will become easy for the staff to check whether the documents are complete or not. The application form is not complete tend to be rejected. Thus, this job required well-organized person.

Besides, extra-version is also important traits that should be possessed as operation assistance of “e-Kasih” counter. Extra-version indicates how outgoing and social a person is. In other words, it is characterized by excitability, sociability, and talkativeness. As operation assistance of “e-Kasih” counter that serves the public directly at the counter, extra-version is important personality because this job requires a person to talk and communicate to the public. Positive communication can establish positive relationship with the public and ensure the public understand what we are talking about. It also helps to build positive relationship among other staff and top level management in the organization. This is due to the fact that extrovert person like to start conversation and easy to make new friends. Therefore, as operation assistance it is important to have this kind of traits because most of the time they are the person that dealing directly with the public and other administrative officer.

Next, operation assistance at the front line counter should have high emotional stability or in other words low neurotic-ism. Different people with different background have different behavior. As operation assistance, they sometimes deal with rude and stubborn public. This kind of situation can create high tension to the operation assistance. To deals with this kind of situation, it requires person or operation assistance that has high emotional stability/low neurotic-ism. This is because operation assistance that has low neurotic-ism can deal with stress effectively. Thus, it will not affect their quality of task and can handle rude and stubborn public in a good and professional manner.

Lastly, agreeableness is the trait that should also being possessed by operation assistance. This personality dimension includes attributes such as trust, altruism, kindness, and affection. People who are high in agreeableness tend to be more cooperative. As operation assistance, sometime they could deal with less fortunate public. Thus, it requires the operation assistance that has high degree of agreeableness

because this kind of person concern about others and have a great deal of interest in other people. Agreeable operation assistance, enjoy helping and contributing to the happiness of the public they served especially less fortunate public.

### **3.5 File Management**

Form of record keeping is refer to the filling or file management. The purpose of filing is to ensure all the documents are available for use at some future data. Most of the records have to be reserve in order for the reference in the future purpose and at the same time they must be kept where it easily available. According to Zane K. (2014), filing is one of the activities in the record management programme that are relate systematically classifying, coding, arranging and placing records in storage.

There are various categories of files such as alphabetically, numerically, geographically, chronologically and the combination of different methods (Jain, J. et al. 2007). Classifications on the basis of various combinations of above method are depending on the nature, requirements and the standard that are set up by the organization. During my period of internship, the method or classifications of filing that used for “Program Bantuan Rumah” purpose is the combination of alphabetically and numerically as instructed by Sarawak Authority Officer.

The routine which helps the in smooth management of files is known as filing routine. A filing routine refer to the receiving of papers, placing them in the concerned files and issue of files for ready reference. The purpose of filing routine is to avoid misfiling and misplacement of files. Misfiling and misplacement can give negative impact towards organization performances. The establishment of a proper filing routine is essential for effective and efficient management of records. The following steps are involved for maintaining an efficient filing routine that adopted by Kuching District Office.

## **3.6 Filing Routine**

### **3.6.1 Instruction for Filing**

Sarawak Administrative Officer are responsible to give an instruction for filing in writing in Kuching District Office. Then, only the concerned documents and papers are maintained in a correct file. Document are not allowed to be filed without instruction by Officer.

### **3.6.2 Classification**

The filing documents and papers are classified according to the classification system decided in advance. The staff can file the received documents, papers or application form. During my practical training, I was given the responsibilities to file the received “Program Bantuan Rumah” application form after the classification. The system of classification is decided only by the experienced and responsible officer to avoid misfiling.

### **3.6.3 Indexing**

A code number and a heading for each file is prepared by the filing staff and kept the same in the relevant file. When I give responsible for handle the filling for application form of “Program Bantuan Rumah” I was arrange the application form according to alphabet. Besides, the date of the form should be arrange from the latest one.

### **3.6.4 Follow up Slip**

The documents which require further processing are called follow-up actions. Follow-up slips are used to facilitate follow-up action.

### **3.6.5 Issues of files**

After all application form are completed according to alphabet and date, then the application form are put into file in proper ways. During my practical training I was divided the file in two which is file for “Baik Pulih” and file for “Bina Baru”. Thus, its can reduce the time consume in order to lookingfor the application form in the future.

### **3.6.6 Disposal of the obsolete Files.**

The inactive files and unneeded files are transferred to the store room. In Kuching district Office, when the file becomes obsolete or dead, it will be destroyed according to their policy of the management.

### **3.7 Summary**

In this chapter, it explained the main task that had been done in Kuching District Office. As the task that I have been choose is e-Kasih counter. In this Chapter will explained more details regarding to the task descriptions. Besides, in this chapter also I related the task with the subject that I was Studies which is Organization Behavior (ADM501). Next, the proper file management also have been discussed in this chapter.

## CHAPTER 4

### RECOMMENDATIONS

#### **4.1 Introduction**

In this chapter will explain the strength and weakness of the task given during my practical training at the Kuching District Office. Besides, in this chapter also I will give recommendations on how to improve the task.

#### **4.2 Strength of The Task**

The Strength of the e-Kasih counter is the application form are not strict and easy to be fulfill. This is because the application are very straight forward and easy to understand by every level of society. Thus, it can help the officer who incharge at the counter easy to explain to the public on how to fulfill the application form. As a result it can reduce time in dealing with public and the waiting period for next customers can be reduce. This can boost the effectiveness and efficiency of the performance of the Kuching District Office. Beside, I also can give positive perception from public towards Kuching District Office.

Next, the strength of the e-Kasih counter is procedure to register is simple. The customers only fulfill the application form given by officer incharge and attach the application form with “ Salinan Kad Pengenalan Pemohon”, “Salinan Slip Gaji Pemohon”( its not necessary” and either “Salinan Sijil Kahwin” or “Salinan Sijil Sijil Cerai”. The document needed are not so difficult to be provide by customers in order to register under e-Kasih system. This procedure are friendly user towards customers. The customers can completed fulfill the application form within a day.

Another strength of e-Kasih counter is the system of record keeping. Every Citizens of Malaysia who has register under e-Kasih counter are recorded in e-Kasih data base system. Thus, this is very important because it can avoid fraud. All incentive given by government towards applicant are recorded in this system. The examples of incentive from government which is “Bantuan Rakyat 1Malaysia”, “Program Bantuan Rumah” and “Program 1AZAM”. Thus, the people cannot



re-register their name in order to get another incentive from the government. Besides, this system also can help the Officer who incharge check the status of applicant easily by entering the applicant identification card number in the computer system.

#### **4.3 Weakness of The Task**

One of the weakness of the e-Kasih counter is require lots of time in processing the applicant form. This is because, after the applicant sent the applicant form to the Kuching District Office. The applicant need to wait within 6 month to one year for staff make census to their home. This causes the applicant keep come to the Kuching District Office for asking their e-Kasih Status. Some cases I ever handle during my practical training that almost 2 years the name of applicant are not register under the system even he was summitted 2 years ago.

Another weakness of the e-Kasih counter is lack number of staff and counter. There is not enough if only one staff and counter are available to incharge the e-Kasih system. This is because since the Kuching is the most population in sarawak the number of customer of Kuching District office are increased everyday. Thus, Kuching District Office should add on one more counter and appoint one staff to incharge the e-Kasih counter. Thus, the period of time for customers waiting their transaction with the staff can be reduced. This is very important to ensure the Kuching District Office increase their performance and to achieve the goals and objective of the organization.

Next, the weakness of the e-Kasih counter is the application form only updated by staff once a month into computer system. Updating the application form once a month can cause the work overload face by the staff. The peoples keep sending the application form everyday and sometimes it can exceed more than 10 application form receiving by Kuching District Office per day. The delay not only lead to the increasing the period of time in processing the application form but also can cause the dissatisfaction of the customers towards performance of Kuching District Office.

#### **4.4 Recommendations**

Based on some weaknesses of the task, I have few recommendations to improve the task. Firstly, I would recommend to the Kuching District Office to provide two e-Kasih counter. This is because, the total population of Kuching citizens is the most higher than any division in Sarawak. So, the number of customers of Kuching District Office also increase. By providing more than one counter for e-Kasih the process regarding to this task can be improve and also the waiting period for customers also can be reduced. Front line in every public organizations should have enough counter since the number of customers of sector is more than private sectors. It will be useless if the organization have a good system but did not have enough man power to run the system.

Next, I will recommend that the staff who incharge the e-Kasih counter will updating the application form for e-Kasih once a week in computer system. This is because to avoid the task overload face the staff at the end of the day. By updating the application form once a week not only reduce the burden of the staff but also can reduce the time require in processing the application form. Thus, Sarawak Authority Officer Mr Charles are responsible to ensure staff who incharge the e-Kasih counter will updating the application form into computer system once a week. Good performance of the staff especially at the front line lead to the good impression of the public to the Kuching District Office. So, the public will enjoy the services delivering by the organizations to them. This can increase the loyalty of the public to keep using the public service in the future.

Moreover, to reduce the time require in processing the application form, I would recommend the organization that the applicant can fulfill the application form through online system. Since State Government of Sarawak introduce digital economy this is good platform for Kuching District Office to enforce this online system. Besides, Dewan Bandaray Kuching Utara also give free wifi to all citizens under their administration area. Thus, there is not excuse for the citizens cannot access the internet to fulfill the application form through online system.

#### **4.5 Summary**

In this chapter, I identify the strength and weaknesses of the Kuching District Office during I conducted my practical training. Refer to the weaknesses that I have been discuss, I come out with the suggestion or recommendations should be taken by organization to overcome their weaknesses.

## CHAPTER 5

### CONCLUSIONS

#### **5.1 Introduction**

Practical training can be assumed as the best ways for the student in the higher education to know and to improve their skills, Knowledge and self confident. Besides, students can use that knowledge or apply it in their practical training or for future purpose. The skills and knowledge that the students gained will be very useful in the real working world. To conclude, after two months of undergoing practical training in Kuching District Office, it had given me interesting and challenging experiences. Based on that, I would like to conclude the report based on each chapter.

#### **5.2 Chapter One**

In Chapter 1, there will be the information of the organization where I had my practical training which is Kuching District Office. In this chapter, all the information regarding to the organization are described and explained. This chapter also consists of the mission, vision, client charter, organization chart of the organization. Besides, the core business of the organization and what types of services that provided by Kuching District Office also explained. In this Chapter also explained the background and the history of Kuching District Office.

#### **5.3 Chapter Two**

In Chapter 2, it described the tasks that had been done during the practical training in Kuching District Office. In this chapter, the flows of works were explained chronologically. These tasks were explained according to the weekly work flow. There will be some sample of documents that had been done and as evidence on what task that had been done during the practical training. The purpose of this chapter is to inform which tasks that are often been done and to identify what are the everyday routines during the practical training period.

### **5.4 Chapter Three**

In Chapter Three, it explained the main task that had been done in Kuching District Office. As the task that I have been choose is e-Kasih counter. In this Chapter will explained more details regarding to the task descriptions. Besides, in this chapter also I related the task with the subject that I was Studies which is Organization Behavior (ADM501). This chapter will help the student in understanding the methods used in the task and ways to make an analysis report. This chapter also explains how the student manage the knowledge and skills that they have in real working situation.

### **5.5 Chapter Four**

In this chapter, it explained the strength and weaknesses of the task chosen in chapter three. After identifying the weaknesses of the task, recommendations were given to improve the process of doing the task. Some of the weakness is require lots of time in processing the application form, lack number of staff and counter and application form only updated once a month in computer system. Thus, there are several recommendations should be taken by Kuching District Office. Firstly, provide two e-Kasih counter at the front line of the organization and appoint more staff. Secondly, updating the applications once a week in computer system. Lastly, application form can be fulfill through online system. The organization should take this weakness as serious matter to ensure the organization can operate smoothly.

### **5.6 Chapter Five**

In this chapter will discussed the overall conclusion for every chapter of the practical training. Besides, this chapter also included the benefits that I have been gained during I conducted my practical training for 2 months.

## **5.7 Benefits and Gained**

For the two months period that I had my practical training at Kuching District Office, there are many new experiences, new friends, benefits and knowledge that I have gained. Those new experiences trained me for my future real working environment. Besides that, I managed to improve my interpersonal communication skills and my computer skills which will be useful in completing my task. Moreover, I received many good advice from my supervisor and especially from District Officer.

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UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**



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# Instructions

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

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

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

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

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

## **Recording**

The log book should contain the following information:

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

**Student's Name** : Muhamad Amirullah b. Sulaiman

**Date & Place of Birth** : 29 January 1995 Hospital Sibu

**UiTM I/C No.** : 2015115669

**Course** : \_\_\_\_\_

**Year** : 2017 **Part** 5

**Home Address** : No 13 Kampung Hilir 96700  
Kandawit Sarawak.

**Address During Practical Training** : \_\_\_\_\_

**Place of Training** : Pejabat Daerah Kuching

**Name of Supervisor In-Charge** : \_\_\_\_\_


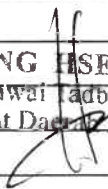

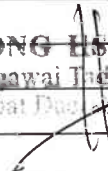
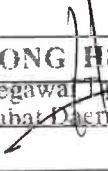
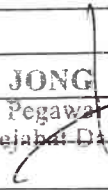
**Duration of Training**

**From** : 24 July 2017 **To** : 15 September 2017

**FOR OFFICE USE ONLY :**

**Remarks : [Dean / Course Tutor]**

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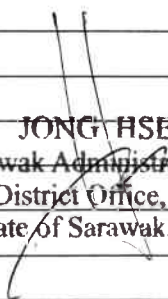
Date	Exact Nature Of Work Done	Supervisors Remarks	
24.7.17	1. Cop dokumen yang telah ditanda tangan oleh pegawai	 <b>JONG HSE JUN</b> Pegawai Tadbir N.41 Pejabat Daerah Kuching.	
	2. menjaga kaunter e-kasih		
25.7.17	1. Cop dokumen yang telah ditanda tangan oleh pegawai	 <b>JONG HSE JUN</b> Pegawai Tadbir N.41 Pejabat Daerah Kuching.	
	2. menjaga kaunter e-kasih		
	3. menjaga kaunter aruan sumpah		
	4. menjaga kaunter tiket		
	5. Membantu dalam tugas kayih data probate.		
26.7.17	1. Tiket counter 2. e-kasih counter 3. Certification of document counter	 <b>JONG HSE JUN</b> Pegawai Tadbir N.41 Pejabat Daerah Kuching.	
27.7.17	1. Tiket counter 2. e-kasih counter 3. Cop counter 4. Statutory declaration	 <b>JONG HSE JUN</b> Pegawai Tadbir N.41 Pejabat Daerah Kuching.	
28/7/17	1. Tiket Counter 2. Certification of document counter	 <b>JONG HSE JUN</b> Pegawai Tadbir N.41 Pejabat Daerah Kuching.	
31/7/17	Tiket counter statutory declaration counter e-kasih counter	 <b>JONG HSE JUN</b> Pegawai Tadbir N.41 Pejabat Daerah Kuching.	

Date	Exact Nature Of Work Done	Supervisors Remarks
1/8/17		
1/8/17	1. Ticket counter 2. Certification of document counter 3. attend event (Perasmian Sambutan Hari Bandaraya Kuching ke 29) at stadium perpaduan Kuching.	<del>JONG HSE JUN            Pegawai Tadbir N.41            Pejabat Daerah Kuching.</del>
2/8/17	1. Ticket counter 2. Setting up room for Rabies meeting. 3. Prepare computer for meeting 4. ensure all the participants sign their attendance.	<del>JONG HSE JUN            Pegawai Tadbir N.41            Pejabat Daerah Kuching.</del>
3/8/17	1. Statutory declaration counter 2. out station - go to Sarawak Election Commission for preparation "PROGRAM TALKIMAT & LATIHAN PETUGAS PILIHAN RAYA UMUM PARLIAMEN 1993 SANTUBONG".	<del>JONG HSE JUN            Sarawak Administrative Office            District Office, Kuching            State of Sarawak, Malaysia</del>
4/7/17	1. Ticket Counter 2. e-Kasih counter	<del>JONG HSE JUN            Sarawak Administrative Office,            District Office, Kuching            State of Sarawak, Malaysia.</del>

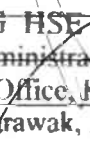
Date	Exact Nature Of Work Done	Supervisors Remarks
7/8/17	1. Secretary of district officer. 2. faks letter to candidate who participate with in conducting general election.	
8/8/17	1. secretary of district officer	
9/8/17	1. <del>secretary</del> secretary of district officer	
10/8/17	1. Secretary of district officer	
11/8/17	1. Secretary of district officer	
14/8/17	2. Emcee for " Taklimat petugas-petugas pilihan raya umum P193 Santubong.	<p style="text-align: center;">JONG HSE JUN Sarawak Administrative Office District Office, Kuching State of Sarawak, Malaysia.</p>
15/8/17	1. Emcee for " Taklimat petugas-petugas pilihan raya umum P193 Santubong.	
16/8/17	1. Statutory declaration counter 2. Ticket counter	
17/8/17	1. Statutory declaration counter 2. Ticket counter 3. E-rain counter.	

Date	Exact Nature Of Work Done	Supervisors Remarks
18/8/17	① Ticket counter ② Statutory Declaration ③ E-kasih counter ④ Meeting "Negara-Kembara Merdeka NegaraKu"	
19/8/17	Kembara Merdeka NegaraKu.	
21/8/17	① Statutory declaration counter ② E-kasih counter ③ Ticket counter ④ certify true copy counter	
22/8/17	① Statutory declaration counter ② E-kasih counter ③ Ticket counter	JONG HSE IUN Sarawak Administrative Officer, District Office, Kuching State of Sarawak, Malaysia.
23/8/17	E-kasih counter certify true copy counter	
24/8/17	Perasmian pre-Asia Pacific Orchid conference (pre-opal)	

Date	Exact Nature Of Work Done	Supervisors Remarks
25/8/17	① Ticket counter	
	② E-Kasih counter	
28/8/17	Ticket counter	
	key in data PBR Daerah Kuching	
29/8/17	Key in data PBR Daerah Kuching	
30/8/17	Ticket counter	
	Certify true copy	
31/8/17		
1/9/17		
5/9/17	Ticket counter	
	certify true copy counter	
	Statutory declaration counter	
	E-Kasih counter	
6/9/17	E-Kasih counter	
	certify true copy counter	

  
**JONG HSE JUN**  
Sarawak Administrative Officer  
District Office, Kuching  
State of Sarawak, Malaysia.

Date	Exact Nature Of Work Done	Supervisors Remarks
7/9/17	Certify true copy counter Statutory declaration counter	
8/9/17	E-Kash counter Certify true copy counter Ticket counter	
11/9/17	Filing data PPRT	
12/9/17	Filing PPRT.	
13/9/17	Filing PPRT E-kash counter	
14/9/17	Filing PPRT E-kash counter	

  
**JONG HSE JUN**  
 Sarawak Administrative Officer,  
 District Office, Kuching  
 State of Sarawak, Malaysia.







# **SIJIL PENGHARGAAN**

Pihak Pejabat Daerah Kuching  
merakamkan setinggi-tinggi penghargaan kepada

**MUHAMAD AMIRULLAH BIN SULAIMAN**

atas sumbangan dan khidmat bakti anda semasa  
menjalankan Latihan Industri di Pejabat ini

mulai

24 Julai 2017 hingga 15 September 2017

.....  
[ IBRAHIM BIN KIPLI ]  
Pegawai Daerah Kuching  
Sarawak

Tarikh: 15 September 2017