Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA

Practical Training Report

Sarikei Resident Office

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January 2015 – February 2015

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Miss Noni Harianti Binti Junaidi

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

(Signature)

Date:
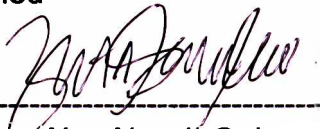
Acknowledgement

All praises to the one and only, Allah S.W.T. for giving me each day the blessing of life and helps me through my hardness and weakness during my practical training at Sarikei Resident office. A grateful and thank you also to everyone who has been involved since the beginning until the completion of my practical training and the preparation of the report whether directly or indirectly especially to my beloved parents for always giving me supports and useful advices. A great thing comes from a great experience and I have struggle with the efforts in order to ensure the success of my practical training and its report. I, Nur Aisyah Qaleesya Abdullah feel really grateful that this practical training report could be settled successfully. Lots of barriers and challenges have been through and giving up is never the idea for me. To my supervisors, Madam Nurarshiqin Binti Abdul Rahman (Sarikei Resident Office) and Miss Noni Harianti Binti Junaidi (UiTM), no words can describe for how much help and guidance that you two have gave to me. My thanks also towards all Sarikei Resident Office staffs upon their supports and advices during my practical training. They are also really friendly and supportive of each other especially to that practical trainee as myself. Lastly, again not to forget everyone who has involved in my life especially in my study whether directly or indirectly as my parents, siblings, lecturers, Sarikei Resident Office staffs, relatives and friends for the supports that they have gave to me. Thank you.

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.

Signed

Name: Nur Aisyah Qaleesya Abdullah

CHAPTER 1
INTRODUCTION OF THE ORGANIZATION

1.1   Introduction

This chapter introduces the Sarikei Resident's Office including its background, objectives and functions, divisions, vision, mission, motto, client's charter, functions and the organizational structure of Sarikei Resident's Office.

1.2   Background of Sarikei Resident's Office (History)

According to Sarikei Resident's Office Official Portal (www.sarikeio.gov.com) the early history of Sarikei can be traced as far back as the early 19th century. There are many historical events to show its existence. Rajah James Brooke first visited Sarikei on 30 April 1845. There were also resistance from the local people towards the Brooke's administration, including the burning of Sarikei on 4 January 1856 and the Julau Expedition on 19 June 1856, which was led by Sir Charles Brooke to counter the native resistance in Julau.

The establishment of Sarikei as a new Division was mainly based on security consideration. Datu Wilson Baya Dandot, The Deputy State Secretary (Planning and Development) in his article entitled: Sarawak's Unique Administrative Identity: Establishment of Divisional, District and Sub-District Machinery for Enhancing Development Administration said that the establishment of Sarikei as the Sixth Division then was due to the security threats

posed by the communist insurgency which was at its height at that time. It was felt that with the establishment of a new Sarikei Division the government would be able to concentrate and focus more in its efforts to contain and counter the security problem in the area. Also known as the "food basket" for the Land of the Hornbills, Sarikei started as a small village comprising the "Segalang" community and a few rows of Chinese shophouses. From a dead town, the once isolated and remote Sarikei has progressed and the people now enjoy infrastructural facilities and economic opportunities.

Sarikei was established as the 6th Division on the 2nd April 1973 and gazetted on 15th March 1973. Initially, Sarikei had an area of 6,969 sq km made up of Sarikei, Meradong, Julau, Matu and Daro Districts. Matu and Daro came under the new Mukah Division from 1st March 2002. With this change, Sarikei Division becomes the second smallest Divison after Betong with an area of 4,332.35 sq km. Now the 6th Divsion has Sarikei, Meradong, Julau and Pakan Districts. Sarikei Resident's Office has been distributed 3 departments, namely, Department of Administration and Financial, Social and the Department of Planning and Building. The Sarikei Residency has one of the most distinctive buildings in town. It's opposite the Lake Garden at about 1 mile Repok Road. The main building and the tiered walkway at the entrance have roofs influenced by Minangkabau style.

1.3 Objectives of Sarikei Resident's Office

There are several main objectives and functions of Sarikei Resident's office. Among them are stated as follows:

1.3.1 To ensure the condition of work environment to be more quality, productive and safe.

1.3.2 To instill teamwork culture and discipline among workers as well as to motivate them.

1.3.3 To increase the productivity and quality of service for customer satisfaction.

1.3.4 To apply maintenance practices as continuous work culture.

1.4 Division of Sarikei Resident's office

As mentioned by Sarikei Resident's office department is actually divided into 3 divisions. Those divisions are stated below:

1.4.1 Department of Administration and Financial Division.

1.4.2 Department of Social Division.

1.4.3 Department of Development Planning Division.

1.5   Vision, Mission and Motto

According   to   Sarikei   Resident's   office   Official   Portal   at www.sarikeiro.gov.my, Sarikei Resident office was established with the vision a high performing organization in advancing the development and quality of life in Sarikei Division. For the mission, is Sarikei Resident office is we efficiently co - ordinate, facilities and manage programs and project to improve the quality of life and development of Sarikei Division as the "Food Basket of Sarawak" as well as with the motto, "An Honor To Serve".

1.6   Client's Charter

1.6.1 Special Marriage License for Non – Muslim will be approved within a day of working day.

1.6.2 Public Collection Permit will be approved and given to applicant within 2 days during working days.

1.6.3 Transfer Application of the Shotgun Title will be decided in 5 days during working days.

1.6.4 Result of Housing Board A & B will be informed to applicant within 3 days after the board meeting.

1.6.5 Payment will be made to supplier in 14 working days.

1.6.6 The decision of application for Cockfighting License will be informed to the applicant within 5 days during working day.

1.6.7 The decision about booking for meeting room, transportation and rest house will be informed to applicant within a day of working day.

1.7 Function of Sarikei Resident's Office

1.7.1 To initiate and manage the socio-economic development of Sarikei Division by integrating and synergizing public service agencies, private sector organizations and local communities in the social and economic development programmes.

1.7.2 To provide, facilitate and enforce the effective and efficient administration service.

1.7.3 To plan, manage, execute and achieve a developed and well-balanced socio-economic development in the division.

1.8   Sarikei Resident Office Organization Structure

According to the Sarikei Resident's Office organizational structure here will be divided into three unit of division in which is Administration and Financial Unit in Figure (1.8.1), Social Unit in Figure (1.8.2) and Development Planning Unit in Figure (1.8.3). (Updated: 27 February 2014).

1.8.1 Administration and Financial Unit

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┌──────────────────────────────┐
│     DAHIM NADOT              │
│  RESIDENT OF SARIKEI, N 54   │──────────┐
└──────────────────────────────┘          ▼
                │              ┌──────────────────────────┐
                │              │  SITI NAJIBAH BINTI      │
                │              │  HORAIRA                 │
                ▼              │  SECREATARY, N 27        │
┌──────────────────────────────┐ └──────────────────────┘
│   ADMINISTRATION AND         │
│   FINANCIAL UNIT             │
└──────────────────────────────┘
                │
                ▼
┌──────────────────────────────┐
│      JOSEPH INDI             │
│  ADMINISTRATIVE OFFICER, N 41 │
└──────────────────────────────┘
                │
                ▼
┌──────────────────────────────────────┐
│  MOHD ASRI BIN ABDUL RAHIM KASSIM     │
│  ADMINISTRATIVE ASSISTANT OFFICER, N 32│
└──────────────────────────────────────┘
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                ▼
┌──────────────────────────────────────┐
│      SARLINI BINTI JULAIHI            │
│  ADMINISTRATIVE ASSISTANT OFFICER, N 27│
└──────────────────────────────────────┘
          │                        │
          ▼                        ▼
┌──────────────────┐      ┌──────────────────────┐
│  FINANCIAL UNIT  │      │  ADMINISTRATION UNIT │
└──────────────────┘      └──────────────────────┘
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┌──────────────────────────────┐          ┌──────────────────────────────┐
│     RABIAH BINTI SALBI        │          │    SURAYA BINTI MUSHAIRI      │
│   FINANCIAL ASSISTANT         │          │  ADMINISTRATIVE ASSISTANT     │
│     OFFICER, W 22             │          │    OFFICER (P/O), N 17        │
└──────────────────────────────┘          └──────────────────────────────┘
              │                                          │
              ▼                                          ▼
┌──────────────────────────────┐          ┌──────────────────────────────┐
│  MICHAEL WONG ING WEN         │          │  DYG NORANIZA BINTI AWG       │
│   FINANCIAL ASSISTANT         │          │        IBRAHIM                │
│     OFFICER, W 22             │          │  ADMINISTRATIVE ASSISTANT     │
└──────────────────────────────┘          │    OFFICER (P/O), N 17        │
              │                            └──────────────────────────────┘
              ▼                                          │
┌──────────────────────────────┐                        ▼
│      CHIN AI LIAN             │          ┌──────────────────────────────┐
│   FINANCIAL ASSISTANT         │          │   KEEGAN ANAK EMONG           │
│     OFFICER, W 17             │          │  ADMINISTRATIVE ASSISTANT     │
└──────────────────────────────┘          │        OFFICER,               │
                                           │         N 17                  │
                                           └──────────────────────────────┘
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┌──────────────┐ ┌──────────────┐ ┌──────────────┐ ┌──────────────┐
│ SARBINI BIN │ │ JAMSARI BIN │ │   BUNYAU   │ │ YIO HUA TING │
│   ENTON   │ │   KALOK   │ │ MANGGEH   │ │ DRIVER, R3   │
│ DRIVER, R6   │ │ DRIVER, R6   │ │ DRIVER, R3   │ │   │
└──────────────┘ └──────────────┘ └──────────────┘ └──────────────┘

┌─────────────────────┐ ┌─────────────────────┐ ┌─────────────────────┐
│ MARIAM BINTI LAI   │ │ ABG MARTAZA BIN   │ │ FATIMAH BINTI   │
│ GENERAL ASSISTANT   │ │   ABANG ABOL   │ │   NARUDIN   │
│   WORKER, R4   │ │ SECURITY, KP11   │ │ GENERAL ASSISTANT   │
└─────────────────────┘ └─────────────────────┘ │ WORKER. N4   │
                                                   └─────────────────────┘

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┌─────────────────────┐   ┌─────────────────────┐   ┌─────────────────────┐
│   MOHAMMAD BIN      │   │  ISMAIL BIN SEKAN   │   │  DICKY ANAK JARAU   │
│       SEONG         │   │ GENERAL ASSISTANT   │   │ GENERAL ASSISTANT   │
│  GENERAL ASSISTANT  │   │    WORKER, N4       │   │    WORKER, N1       │
│    WORKER, N4       │   │                     │   │                     │
└─────────────────────┘   └─────────────────────┘   └─────────────────────┘

┌─────────────────────┐                       ┌─────────────────────┐
│  LING SWEE NGIE     │                       │  CYNTHIA GRAMAN     │
│      LPKS           │                       │      LPKS           │
└─────────────────────┘                       └─────────────────────┘
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Figure 1.8.1

(Department of Administration and Financial Division)

(Source : Sarikei Resident Office)

1.8.2 Social Unit

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┌─────────────────────────────┐
│         SOCIAL UNIT         │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│        LIM HOCK MENG        │
│     VICE RESIDENT, N 48     │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│  NURARSHIQIN BINTI ABDUL    │
│          RAHMAN             │
│ ADMINISTRATIVE OFFICER, N 41│
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│    HENRY GIMONG SAWAT       │
│  ADMINISTRATIVE ASSISTANT   │
│        OFFICER, N 27        │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│    UMI KHALTOM BINTI IMI    │
│    GENERAL WORKER, N 17     │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│    RAFIDAH BINTI RAMBLI     │
│            LPKS             │
└─────────────────────────────┘
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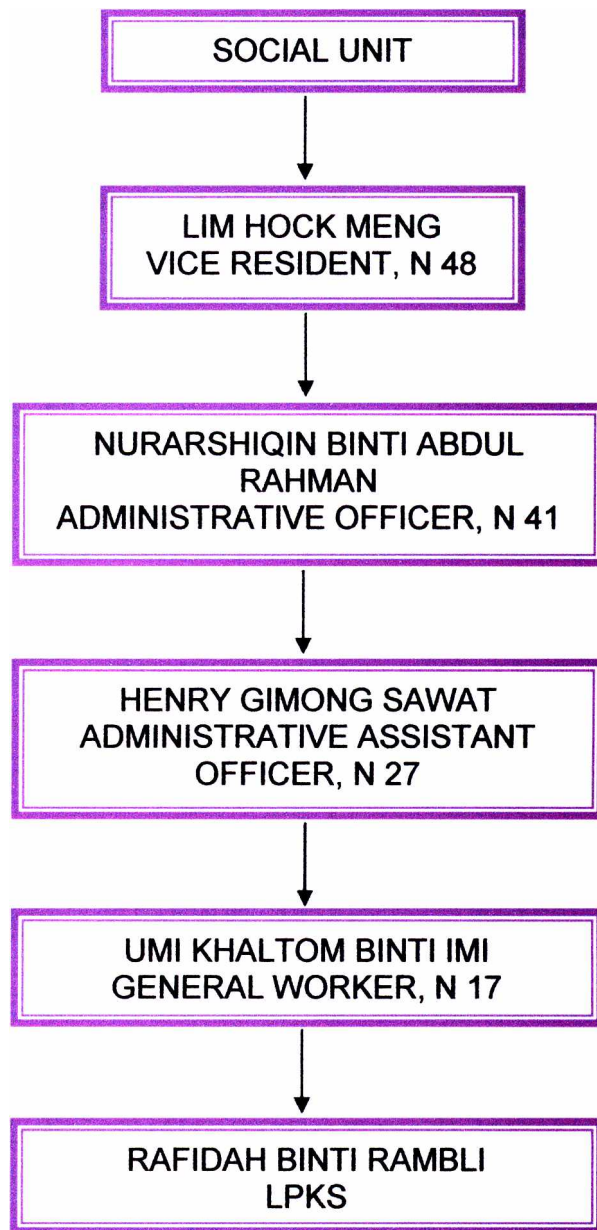
Figure 1.8.2

(Department of Social Division)

Source : Sarikei Resident Office)

1.8.3 Development and Planning Unit

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┌──────────────────────────────┐
│   DEVELOPMENT AND PLANNIG     │
│            UNIT               │
└──────────────────────────────┘
               │
               ▼
┌──────────────────────────────┐
│        DORISI RESIT           │
│     VICE RESIDENT, N 48       │
└──────────────────────────────┘
               │
               ▼
┌──────────────────────────────┐
│      BADJURI BIN BIDIN        │
│  ADMINISTRATIVE OFFICER, N 41 │
└──────────────────────────────┘
               │
               ▼
┌──────────────────────────────┐
│     HAJIJAH BINTI DAHLAN      │
│   ADMINISTRATIVE ASSISTANT    │
│         OFFICER, N 27         │
└──────────────────────────────┘
               │
               ▼
┌──────────────────────────────┐
│ MOHD ALI HANAFFIAH BIN JARAEE │
│     GENERAL WORKER (SUMMON    │
│      DEPARTMENT), N 12        │
└──────────────────────────────┘
               │
               ▼
┌──────────────────────────────┐
│   SHAHJULIAWATI BINTI JAMAL   │
│            LPKS               │
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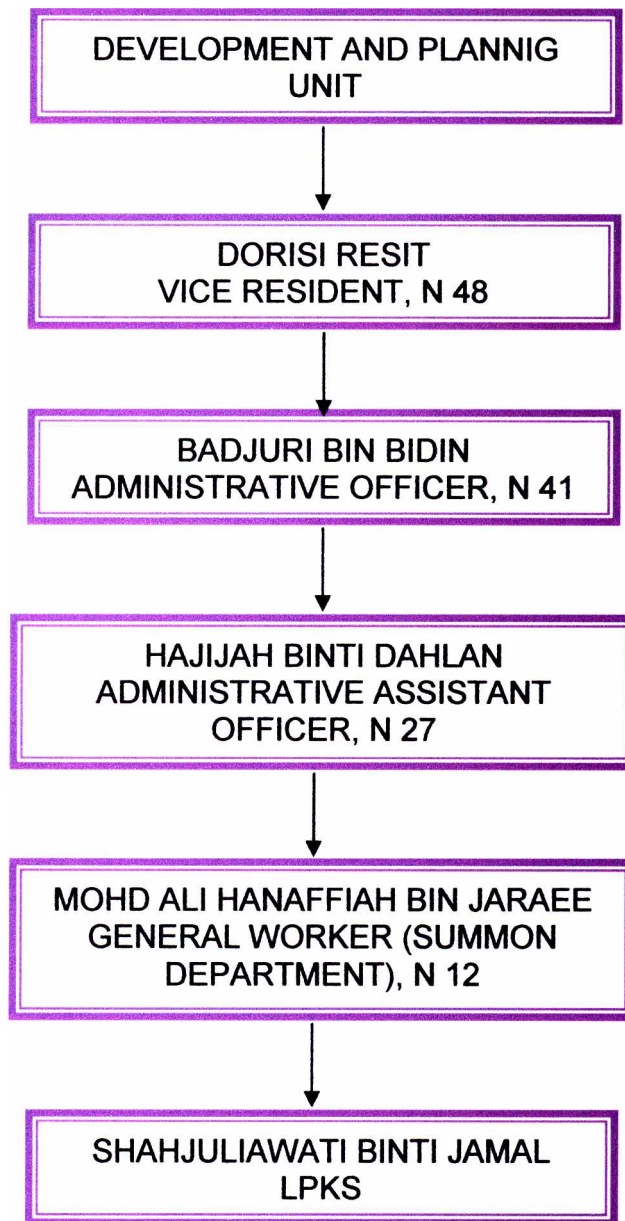
Figure 1.8.3

(Department of Development Planning Division)

Source : Sarikei Resident Office)

10

1.9   Conclusion

This chapter is discussing mainly about the background of the organization. The background of organization included all the information about the organization that I have attended to do my practical training. This information includes the organizational history, objective, vision and mission, client charter, organization structure; all department's related in the organization.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter summarizes the daily training and programs that I get from Sarikei Resident's Office and it includes the description of jobs as well as tasks where executed throughout the practical training. It is actually done based on my Log Book (Practical Training).

2.2 First Week

This is my first week of my practical training at Sarikei Resident's Office whereby started on Tuesday, 20 January 2015. As it is my first day (Tuesday, 20 January 2015), I report (report duty) myself to Sarikei Resident's Office at 8:00 a.m. After that, I have been introduced to Mr. Mohd Asri Bin Abdul Rahim Kassim, the administrative assistant officer in administration department and I introduced myself to all Resident's Office staff. I were then given some briefing on tasks, procedures (circular), ethics, dress codes and security of working in Resident's Office. Lastly for my first day in the office, the specific job is not given to me because for the next day I will be transferred to the social department.

On the second day of my practical training (Wednesday, 21 January 2015), I've been transfered to the social department. In the social department for my second day, I had been teaching and learn how to use the Photostat machine, as well as how to manage the document and file it into the plot file from

Madam Umi Khalthom Binti Imi. Furthermore, I also attended the knowledge-sharing session that was been presented by Madam Nurarshiqin Binti Abdul Rahman who focuses on the correct way of writing organizational letter. Besides that, in 22 January 2015(Thursday), my first job have been given to me in which is how to made the proper and correct book for *"Panduan Pengurusan Majlis & Acara"* in this task, all the format (78 pages) had been delete and edit in which include remove all the boxes. Last but not least, in the evening season, my second task is made the phone call to the all departments (69 Departments) in Sarikei to remind them about the calendar of activity year 2015 for the administration department for Sarikei either theirs receive the letter through fax or not. The editing job description for *"Panduan Pengurusan Majlis & Acara"* job has been continued until (Tuesday, 27 January 2015).

2.3   Second Week

For the second week, I started my week whereby on Wednesday, 28 January 2015 by continued calling the department about the calendar of activity for Sarikei. After made the calling to the every department and get their answer, then I fax the letter and waiting for the feedback. In this second week, I also helped Madam Nurarshiqin Binti Abdul Rahman in making the poster for badminton tournament by using Microsoft publisher. After that, for the next day which is 29 January 2015 (Thursday) I started my day by submiting the badminton tournament poster to Madam Nurarshiqin Binti Abdul Rahman for the approval. Besides that, on 29 January 2015 (Thursday) I have also been receive

the feedback letter from the other department and assigned by Madam Nurarshiqin Binti Abdul Rahman in arranging and sorting documents or letters of calendar of activity year 2015 for January until December 2015 so as to be more organize and effective for staff reference. In this work, I put and arranged all of those letters in the correct file based on correct date and month (sorting process). Moreover, in my second week (Friday, 30 January 2015), I also involved in process of made the Sarikei Division Calendar of Event 2015 by using Microsoft publisher and helped to do "sorting" for letters of July, October, November and December 2014 by using Microsoft Office Excel in order to easily review those documents or letters later if necessary especially in document disposal process. Besides that, in the same day also, I've been made the formal invitation letter for the extend of MAKSAK Badminton Tournament and fax the letter to all department that involved with the tournament. After finished by fax the letter, then the letter that has been made is compiled and filing to the MAKSAK file.

2.4 Third Week

In third week of my practical training, I started my week by arranging and adjusting 'daftar surat menyurat (out-flow)' from January until December 2014 in order to make it more systematic and easy to review after the sorting process has been done. This task is actually done on 02 February 2015 (Monday). On the same day, I also helped Madam Nurarshiqin Binti Abdul Rahman made the pamphlet for the Food Basket of Sarikei and Places of Interest in Sarikei. On 04

February 2015 (Wednesday) I helped Madam Umi Khalthom Binti Imi preparing kit for meeting in the morning for Sarikei District Office in Level 8. And then, in the evening, I have attended and joined the meeting of Mobile Community Transformation Program 2016 (MCTP) at Meeting room, Level 9, Sarikei Resident's Office Sarawak. Besides that, I also fotostate and filing the letter to the plot file. On the next day which is 05 February 2015 (Thursday), I print the pamphlet of Food Basket of Sarikei and Places of Interest in Sarikei and calender of activity event 2015 and then submit to the Madam Nurarshiqin Binti Abdul Rahman for the approval. And then, I also wrote the invitation letter for *Seminar Literasi Undang - Undang* and letterhead for MAKSAK. After finished wrote the letter, then I filing the letter to the MAKSAK file. I'm also design new *Jadual Pergerakan Pegawai* for Sarikei Resident's Office. This is to indicate whether the officers or staffs in Resident's Office available in the office, have meeting, outstation, seminar or leave. In this task, I have done four designs of 'Jadual Pergerakan Pegawai'. This task takes 2 days before approval by Madam Nurarshiqin Binti Abdul Rahman, since it involves redesigning the designs so as to be more attractive and effective for Sarikei Resident's Office. On 06 February 2015 (Friday) I also helped Miss Rafidah Binti Rambli to write the official head letter for MAKSAK and Resident's Office as well as Photostat and filing the letter to the MAKSAK file.

2.5   Fourth Week

For fourth week of my practical training, I started my day on 9 February 2015 (Monday) by wrote the head letter for MAKSAK and Resident Office. After finished wrote the letter, then I submit it to Madam Nurarshiqin Binti Abdul Rahman for the approval, then after the approval from my host supervisor, all the letter have been Photostat and fax the letter to the department by following the list that has been given to me. Lastly, the letter have been compiled and filing to the plot file. All letters has been arranged by month to make it more systematic. And then, on 10 February 2015 (Tuesday), I helped my host supervisor to create the poster for MAKSAK about football tournament. After finished my poster, the other task that been given to me is fax the invitation letter to the public sector department in Sarikei especially to the sports department of Sarikei District. After finished with the fax task, as usual the document that been made is filing to the MAKSAK file as well as arranged the document into the file followed the number of reference. I also made the phone calling to the staff from all departments in public sector in Sarikei to attending the meeting in which presented by Mr. Dahim Nadot. For the information, I also attended two more meeting this fourth week where the topic are 'Government Service Tax' and 'Flood Issue' that presented by Mr. Dahim Nadot on 12 February 2015 (Thursday). Furthermore, I also continue with my work on 29 January 2015 (Thursday) which is finding the picture for the Sarikei Calendar Of Event 2015. Besides that, I also find the material preparation for Resident's Office corner space including wording and finding anything available and can be reused (recycle) for the Resident's office

corner space. This task not takes too much time and I have to get approval from Mr. Lim Hock Meng (Vice Resident of Social unit) and meet the stated requirement of which must attractive, clear contents and like by majority of Resident's office members. After that at around 3:00 p.m., I also arrange and filing the plot files as usual after fax and Photostat the letter.

And then, I also attended the program organized by *Jabatan Pembangunan Wanita Sarawak* on 13 February 2015 (Friday) which is "*Seminar Literasi Undang-Undang, Respek Wanita : Bicara Gender Dan Anti Keganasan Rumah Tangga*" in Dewan Sri Nyelong. This program has been officiated by YB. Dato' Sri Rohaini Abdul Karim a Minister of Women, Family and Society Development Sarawak. This program started at 7:00 a.m. with the arrived of the YB. Dato' Sri Rohaini Abdul Karim and participants with the objective is stopping the crime to women and protect them from criminal. This program then ended around 12:30 p.m. Next, I was also involved and joined the activity of long house side visit in TR. Magherita Julau with the Natiolal Service participants, where has been held on 14 February 2014 (Saturday). This activity also had been made to introduce the unique of culture in long house, and how theirs people develop the villages.

2.6   Fifth Week

For fifth week on 16 February 2015, Monday, I've been transferred to the administrative department; I start my day by introduced to my new host supervisors, Mr. Joseph Indi. After finished introduced myself, I have been given the first task in which responsible to editing the Malaysian Standard (ISO 9001:2008, IDT). This task is focuses more to the customer focus and quality policy. This task has taken three days to finish. After three days, on 18 February 2015, Wednesday, I have the discussion with Mr. Joseph Indi according to my task, after finished with the discussion, all the task has been approved by Mr. Joseph Indi. Lastly, in this fifth week I participate and join with the other staff in 'open house' informal invitation for Chinese New Year 2015 with the participation of our own Resident and workers of resident office itself by visiting staff house that celebrate Chinese New Year at Pakan, Julau and Meradong where held on On 19 February 2015 (Thursday).

2.7   Sixth Week

This is my last week in Resident's Office for my practical training. In this week, I started my day on 23 February 2015 (Monday), by attending the knowledge-sharing session that presented by Resident of Sarikei which is Mr. Dahim Nadot with the topic 'Parents sacrifices for Our Success' started at 9.00 a.m to 12.00 p.m.. After finished my lunch on 2.00 p.m, I started my job by editing the PKO – 01 in which is about the Quality Procedure of Public Collection Permit in Sarikei. As usual, after finished editing the document, it has been send

to the Mr. Joseph Indi for discussion and need the approval. And then after finished with the discussion and the document been approved by Mr. Joseph Indi, the document has been filing to the file. Furthermore, on the 24 February 2015, Tuesday and 25 February 2015, Wednesday the same task has been given to me by my host supervisor but with the different Quality of Procedure, in which is on Tuesday I have made the editing about the Quality of Procedure about PKO – 04 (Transfer Application of the Shotgun Title through Probate) and for the Wednesday I edit the PKO – 07 in which is about the Quality Procedure of Adoption Child Document.

I also have the appreciation and thanks giving ceremony which is for me after six weeks having practical training in Sarikei Resident's Office, and at the same time we also celebrate birthday for the Resident's Office staff that celebrated birthday in January and February. In this program, I have been invited to give a talk and share my experience and appreciation in and to Sarikei Resident's Office. And then after finished the program, I has continued my work by editing the PKO – 02 Quality Procedure of Marriage License for the Non-Muslim and as usual the document has been filing to the file after getting the approval from Mr. Joseph Indi. Lastly, I completed my six weeks in Sarikei Resident's Office for my practical training on 27 February 2015 (Friday) by helping Sarikei Resident's Office members in practicing 5S whereby I help them in packing as well as rearranging the Sarikei Resident's Office stuffs such as locker so as to be more structured. 5S here actually refers to sort, strengthen,

shine, standardize and sustain which are really significant in Total Quality management (TQM).

2.8   Conclusion

This Chapter 2 discuss on my task during my practical training in Sarikei Resident's Office. This chapter explains all the important task that had given to me. Which are filing the documents, sorting the important file, meeting and so on. I have been placed in Social Unit in four week and the other two week is in Administration Unit. The schedule also shown on the different tasks given to me where I have experience a lot of different approach in completing my practical training.

CHAPTER 3

ANALYSIS

3.1 Introduction

This chapter focuses on file management that practiced by Sarikei Resident's Office. This chapter will also discuss how I, as a student relates all concepts that I learned in classroom at workplace and how I can transforms the knowledge that have been gained at workplace to reinforce my understanding on the concepts learned in the classroom as well as demonstrate a reflection of my personal experience during the practical training.

3.2 Definition of File Management

File management is an integral to record management and in Sarikei Resident's Office, it is applying the principles of record management to both paper and electronic records created and used by Sarikei Resident's Office. Record management according to National Archives of Malaysia is field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records (Sukana bt. Suadi, 25 February 2013). Whilst, file management is actually defined as the process of classifying, sorting, keeping, controlling and indexing the file for the purpose of detection when necessary. Meaning to say, this file management is important to ensure the

easily use of information and ensure that records are able to be retrieved easily when needed.

3.3   Goals of File Management

File management in Sarikei Resident's Office, is actually aiming for 3R as stated in **Figure 3.3 (a)**. Those 3R stands for Right file, Right person and Right Time which are very crucial in order to be more fast and efficient in retrieving necessary record or document (Sukana bt. Suadi, 2013). While, **Figure 3.3 (b)** shows how the file management or file system work for achieving these 3R as stated in **Figure 3.3 (a)**.
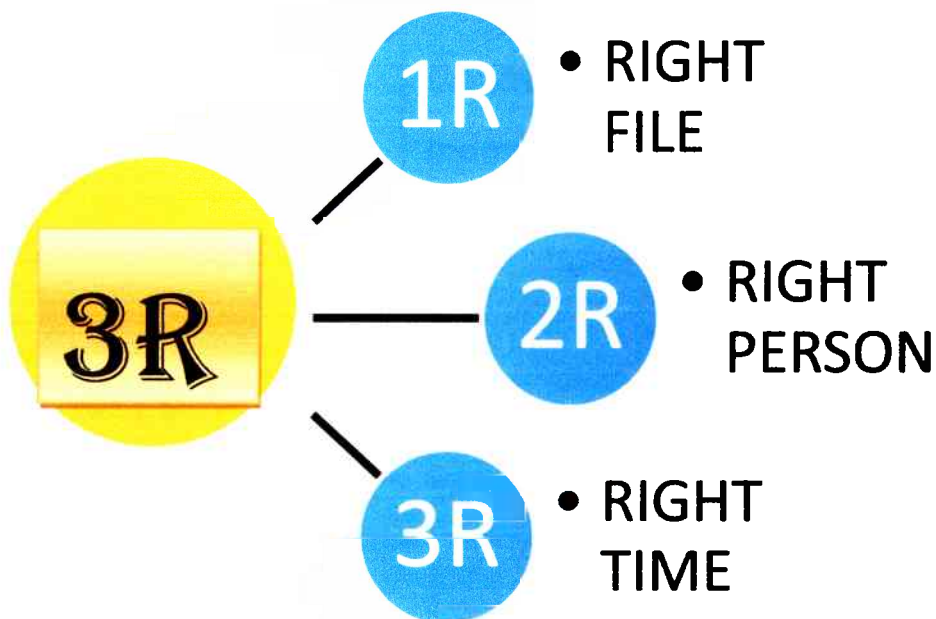
Figure 3.3 (a)
3R File Management
(*Source : Sukana bt. Suadi, 2013*).

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INPUT	PROCESS	OUTPUT

FILE SYSTEM

| Man

Money

Method

Machine/Material

Masa (Time)

Maklumat (Info) | Classification

Sorting

Keeping

Controlling

Indexing | Detection and Retrieve of File

R – R – R |
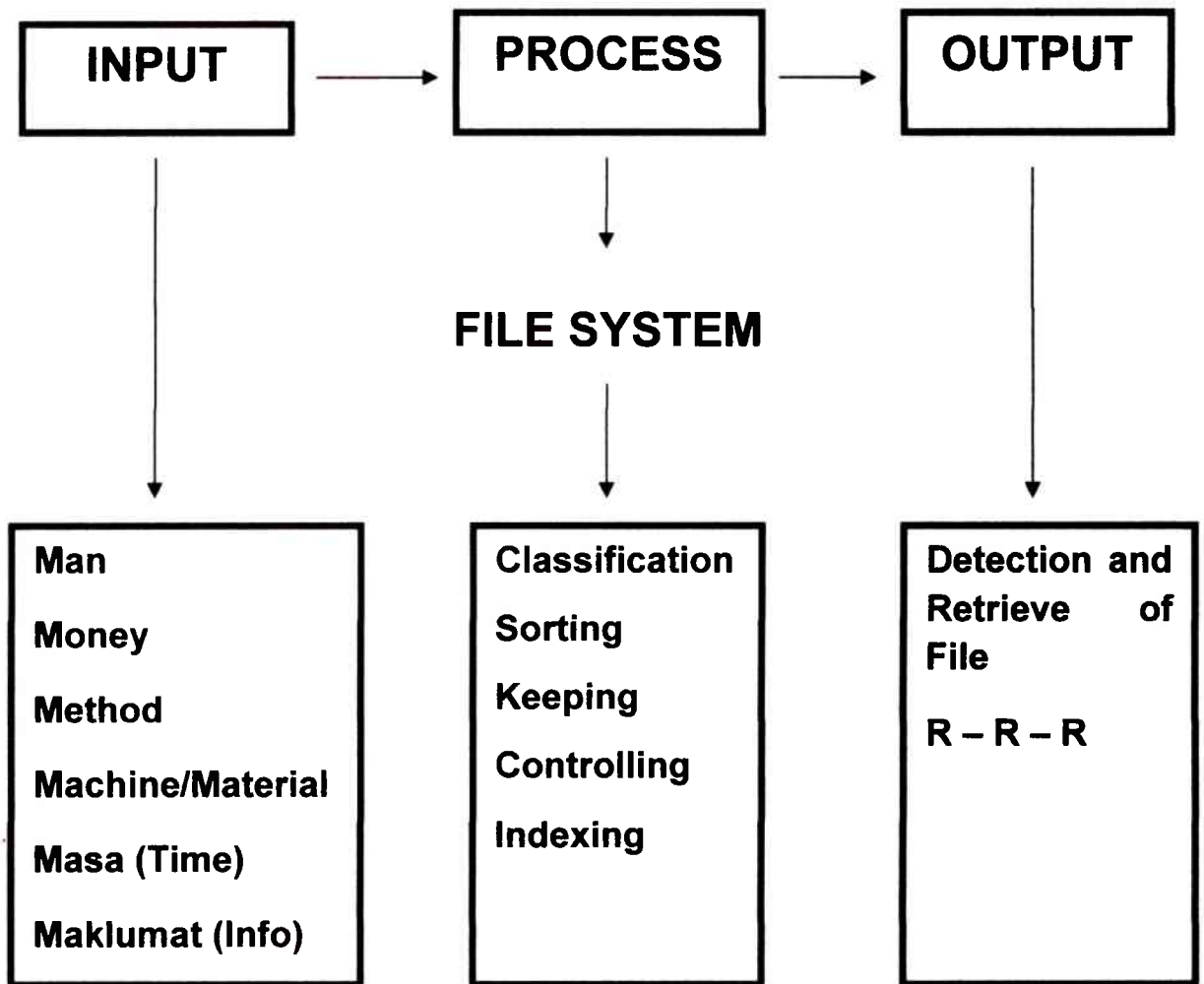
Figure 3.3 (b)

File Management System

(*Source : Sukana bt. Suadi, 2013*)

3.4 File Management Concept

The Concept of file management that applied by Sarikei Resident's Office is as shown in **Figure 3.4**. (Sukana bt. Suadi, 2013).
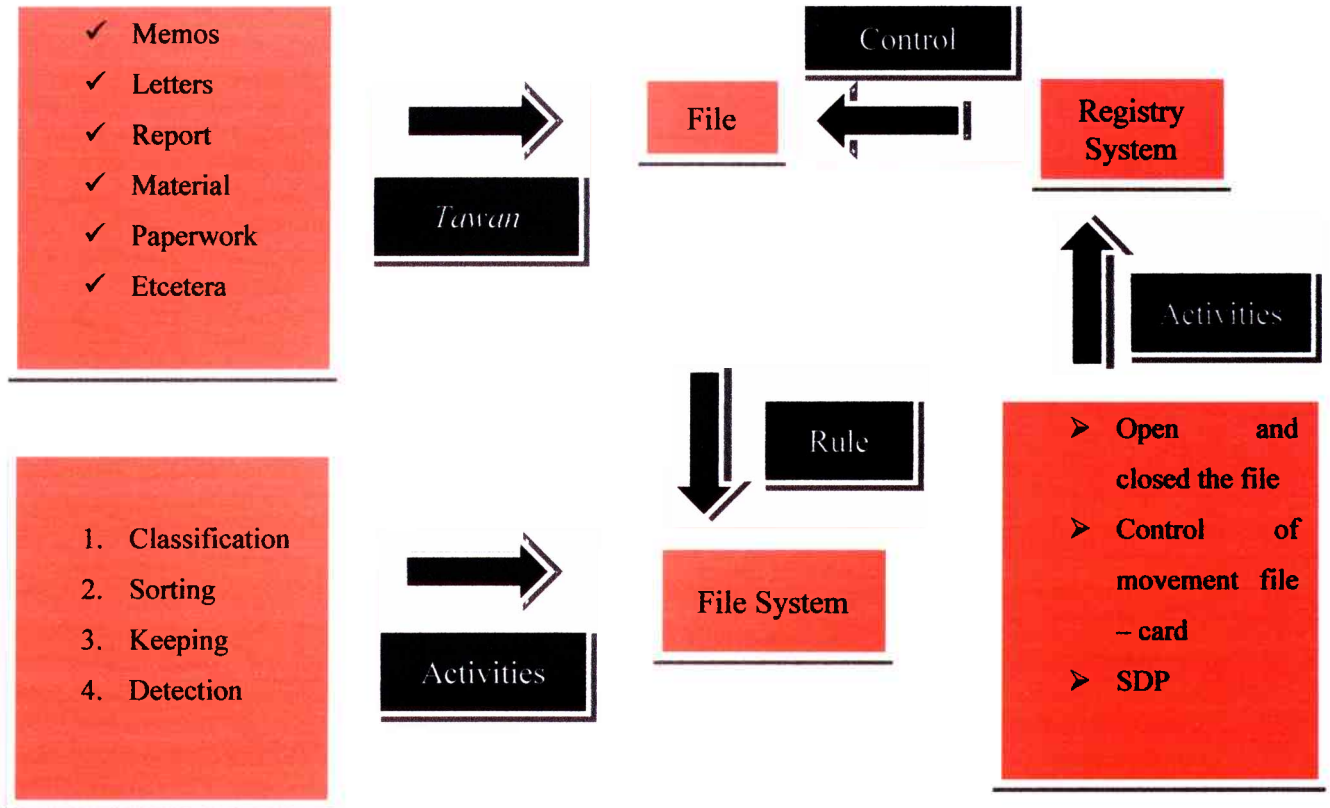
Figure 3.4

File Management Concept
(*Source : Sukana bt. Suadi, 2013*).

3.5   5S in File Management

According to Sarikei Resident's Office also applying 5S practice so as to be more effective and efficient in its file management. 5S here can be defined as the management method that was introduced by the Japanese industry for the comfortable, tidy and safe working environment. It is also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this case is concerning on file management. 5S originally come from Japanese word of which are sort (*seiri*), set in order (*seiton*), shine (*seiso*), standardise (*seiketsu*) and sustain (*shitsuke*) as stated in **Figure 3.5**. So, here are the activities that involving 5S in file management of Sarikei Resident's Office

3.5.1 Sort: Sort all of the old files that are no longer active with the new files which are   active.

3.5.2 Set in order: Arrange and set in order all documents available in the office so as to ensure that they are easy to be retrieved, taken and used when necessary.

3.5.3 Shine: Sweeping and cleaning registry room/file room in order to be more comfortable and tidy.

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3.5.4 Standardise: Standardize the order of files based on day, month and year (date).

3.5.5 Sustain: Always practising sort, set in order, shine and standardise in file management so as to enhance the quality of service, cost saving and ease the file management process.
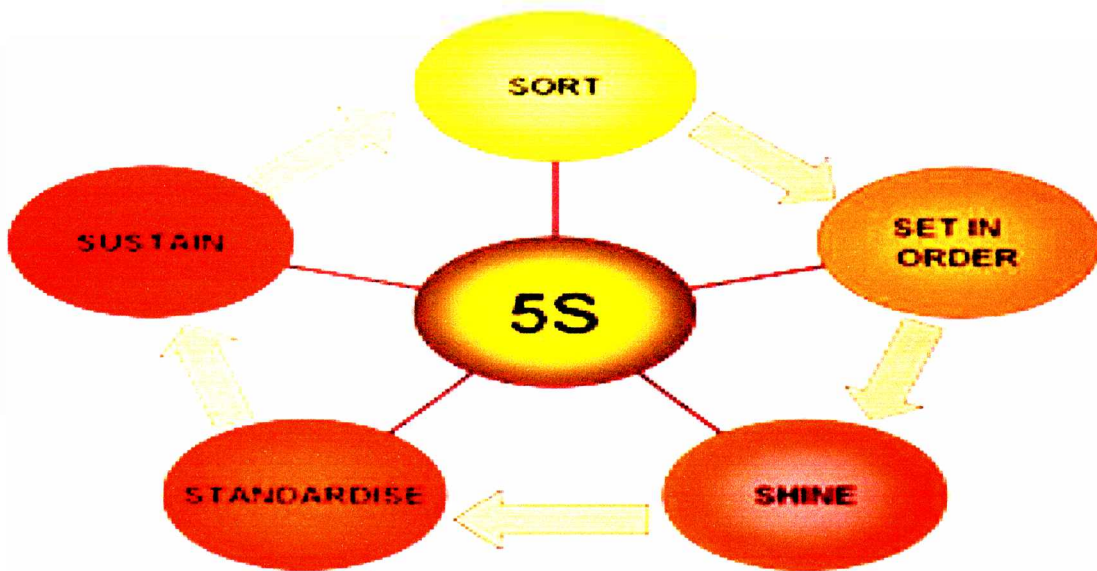
Figure 3.5
5S File Management
(Source : Sarikei Resident Office)

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3.6 Registry and Its importance in File Management

Registry is a unit in any department or government agency that responsible in handling its records. Therefore, in order to handle its records, Sarikei Resident's Office also has its own registry as well as registry room. In this case, registry room can be defined as a place where Sarikei Resident's Office use to handle every single letter or document and where the filling process are done as well as the place for keeping all active records of Resident Office for future use. It is also really important to every single organization including Sarikei Resident's Office in order to:

3.6.1 Properly handle and manage all information and document of organization.

3.6.2 Provide good services to customers whether internal customers of external customers.

3.6.3 Provide right information or records at the right time whereby the records will be provided as fast as possible.

For the third point or importance of registry, Sarikei Resident's Office actually will provide necessary record that needed by customer (internal and external) within 30 seconds based on the practice of 5S that used and practiced by Resident's Office in its file management.

3.7 Movement of File and its methods

As what you can see from **Figure 3.7** below, it shows how the file or that exist in Sarikei Resident's Office move to its customers and what are the controllers in every file movement to ensure the efficiency of file management of Resident's Office.(Sukana bt. Suadi, 2013).

Registry Room / File Room

Controller (clerk/transaction slip)

User (Officer)

Other Officer

Controller (transaction slip)
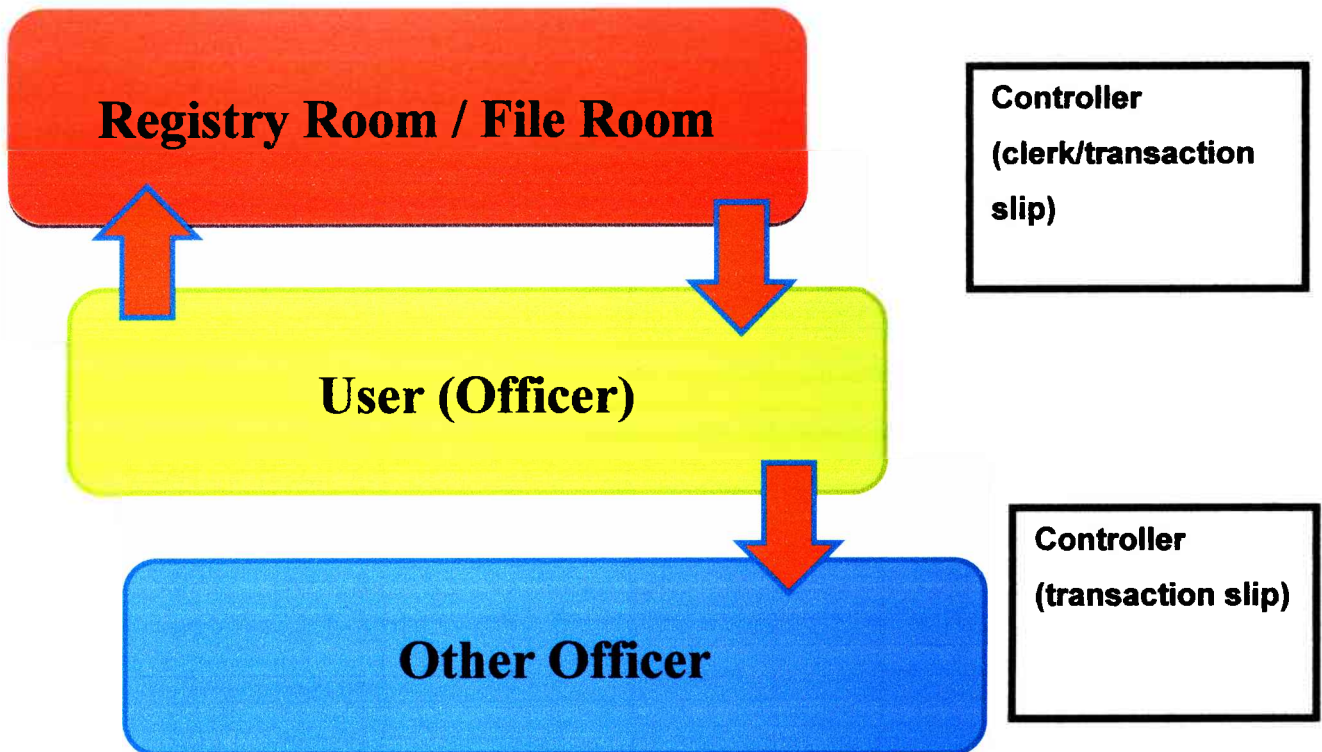
Figure 3.7

Exits File Record

(Source : Sukana bt. Suadi, 2013)

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Besides that, there are several methods that being used by Sarikei Resident's Office for its file movement. Those methods are movement at file cover, registry forms, out/in file registration book, and developing system. Several examples of the methods are shown in **Figure 3.7 (a)**, **Figure 3.7 (b)**.

Figure 3.7 (a)
Movement at file cover

Bil.	No. File	Subject	Name	Sign	Date	Date of Return	Sign

Figure 3.7 (b)

In/out file registration book

3.8   Application of Theory/Knowledge

In this file management of Sarikei Resident's Office, I can apply 5S concept or theory as well as any other knowledge that I have learn during my study in classroom.   One of the concepts or theories that I can apply in understanding more on this file management is on the 5S practice itself whereby I have been learn in Total Quality Management (TQM) subject.   5S here can be defined as the management method that introduced by Japanese industry for the comfortable, tidy and safe working environment.   It is also aiming for more quality working environment that is systematic and practical.   Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this context is concerning on file management.   5S originally come from Japanese word of which are sort (seiri), set in order (seiton), shine (seiso), standardise (seiketsu) and sustain (shitsuke).   Examples of the application of this 5S practice in terms of file management are shown in **Table 3.8** in the next page.

English	Japanese	Example
Sort	*Seiri*	Sort all of the old files that are inactive with the new files which are active.
Set in order	*Seiton*	Arrange and set in order all documents in the office so as to make them easy to be taken and used when necessary.
Shine	*Seiso*	Sweeping and cleaning registry room or file room so as to be more comfortable and tidy.
Standardise	*Seiketsu*	Standardize the order of files based on day, month and year (date).
Sustain	*Shitsuke*	Always practicing sort, set in order, shine and standardise in the file management so as to enhance the quality of services, cost saving and ease the file management process.

Table 3.8

Application of 5S in File Management

(Source : Sarikei Resident Office)

3.9   Personal Reflection

During six weeks of my practical training in Sarikei Resident's Office, I have learned several new things relating to file management. One of them is how to make the sorting activity, filing the document and also compile the document into the file. So, in this process or activity, I have to ensure that the order of documents or letters in one file are correct based on their day, month and year. After that, I have to key in all of the data regarding the documents or letters such as their date, reference number, and subjects matter so as to ensure the effectiveness and efficiency of file system or file management. One of the sorting activities that I have involved during my practical training in Sarikei Resident's Office is stated in **Figure 3.9 (a)**.

REGISTERES ADRESS (OUTFLOW LETTER) NOVEMBER 2014

BIL	DATE	FILE REGISTRATION NO. (Sarikei Resident's Office)	TO	SUBJECT	DELIVERY STATUS (POST/BY HAND /EMAIL/FAKS)
1		702-5 (25)	Health Director of Healthy Department Sarikei Branch.	Invitation as Facilitator for Personnel ICT Strengthen Program in Public Sector 2014	Post/fax
2	01/10/2014	400-2/5/2 KLT.4 (16)	Chief Accountant of Treasury Department Sarikei Branch.	Budget Calculation for Month : July, 2014	Post/fax
3		400-2/5/2 KLT.4 (17)	Chief Accountant of Sarikei Department.	Budget Calculation for Month : September, 2013	Post/fax
4	07/10/2014	400-3/1/1 KLT.2 (17)	Account Director of Accounting Department, Sarikei Branch.	Cancellation of System ESPKB – Treasury Department Sarikei Branch.	Post/fax
5		400-5/1/3 KLT.4 (16)	Account Director of Accounting Department, Sarikei Branch.	Monthly Report for Month September 2013 – Sarikei Branch	Post/fax

Figure 3.9 (a)

Sorting File

Besides that, in file management process or activities, I also help Sarikei Resident's Office in preparing new indication for its RANDO and MAKSAK administration closing file year 2012-2014. In this part, I also have to recheck every single file and its contents (documents/letters) and relocate all those misplaced documents or letters in the correct file. During this activity, I also need to set all those files in correct order based on its month and year in order to ensure more tidiness and easily to be find and taken when necessary. **Figure 3.9 (b)** show the new indication of RANDO and MAKSAK administration closing file year 2012-2014 that I have prepare for Sarikei Resident's Office.

MODERNIZATION ADMINISTRATION CLOSING FILE (PT) YEAR 2012-2014

BOX	FILE	
22	THE CONFERENCE SERVICE FEEDBACK / ADVICE (KLT. 20-22)	
23	CONFERENCE SERVICE (KLT. 1-2) CONFERENCE SERVICE SARIKEI RESIDENT OFFICE (KLT. 1-3)	
24	CONFERENCE SERVICE / ADVICE (KLT. 1-5)	
25	OTHERS (PT) (KLT. 1-2)	
26	THE CONFERENCE SERVICE FEEDBACK / ADVICE (KLT. 23-24)	SARIKEI RESIDENT OFFICE
27	THE CONFERENCE SERVICE FEEDBACK / ADVICE (KLT. 25-26)	
28	QUALITY VISIT (KLT. 1-3)	
29	AUDIT (KLT. 1-2) MYSTERY SHOPPING	
30	PUBLIC SERVICES QUALITY AWARD NEGERI SARAWAK (AKPANS)	

Figure 3.9 (b)

New Indication for Closing File (RANDO and MAKSAK Administration Year 2012-2014).

Last but not least, I also learn how to identify all of the files that are necessary for Sarikei Resident's Office. Meaning to say here, Sarikei Resident's Office actually use different colour indication and different designs of file cover for different types of file. In terms of color, green is for confidential file (*sulit*), pink is for *rahsia* file and lastly yellow for rahsia besar file (Sukana bt. Suadi, 2013). While, for one more file which is *sampul kecil,* Sukana bt. Suadi (2013), that it is put inside the small yellow file. This is to ensure that the file clerk can find any necessary file as fast as possible (whereby in Sarikei Resident's Office they need to find any file in only 30 seconds) since all type of files are having their own color indication and file cover design. For more understanding and clarification of those color indication and file cover design for those different files, please refer to the figures below below that are according to Sukana bt. Suadi (25 February 2013). **Figure 3.9 (c) and 3.9 (d)**

Sampul kecil file   **confidential file**

Figure 3.9 (c)

File Cover Design

| Rahsia file | Rahsia Besar file |

3.9 (d)

File Cover Design

3.10 Conclusion

This Chapter 3 discussed about the applying 5S in every department especially during filing the file. Filing system is the one of that important task that been used by every department in Sarikei Resident Office. Besides that by applying 5S during the filing system, it would make the all documents that need to be compile be more effective and also efficiency.

CHAPTER 4

RECOMMENDATIONS

4.1   Introduction

This chapter focuses and highlights the strengths and weaknesses together with the examples of file management that practiced by Sarikei Resident's Offoce as discussed earlier in chapter 3. This chapter will also provide some solutions for the improvement of the Sarikei Resident's Office file management.

4.2   Strengths

File management of Sarikei Resident's Office is one of the best practices that should be followed by other organizations especially public agencies in Sarikei. This is due to its strengths, effectiveness and efficiency as well as its consistency in implementing good file management or filing system. Thus, strengths of Sarikei Resident's Office file management are explained below.

4.2.1 Application of 5S

One of the strengths of the file management in Sarikei Resident's Office is the application of 5S methodology or practices that synonym with the quality and good way of handling the task especially in terms of management such as this file management. In this case, Sarikei Resident's Office is absolutely using this 5S concept or theory in order to handle their records or file management so as to be smoother, save cost, effective and efficient. Besides that, the application of

this 5S also important for Sarikei Resident's Office in enhancing the quality of its file management and to ensure the comfortable working environment when performing those filing processes such as classification, sorting, keeping, controlling and indexing. The following are the examples of the application of this 5S practice in term of file management.

English (Japanese)	Example
Sort (*Seiri*)	Sort all of the old files that are inactive with the new files which are active. This is to ensure that the files or records are up to date and to avoid overload of unnecessary files or outdated files in Sarikei Resident's Office registry room (file room).
Set in order (*Seiton*)	Arrange and set in order all documents in the office so as to make them easy to be taken and used when necessary. This will save time and the finding and detection of the needed files can take less than 30 seconds as stated in file management quality standard.
Shine (*Seiso*)	Sweeping and cleaning registry room or file room so as to be more comfortable and tidy. This also will help the file clerk and his/her assistant work very efficient and in comfortable situation.
Standardise (*Seiketsu*)	Standardize the order offiles based on day, month and year (date). This also can enhance the speed of the file detection when the file is going to be used.
Sustain (*Shitsuke*)	Always practicing sort, set in order, shine and standardise in the file management so as to enhance the quality of services, cost saving and ease the file management process. This part is really important so as to ensure that the 5S concept is practiced correctly by Sarikei Resident's Office.

Figure 4.2.1

Application of 5S in File Management

(Source : Sarikei Resident Office)

4.2.2 Sorting by using Microsoft Excel

4.2.2 Sorting by using Microsoft Excel

Next, strength of Sarikei Resident's Office file management is it does the sorting process by using Microsoft Excel. Sorting here can be defined as the process of set in order of all available files in the office based on their day, month and year or we can say them as date. So, in this sorting process, Sarikei Resident's Office now did not only do it by hand on the paper, but now Sarikei Resident's Office do it through or by Microsoft Excel whereby more trendy and can make the sorting process more faster and effective. Besides that, through this approach Sarikei Resident's Office can keep all the data by using soft copy and totally more efficient as well as cheaper since we can directly save it in our pen drive and computer. Thus, below is the example of sorting activity that I have made for *surat keluar* November 2014.

REGISTERES ADRESS (OUTFLOW LETTER) NOVEMBER 2014

BIL	DATE	FILE REGISTRATION NO. (Sarikei Resident's Office)	TO	SUBJECT	DELIVERY STATUS (POST/BY HAND /EMAIL/FAKS)
1	01/10/2014	702-5 (25)	Health Director of Healthy Department Sarikei Branch.	Invitation as Facilitator for Personnel ICT Strengthen Program in Public Sector 2014	Post/fax
2		400-2/5/2 KLT.4 (16)	Chief Accountant of Treasury Department Sarikei Branch.	Budget Calculation for Month : July, 2014	Post/fax
3		400-2/5/2 KLT.4 (17)	Chief Accountant of Sarikei Department.	Budget Calculation for Month : September, 2013	Post/fax
4	07/10/2014	400-3/1/1 KLT.2 (17)	Account Director of Accounting Department, Sarikei Branch.	Cancellation of System ESPKB – Treasury Department Sarikei Branch.	Post/fax
5		400-5/1/3 KLT.4 (16)	Account Director of Accounting Department, Sarikei Branch.	Monthly Report for Month September 2013 – Sarikei Branch	Post/fax

Figure 4.2.1

Sorting File

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4.2.3   Rack Indication for closed files

Then, the other strength of file management in Sarikei Resident's Office is the utilization of rack indication that will shows the list of closed files that are available in one rack.   Meaning to say here, it can totally help file clerk and her assistant to easily get the file needed as soon as possible based on the standard time that practised by Sarikei Resident's Office which is within 30 seconds in order to ensure the quality and efficiency of its file management.   Example of the rack indication that used by Sarikei Resident's Office is shown below and it is regarding the modernization administration closed files for year 2012-2014.

MODERNIZATION ADMINISTRATION CLOSING FILE (PT) YEAR 2012-2014

BOX	FILE	
22	THE CONFERENCE SERVICE FEEDBACK / ADVICE (KLT. 20-22)	
23	CONFERENCE SERVICE (KLT. 1-2) CONFERENCE SERVICE SARIKEI RESIDENT OFFICE (KLT. 1-3)	
24	CONFERENCE SERVICE / ADVICE (KLT. 1-5)	
25	OTHERS (PT) (KLT. 1-2)	
26	THE CONFERENCE SERVICE FEEDBACK / ADVICE (KLT. 23-24)	*SARIKEI RESIDENT OFFICE*
27	THE CONFERENCE SERVICE FEEDBACK / ADVICE (KLT. 25-26)	
28	QUALITY VISIT (KLT. 1-3)	
29	AUDIT (KLT. 1-2) MYSTERY SHOPPING	
30	PUBLIC SERVICES QUALITY AWARD NEGERI SARAWAK (AKPANS)	

Figure 4.2.3
New Indication for Closing File (RANDO and MAKSAK Administration Year 2012-2014).

4.2.4 Different Colour Indication for Different Types of File

Last but not least, strength of file management that practised by Sarikei Resident's Office is in terms of its colour indication and file cover design for several types of files that available in Sarikei Resident's Office. The supposed colour indication that used by Sarikei Resident's Office are as follows: Green = Confidential file (*sulit*), Pink = *Rahsia* file Yellow =Rahsiabesar file Small yellow = *Sampul kecil* file. While for the file cover designs are as follows:

| *Sampul kecil* file | confidential file |

Figure 4.2.4 (a)

Types of File Design

| Rahsia file | Rahsia Besar file |

Figure 4.2.4 (b)

Types of File Design

So by using these colour indication and file cover designs, the file clerk can find any necessary file as fast as possible since all type of files are having their own colour indication and file cover designs. These also show the standardization in term of colour and file cover designs for different types of files that practiced by Sarikei Resident Office where can be very effective and efficient in its file management.

4.3   Weaknesses

As far as we can concern, any system will has its own strengths and there are also several weaknesses of that particular system.   Similar goes to file management of Sarikei Resident's Office.   It has its own strengths and weaknesses.   Sarikei Resident's Office file management or file system actually do not have many weaknesses since its file management already has been considered as a good file management that is practiced by public agency in Malaysia.   However, there are several weaknesses that I can list and highlight regarding the Sarikei Resident's Office file management as I have completed my practical training.   Thus, below are the weaknesses and their explanation.

4.3.1 Separated place for registry (file room) and its clerk and her assistant (staffs)

One of the weaknesses of Sarikei Resident's Office filing system or file management is its separated place for registry and its staffs.   Meaning to say here, Sarikei Resident's Office has its own file room whereby every single document and record will be kept in there no matter what kind of record is it.   For examples, opened file, limited file and *rahsia besar* file.   Here, Sarikei Resident's Office has two staffs which are directly responsible for the filing matters.   These two persons are registry or file clerk and her assistant.   Both of them have their own working tables which are separated from registry or file room and this practice leads to the ineffectiveness and inefficiency in handling organizational records since they have to move often from their working tables to registry room

when handling Sarikei Resident's Office record or files. This also will lead to the unaware of the file condition in the registry since they are not stay or work permanently in that particular registry. Meaning to say, any misplaced of file and other problem cannot be solved and settled immediately.

4.3.2 Inadequate staffs for handling registry room

Another weakness of the Sarikei Resident's Office file management or filing system is inadequate staffs for handling Sarikei Resident's Office organizational records or files. In this case, Sarikei Resident's Office is actually only has two responsible staffs in directly handling and managing its organizational records namely registry clerk and her assistant. Sarikei Resident's Office registry clerk is held by Madam Fatimah Binti Narudin and Mr. Ismail Bin Sekan is her assistant. Through this file management system, we can see that there is inadequate staffs for Sarikei Resident's Office file system whereby can lead to the overload of work for these two staffs since they are also responsible for other matters besides of this file management such as involved in the Sarikei Resident's Office programs. For example is during meeting according to the Flood Issue with all public department in Sarikei and also during 1MTCP Project (Sarawak zone). Due to this overload of work, it can lead to ineffectiveness in Sarikei Resident's Office file management because sometimes they have to focus more on other matters.

4.3.3 Confusion and slow in obtaining the necessary file (when registry clerk is not around).

Last but not least, other weakness of the Sarikei Resident's Office file management is confusion and slow in obtaining the necessary file in case of no registry clerk is around. This is because the registry clerk is the most important person in Sarikei Resident's Office filing system or file management even though she has an assistant. Registry clerk is also the significant person that responsible and know accurately the process of file management in Sarikei Resident's Office, she is the one who sort all available documents and set in order all those documents based on their date (day, month, year) as well as based on their types whether, *sampul kecil* files, limited files, confidential files, *rahsia* files and *rahsia besar* files. So, because of her, the timing for retrieving the necessary or needed file will be fast as practiced by Sarikei Resident's Office through the adaptation of 5S practice which is within 30 seconds. However, the process of retrieving the necessary or needed file will be slow when there is no registry clerk around for example when she absent and outstation at certain time even though she has an assistant. This is because; her assistant will not be handling and managing the file system as what have been done by registry clerk. Meaning to say, registry clerk know everything regarding the file management, but her assistant only know some of that particular file management.

4.4   Recommendations

Here, there are several recommendations that Sarikei Resident's Office can take in order to solve its problems or weaknesses in terms of file management. This is to ensure the file management or filing system of Sarikei Resident's Office will be more effective, efficient, save cost and can satisfy its customers whether internal or external customers since Sarikei Resident's Office can provide fast service in retrieving any necessary file needed by its customers (internal and external). Those recommendations are as follows.

4.4.1   Develop Online File Management System

First of all is developing online file management system. This is one of the significant recommendations or solutions for the Sarikei Resident's Office in order to make its file management be more effective and efficient. This is because through this online file management system, Sarikei Resident Office can still maintaining the separated place for registry and registry clerk whereby this system will allow the clerk to always check whether the file needed by the customer is available in the registry or not without enter the registry or file room. Meaning to say, all data regarding the files or records of the Sarikei Resident Office are available and can be accessed via online or internet by only sitting on her seat. This will save time for the registry clerk and make the file management be more effective and efficient in retrieving the necessary files that needed by its customer since this online file management system also can keep any data including which rack and what type of files are actually needed by its customers.

This online file management system really suitable for the Sarikei Resident Office since it adapted 5S practice in its file management whereby all files needed by its customers must be retrieved within 30 seconds. This online file management system will absolutely fulfil that particular practice and totally will satisfy Sarikei Resident's Office customers in terms of its file management.

4.4.2 Provide Working Table for Registry Clerk and her Assistant in Registry (File Room)

Besides of developing online file management system, Sarikei Resident's Office can also make its file management be more effective and efficient by providing working table or space for registry clerk and her assistant in its registry. Meaning to say there is no more separated place for responsible staffs (registry clerk and her assistant) in managing anything related to file management as practised currently. Via this approach and recommendation, these two staffs can focus more on the filling matters and if there are problems arise or error occurs, they can take any relevant action immediately as well as they will be more aware on the file condition in the registry. Meaning to say, they can always update the files if necessary such as often check whether the files are put correctly based on their dates and types.

4.4.3 Appoint More Staffs in File Management

Lastly, one more recommendation is Sarikei Resident Office should appoint more staffs in its file management in order to reduce the work burden or overload of work faced by current registry clerk and her assistant as well as to ensure there is no problem arise due to the absent of registry clerk and her assistant such as slow in retrieving necessary file needed by customer since currently only those two persons are involved directly in Sarikei Resident's Office file management. This appointment will eventually lead to efficiency of the file system management and absolutely ensure the high level of customers' satisfaction can be achieved since it helps in fast retrieving or gaining the necessary files that needed by the customers even though the registry clerk and her assistant is not around. So here, Sarikei Resident's Office need and should appoint two to three more staffs in helping the current registry clerk and her assistant as well as to be the back-up in case if the registry clerk and her assistant absent or outstation.

4.5   Conclusion

As the conclusion, this chapter 4 is discussing about the strengths and weaknesses of the filing system and the task given which based on my observation. Even though, there are having the strengths and weaknesses in this organization filing system, but in this chapter also provided some solution that necessary to the organization that give benefits for the organization and improve the organization efficiency.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter summarize and conclude the discussion of Chapter 1, 2, 3 and 4 by highlighting the main point.

5.2 Conclusion Every Chapter

Chapter 1

This chapter is discussing mainly about the background of the organization. The background of organization included all the information about the organization that I have attended to do my practical training. This information includes the organization history, objective, vision and mission, client charter, organization structure of all department related in the organization.

Chapter 2

This Chapter 2 discuss on my task during my practical training in Sarikei Resident Office. The chapter explain all the important of task that had given to me. Which are including administrative task, event management, meeting and so on. I have been placed by rotation in Sarikei Resident Office because they had three main Units which are Administration unit, Social Unit and Development unit. In the first day of my practical training I have been placed to the Social unit department for the fourth week and the other two week in Administration unit department. Besides that the schedule also shows on the different task given to

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me where I have experience a lot of different approach in completing my practical training. At the end of each week, my supervisor will check the log book to ensure that I have been given the right job that aligns with my study. It is important for the supervisor to sign the book because it gives proves to the lecturer that I do attend my practical training every day and I had done many works.

Chapter 3

In Chapter 3 there are several of the knowledge and experiences that I have learned in Sarikei Resident Office during my six weeks practical training especially those knowledge and experiences relating to the file management are 5S practice in file management, sorting process, preparation of closing file indication as well as file identification by colour and file cover designs. Here, file management is defined as the process of classifying, sorting, keeping, controlling and indexing the file for the purpose of detection when necessary. In this file management, Sarikei Resident Office applying 5S practice so as to be more effective and efficient in its file management. It is also aiming for more quality working environment that is systematic and practical. 5S originally come from Japanese word of which are sort (*seiri*), set in order (*seiton*), shine (*seiso*), standardize (*seiketsu*) and sustain (*shitsuke*).

As mentioned earlier, sorting process, preparation of closing file indication as well as file identification by colour and file cover design are also the knowledge and experiences that faced by me myself in my practical training at

Sarikei Resident Office. In sorting process, I have to ensure that the order of documents or letters in one file are correct based on their date and key in all of the data regarding the documents or letters such as reference number, subjects matter and delivery status in Microsoft excel so as to ensure the effectiveness and efficiency of file system or file management. For preparation of closing file indication, I helped Sarikei Resident Office in preparing new indication for its Modernization administration closing file year 2012-2014. In this part, I have to recheck every single file and its contents (documents/letters) and relocate all those misplaced documents or letters in the correct file. During this activity, I also need to set all those files in correct order based on its month and year in order to ensure more tidiness and easily to be found and taken when necessary. Whilst, for file identification by colour and file cover design, it refers to different colours indication and different designs of file cover for different types of file in Sarikei Resident Office.

Chapter 4

For the conclusion of Chapter 4, there are several strengths of Sarikei Resident Office file management. Those strengths are the application of 5S practice or methodology, sorting by using Microsoft Excel, rack indication for closed files and different colour indication for different types of file. For the application of 5S methodology or practices, Sarikei Resident Office is applying it in order to handle their records so as to be smoother, save cost, effective and efficient. It also help in enhancing the quality of Sarikei Resident Office file management and to ensure the comfortable working environment when

performing those filing processes such as classification, sorting, keeping, controlling and indexing. While, sorting by using Microsoft excel here refer to the Sarikei Resident Office sorting process in which now did not only do it by hand on the paper, but now Sarikei Resident Office do it through Microsoft Excel whereby more trendy and can make the sorting process more faster and effective. Through this approach, Sarikei Resident Office can keep all the data by using soft copy and totally more efficient as well as cheaper since we can directly save it in our pen drive and computer. For the utilization of rack indication, it helps file clerk and her assistant to easily get the file needed as soon as possible based on the standard time that practiced by Sarikei Resident Office which is within 30 seconds in order to ensure the quality and efficiency of its file management. In terms of different colour indication and file cover designs for different types of files that available in Sarikei Resident Office, the supposed colour indication that used by Sarikei Resident Office are white green for confidential file (*sulit*), pink for *rahsia* file and lastly yellow for *rahsia besar* file. While, for one more file which is *sampul kecil*, it is put inside the small yellow file.

In this chapter, there are also several weaknesses of Sarikei Resident's Office file management and some recommendations to ensure the file management or filing system of Resident's Office will be more effective, efficient, save cost and can satisfy its customers whether internal or external customers. Here, one of the weaknesses of Sarikei Resident Office file management is its separated place for registry and its staffs. Here, Sarikei Resident Office has its own file room and it has two staffs (registry/file clerk and her assistant). Another

weakness of the Sarikei Resident Office file management or filing system is inadequate staffs for handling organizational records or files. Another weakness of the Sarikei Resident Office file management is confusion and slow in obtaining the necessary file in case of no registry clerk is around.

For recommendations, first of all is developing online file management system. Through this online file management system, Sarikei Resident Office can still maintaining the separated place for registry and registry clerk whereby this system will make the clerk can always check whether the file needed by the customer is available in the registry or not without enter the registry or file room. Meaning to say, all data regarding the files or records of the Sarikei Resident Office are available and can be accessed via online or internet by only sitting on her seat. This will save time for the registry clerk and make the Sarikei Resident Office file management be more effective and efficient in retrieving the necessary files that needed by its customer since this online file management system also can keep any data including which rack and what type of files are actually needed by its customers and it will fulfill the 5S practice as well as will satisfy Sarikei Resident Office customers in terms of its file management. One more recommendation is Sarikei Resident Office should appoint more staffs in its file management in order to reduce the work burden or overload of work faced by current registry clerk and her assistant as well as to ensure there is no problem arise due to the absent of registry clerk and her assistant such as slow in retrieving necessary file needed by customer since currently only those two persons are involved directly in file management. This appointment will

eventually lead to efficiency of the file management and absolutely ensure the high level of customers' satisfaction can be achieved since it helps in fast retrieving or gaining the necessary files that needed by the customers even though the registry clerk and her assistant is not around. So here, Sarikei Resident Office need and should appoint two to three more staffs in helping the current registry clerk and her assistant as well as to be the backup in case if the registry clerk and her assistant absent or outstation.

As a whole conclusion of my practical training, Sarikei Resident Office is the best organization that students especially students of Bachelor in Administrative Science (Honours) of Universiti Teknologi Mara should have their practical training with since it can provide various tasks that are in line with the courses that taken by them during the study period. Some of the tasks are Total Quality Management. All of Sarikei Resident Office staff including its top management such as Resident, Vice Resident and its senior officers also really friendly and supportive in giving information and guidance to the practical training students. Therefore, I recommend that the students should have their practical training in Sarikei Resident Office since it can give and provide good training to the students in order to be good and competent employees after they graduate from the university and involve in their related works.

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EPPENDICES

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