



**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDY
BACHELOR DEGREE IN ADMINISTRATIVE SCIENCE (HONS)
AM 228**

INDUSTRIAL TRAINING REPORT

**DEWAN UNDANGAN NEGERI SARAWAK,
PETRA JAYA, 93502 KUCHING,
SARAWAK, MALAYSIA**

PREPARED BY:

HAFIZA BINTI HANAPI

2016718777

SUPERVISOR: MADAM NURFADHLEEN MAHMUD

STUDENT DECLARATION

I whereby declare that the work and information contained in this practical training report is our own except those that have been duly identified and acknowledged. This practical training report is prepared by me after the completion 8 weeks industrial training at Sarawak State Legislative Assembly (Dewan Undangan Negeri Sarawak).

If later, I found to have committed plagiarism or other forms of dishonesty, action can be later against me under the Academic Regulations of UiTM's. I also conform that the report is only prepared for my academic requirement purpose only, not for any other purpose. It might not be used with the interest of opposite party of the corporation.

Signed

Hafiza binti Hanapi
(2016718777)

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CHAPTER 1

INTRODUCTION

1.0 Introduction

1.1 Background of State Legislative Assembly

Dewan Undangan Negeri Sarawak (DUN) is among the most prominent landmark in Kuching, Sarawak. It houses the Sarawak State Legislative Assembly where state assemblymen from all over Sarawak will meet and preside over debates and passing of laws.

The Sarawak State Legislative Assembly or officially known as Dewan Undangan Negeri Sarawak (DUNS) is the oldest state legislative assembly building in Malaysia. It was established by Rajah Muda Court Brooke, on instructions from the Rajah Sir James Brooke, through a meeting held in the small village of Bintulu on September 8th 1967.

The New Sarawak State Legislative Assembly Building is the current state legislative complex of Sarawak, located in Kuching, Malaysia. It has become the landmark in Kuching since the building is really unique. It is the meeting place where state assemblymen from all over Sarawak will meet and preside over debates and passing laws. The complex is located at the north bank of the Sarawak River in between The Astana, which is the official residence of the Yang di-Pertua Negeri (Governor) of Sarawak and Fort Margherita. The building was officially opened by the Yang di-Pertuan Agong (King) of Malaysia, Tuanku Mizan Zainal Abidin of Terengganu on 27 July 2009 followed by the Rulers' Conference in the building

complex. This nine-storey high building is the venue for future Sarawak's new state legislative assembly sittings. The distinctive "payung" (umbrella) roof of the new DUN complex is an iconic landmark for Sarawak. It is also a depiction of the state's struggle and achievement over the years after gaining independence through the formation of Malaysia and as a multi-racial society. Reinforced by the nine gigantic pillars and numerous arches, the building reflects the sovereignty of the people's power as well as the support of all the races in the state.

It was first known as the General Council and had twenty one appointed members. These members were chosen from among the native leaders or chiefs who were thought to be able to assist the governing territories under Brooke jurisdiction which, at that time, covered only the coastal areas. Subsequent meetings of the General Council, apart from the second which was held in Sibu in 1868, were conducted and presided over by the Rajah at the Astana, Kuching, until the second world war broke out. The composition of the council during these years changed with the time, and later included as additions some chiefs from the interior and some Chinese.

By 1903 the General Council became the basis of a proper legislature and was renamed Council Ngeri, although it was not until September 24th 1941 Constitutional Order was enacted, ending the Rajah's absolute rule. The Council Ngeri from then was presided by the Chief Secretary and their meeting place was at the Court House.

However, the operation of this Constitution was interrupted by the invasion of the Japanese Army on the December 16th 1941 which brought World War Two to Sarawak. After, the liberation, when the country was devastated and needed large funds, the Council Ngeri was the arena where the motion for cession of the state to

becoming a Colony of Britain was hotly debated and passed. Following the cession of Sarawak to Britain, a new Constitution enacted in 1956 providing for an increase in membership of Council Ngeri to twenty-two elected unofficial, fourteen ex-officio, four nominated and three Standing Members. The Unofficial Members were elected by an indirect three-tier system following state wide District Council Election, a change that was an important step towards self-government.

Following the announcement of the greater Malaysia concept by the Yang Teramat Mulia Tunku Abdul Rahman Putra Al-Haj (who became Malaysia's first prime minister) in 1961 and the ratification of this proposal and the special safeguards by the Council Negri in March 1963, important constitutional changes had to be enacted to ensure that the State had a fully democratic legislative assembly and a ministerial system of the government before joining to form Malaysia.

The 1956 Constitution was amended to increase the elected membership from 24-36 and reduce the ex-officio and nominated members to three each. It also provided for a ministerial government for the first time with a State cabinet of six Ministers headed by the Chief Minister. On the 31st August 1963, Sarawak has become internally self-governing with an elected cabinet. Sixteen days later on 16th September 1963, Sarawak together with the Federation of Malaya, Sabah and Singapore, formed Malaysia.

Further Constitutional developments were made in 1956 when the Cabinet was enlarged to consist of a Chief Minister and eight Ministers, and in 1968 increasing the membership to 48 and abolishing the six ex-officio and nominated members. In 1996, it increased to 62 elected members. From 2006, it increased again to 71 elected members. As of 2016, it increased once again to 82 elected members.

1.2 Objectives

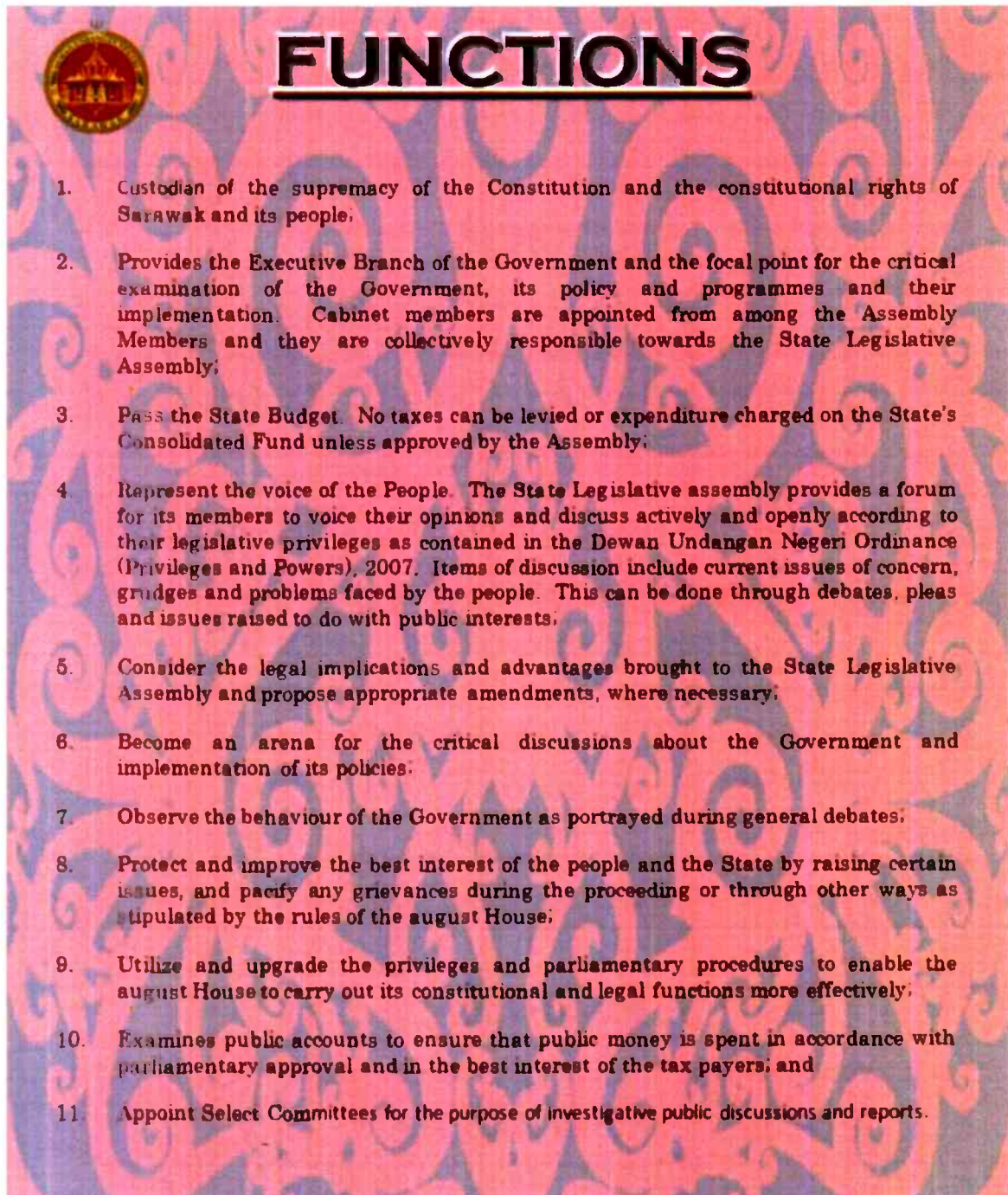


OBJECTIVES

1. To provide efficient secretariat service to the State Assembly and the Commonwealth Parliamentary Association (CPA) meetings; prepare, store and distribute proceeding records of the State Assembly and all Committees efficiently, effectively and excellently;
2. To manage and guard a comprehensive and up-to-date information system about Members, including past members and Members of Administration and their next-of-kin;
3. To process payment of Members' monthly allowances, pension and benefits to past members and Members of Administration and to manage loan matters effectively;
4. To provide excellent and comprehensive documentation and reference services;
5. To set up a text retrieval and data management system to fully exploit documents and articles collections;
6. To create awareness and educate the public about the government system and parliamentary procedures through educational programmes, seminars, visits, exhibitions and others; and
7. To preserve and promote goodwill and harmony between the Sarawak State Legislature with the Malaysia Parliament and State Legislatures in Malaysia.

(Laman Rasmi Dewan Undangan Negeri Sarawak, 2018)

1.3 Function



FUNCTIONS

1. Custodian of the supremacy of the Constitution and the constitutional rights of Sarawak and its people;
2. Provides the Executive Branch of the Government and the focal point for the critical examination of the Government, its policy and programmes and their implementation. Cabinet members are appointed from among the Assembly Members and they are collectively responsible towards the State Legislative Assembly;
3. Pass the State Budget. No taxes can be levied or expenditure charged on the State's Consolidated Fund unless approved by the Assembly;
4. Represent the voice of the People. The State Legislative assembly provides a forum for its members to voice their opinions and discuss actively and openly according to their legislative privileges as contained in the Dewan Undangan Negeri Ordinance (Privileges and Powers), 2007. Items of discussion include current issues of concern, grudges and problems faced by the people. This can be done through debates, pleas and issues raised to do with public interests;
5. Consider the legal implications and advantages brought to the State Legislative Assembly and propose appropriate amendments, where necessary;
6. Become an arena for the critical discussions about the Government and implementation of its policies;
7. Observe the behaviour of the Government as portrayed during general debates;
8. Protect and improve the best interest of the people and the State by raising certain issues, and pacify any grievances during the proceeding or through other ways as stipulated by the rules of the august House;
9. Utilize and upgrade the privileges and parliamentary procedures to enable the august House to carry out its constitutional and legal functions more effectively;
10. Examines public accounts to ensure that public money is spent in accordance with parliamentary approval and in the best interest of the tax payers; and
11. Appoint Select Committees for the purpose of investigative public discussions and reports.

(Laman Rasmi Dewan Undangan Negeri Sarawak, 2018)

1.4 Mission and Vision

(Laman Rasmi Dewan Undangan Negeri Sarawak, 2018)

MISSION

**VISION ENCHANCING THE IMAGE OF
THE STATE LEGISLATIVE ASSEMBLY**

(Laman Rasmi Dewan Undangan Negeri Sarawak, 2018)

VISION

**AN EXEMPLARY
STATE LEGISLATIVE ASSEMBLY SECRETARIAT**

1.5 Organization structure



(Laman Rasmi Dewan Undangan Negeri Sarawak, 2018)

State Legislative Assembly is headed by YB Datuk Amar Haji Mohammad Asfia bin Awang Nassar and assisted by YB Dato Gerawat Gala as our Deputy Speaker. YB Dato Gerawat Gala also hold a region at N. 78 at Mulu, Miri. Its means that Dato Gerawat Gala are holding 2 portfolios in Sarawak State Legislative Assembly.

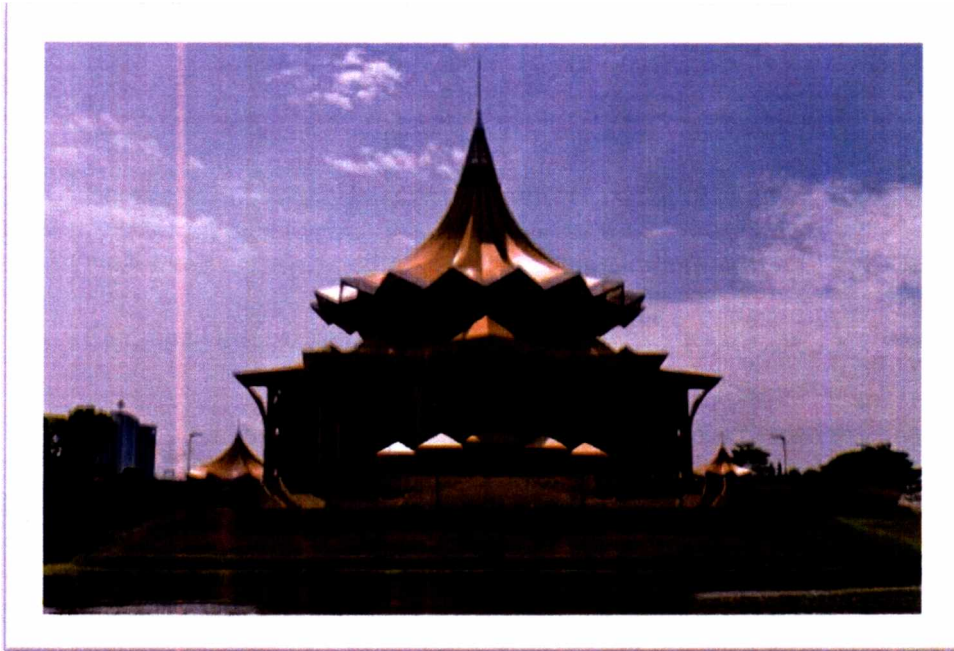
State Legislative Assembly Secretary is Encik Samawi bin Mohammad, he is the one who approve any latters, approves any leaves that been apply by the staffs. He is in charge of the DUNS staffs overall. He is assisted by Deputy Secretary, Cik Sharifah Shazzea bin Wan Akil in any official works.

In Administration office it is lead by our supervisor Madam Magdalen and assisted by Admin officer who is Miss Noria binti Suud and also other staffs as well. Their work nature is more to handling the staff personal profiles and ahli dewan undangan negeri (ADUN) profiles.

Other than that, state legislative assembly also have Account Department and Public Relation Department. Account department focusing more financial matters that deals with ADUN payments regarding of any salaries, pensions and also gratuities that ex's ADUN spouses can claim. It also gives service to the DUN staffs where most of them claimed overtime payment (OT), payments regarding on catering service and also the drivers that claimed for fuels charge.

As for Public Relations departments, they always in charge when there is a DUN visits by the governmental body, schools and universities. They will gives talks and provide souvenirs for them as appreciation gifts. They also will brings them all around the building to see the magnificent rooms and infrom them the function of every rooms.

Lastly is the Library unit. Dewan Undangan Negeri Parliamentary's Library is an information research department for the Assembly and its Members. It is a closed library and has been set up as a center to provide in an accurate and legislative research service, undertaking subject research, analysis and interpretation of materials on a wide range of subjects pertaining to government, political and parliamentary development. The library itself has a collection of more or less 3,000 political, social, economic, law etc. books and all these books are nonfiction and are a useful source for reference purposes.



1.6 Core Business

Dewan Undangan Negeri Sarawak is a unicameral legislature comprising of 71 members of Ahli Dewan Undangan Negeri. The Judiciary interprets the laws and regulations passed by the legislative assembly.

The existence of DUN is because it ensure and sustain an important aspect of development and expansion of a stable and pro-active government which supports economic growth. Sarawak State Government strongly supports business-friendly and customer-oriented policies to enhance economic growth and investment potentials. The whole Government machinery facilitates the needs of the industry and helps solve any problems that arise. The pro-business approach of the Sarawak Government is well-received by the business sector.

In general, Sarawak has put in place clear policies, efficient and transparent Government machinery and effective mechanisms to facilitate investors' participation in its economy. Given the strong cooperation and collaboration efforts by both the Federal and State Government on industrial and investment policies, investors are assured of long-term business viability and growth.

1.7 Client Charter

1. Ensure all Assembly and Committee Term Meetings of the House are conducted as stipulated in the State Constitution and the State Legislature's Standing Order within the next six (6) months after the last Meetings.
2. Upload Unedited Daily Hansards on DUN Website and hardcopy of the Unedited Hansards be laid on the Assembly Hon. Members' table before 9.00 am of the following day.
3. Reports prepared for Public Account Committee (PAC), Special Select Committee and Term Committees to be tabled in Assembly Meeting within the year.
4. Submit rulings of Bills tabled passed during the Assembly Meeting to His Excellency the Governor of Sarawak for assent within seven (7) working days after the meeting ends.
5. Processing complete documents for allowances, benefits, claims, remunerations, gratuities, pensions/derivative pensions for Hon. Members, former Hon. Members and former Political Secretaries within ten (10) working days.

CHAPTER 2

JOB DESCRIPTION

2.0 Chapter Review

This chapter is focuses on the practical training schedule. It begins with section 2.1 for introduction. Section 2.2 explained in details the schedule of practical training report and Section 2.3 is focusing on the chapter summary.

2.1 Introduction

During the 8 weeks of the practical training period, I was assign in Dewan Undangan Negeri Sarawak (DUNS) under the Library department for the first week and the after that I moved to the Admin Department. The last 3 weeks I then being transfer to the Account department starting 24 July 2018 until 14 September 2018 and under the instruction of supervisor Madam Magdalen ak. Nangkai. I was assigned with various task which are relevant to my scope of study. On the other hand, the trainee also had the opportunity to learn to improve my soft skills, time management as well as management technique when dealing with the superior and subordinates.

2.1.1 Log Book

I was provided with the log book by UiTm Sarawak. All activities that being assigned is recorded in the log book as the daily routines. And then it must be signed and monitor by the supervisor in charge.

1st Week (24 July 2018-27 July 2018)

24 July 2018	<ul style="list-style-type: none">• We were being introduced to our supervisor Madam Magdalen. She briefly explained the history of Dewan Undangan Negeri Sarawak (DUNS) as the landmark of our state, the staff and the department.• The practical students is expected is to do job rotation of the three departments which is administrative department, library department, and Public Department department. We were asked to make a list of the type of jobs that we were expected to do during our practikal training that is related to our fields of study.
25 July 2018	<ul style="list-style-type: none">• I have been placed to the library unit to assist Madam Mary Kueh, DUN libririan. She teaches me to do tagging for the new books and put the annually financial documents from other agencies in Sarawak such as MBKS, DBKU, Sarawak Public Service Commission for safe keeping.
26 July 2018	<ul style="list-style-type: none">• I also learned how to received tagging from other agencies that sent their pass to the library unit. The pass that they used during DUN sitting.• My colleague fron UNIMAS also teaches me how to used the photostate machine.• Madam mary asked me to do newspaper cutting from 9 July to 18 July which is during the DUN sitting. The newspaper is keep for reference in the future.• DUN received a visits from Leadership Institite and we help Miss Azira from PR department to bring them visiting DUN building.
27 July 2018	<ul style="list-style-type: none">• Learning how to do Dewey (Decimal classification Edition 99) to classifoed the books according to their groups. There are a lots of book categories that I have learned which are from management, public admin, philosophy, history, laws and others. We do it through online system which is OPAC system to key in the details dewey of books.

2nd Week (30 July-3 July 2018)

30 July 2018 Monday	<ul style="list-style-type: none">• Our host supervisor, Miss Noria assigned task for us to fill and safeguarding of assets in DUNS building and gives us 3 weeks to complete it. DUNS visit from Bau, SK Serumbu consisted of UPSR students and accompanied by their teachers to gives the students' knowledge, motivation and inspiration.
31 July 2018 Tuesday	<ul style="list-style-type: none">• Continue my task at library, fill in the Dewey book classification and record it at the special books.• After lunch, we start task counting assets with my partner Fazira especially at Level 1.
1st August	<ul style="list-style-type: none">• Do the labelling for each of the assets for example chairs, table, monitor speaker and furniture inside the building especially level 1.• DUNS visits from Shanghai, China that will perform at Kuching Food Festivals.
2nd August	<ul style="list-style-type: none">• Continue my task filling the books details via online system OPAC that is used by the library from DUN and PUSTAKA.• Enter the details of the books such as the dewey classification, author, publisher, title and also include the price.
3rd August	<ul style="list-style-type: none">• DUNS visits from a group of people from Korea at the morning. Continue with my task doing Dewey books classification.

3rd Week (7 August – 11 August 2018)

7 August 2018	<ul style="list-style-type: none"> • DDC (Dewey Decimal Classification) numbering and labelling at the spine of the books, and then arrange the book at the shelving according to DDC number. The books is arrange according to its groups/ classification, so it will be easy for the libririan to notify and verify.
8 August Tuesday	<ul style="list-style-type: none"> • Arrangement of filing order. Print out the files title and stick it at the front of the files. <p>Example: Files for DUN pass sop, Akaun penerimaan, Kad Staff and Kad Praktikal Student.</p> <ul style="list-style-type: none"> • The documents inside the files must be punch first and then put together using the thread for punch hole.
9 August Wednesday	<ul style="list-style-type: none"> • Change the old files into new one and put the files names at the front of the files. Do the new labelling for the files rack because of more new incoming files to be attach. The purpose of the re-filing is to organize the files and updating the list again so it will be easy for the personnel to find and verify the documents.
10 August Thursday	<ul style="list-style-type: none"> • Do the labelling files according to its order and laminate the series no. and the title of the files so it will easy for to find them. • Go to the DUNS gallery to do signage for every pictures that is hanging there for visitors to see.
11 August Friday	<ul style="list-style-type: none"> • Continue my task updating the asset at Level 1 with my partner and also the labelling for each of the assest. For example, Banquet chair, divider, flags, monitor speaker, table and the others.

4th Weeks (13 August – 17 August 2018)

13 August Monday	<ul style="list-style-type: none">• Print out Request For Proposal as requested by Madam Magdalen for 3 copies. Put the paper that you wish to print out and click sort to print out the amount of copies. The proposal will be bind using binding machine.
14 August Tuesday	<ul style="list-style-type: none">• Sent out letter and in-house memo to others departments such as Public Relations departments, Account unit and also DUN Speaker office.
15 August Wednesday	<ul style="list-style-type: none">• Put the Ybs letters to the enveloped. Stick the letter names together with thier address of community centre unit (Pusat Khidmat Masyarakat) to 82 ADUN (Ahli Dewan Undangan Negeri) members.
16 August Thursday	<ul style="list-style-type: none">• Wrapped the letter to be post to the Post Laju Office. The enveloped must be cop with official DUN chop.• Do filing about the personnel file at DUN Sarawak and arrange it according to its order.
17 August Friday	<ul style="list-style-type: none">• We continue our task, safeguarding of assets by counting, labelling and updating its items for every rooms at every level. We continue our task at the Level 3 where most of its room is for ADUN personnal rooms.

5th Weeks (20 August – 24 August 2018)

20 August Monday	<ul style="list-style-type: none">• DUNS visits from 4 schools which involved SMK Sibujaya, SMK Sedaya, SMK Bintulu and SK St. Francis Xavier (M) Kanowit.• The schools is gathered at the auditorium and Miss Azira, DUNS PR Officer briefly explained the history, functions and members of DUN, the Speaker and also the staff to them. The schools is then divided into 4 groups lead by Madam Nazmah, Miss Shalazia, Miss Azira and also Madam Eliana. They will lead the groups and took them around the building especially the Chamber, the Gallery, Dewan Lapau, Dewan Kenyalang and many more.
21 August Tuesday	<ul style="list-style-type: none">• We continue our task safeguarding the DUNS assets at the Library and Bilik Jawatankuasa I their meeting room. Ex: Low back chair, monitor, wall clock, middle back chair and others.• DUNS visits from SMK Ulu Balingian, the purpose of allowing the outsiders especially schools children visiting DUN is to exposing the main function of the building and inspiring them to do better in the future.
22 August Wednesday	<ul style="list-style-type: none">• PUBLIC HOLIDAY
23 August Thursday	<ul style="list-style-type: none">• Faxing the YB's invitation to celebrate 150th anniversary at Sarawak Golf Club. It is an event focus on friendly match between State Legislative Members and also Head of Departments. Madam Tracy taught us how to used the fax machine using specific fax machine that is start at 082/085 and also 086 and fax it to 82 YB's
24 August Friday	<ul style="list-style-type: none">• Do the assets labelling and updating the assest inside DUNS building especially at level three.
25 August Saturday	<ul style="list-style-type: none">• Korban Hari Raya Haji, assisting the staffs in calving cows during sacrificial feast.

6th Weeks (27August – 30 August 2018)

27 August Monday	<ul style="list-style-type: none">• Updating the YB's profile who are members of the PAC (Public Account Committee) regarding their current involvement and their education background.
28 August Tuesday	<ul style="list-style-type: none">• DUN Secretary, Encik Samawi asked me to photostate the plan that is attached together with the letterhead.• Answering calls from a schools who want to brings their students to visit DUN and ask for the procedure and officer responsible.
29 August Wednesday	<ul style="list-style-type: none">• DUN visit from SMK Kelaka Roban that involved 65 students. They are able to know DUN history, functions and so on. We also assist the to visit Gallery Awam at level 9. After that, they go to Dewan Lapau (Banquet Halls) the place where ministries, YB'S, Tun and Toh Puan having functions or event.
30 August Thursday	<ul style="list-style-type: none">• Do the tagging asset at the level 3, and both of us focusing on the level 3 at the YB's room (every district)

7th Weeks (3 September – 7 Sept 2018)

3 September Monday	<ul style="list-style-type: none">• Being placed at account department and helping one of the staff to do filing on the government warrant. Ex: Virement and Expenditure.• Proceed the assets task at level 3 and tagging the items at the rooms.
4 September Tuesday	<ul style="list-style-type: none">• Updating the ex YB's that their spouse claimed for gratuities and their husband pension. Ex YB's wife were giving pension based on how many years their spouse in the service. The longer the term, the more the claim of the gratuity. Pension is standard i.e, half of their allowance.
5 September Wednesday	<ul style="list-style-type: none">• Updating the 2018 Vote Ledger Listing for PTJ 120001 in Account unit. The expenditure or cost that incurred from August until September.• Answering the calls from Jabatan Ketua Menteri (JKM)
6 September Thursday	<ul style="list-style-type: none">• Answering the phone call from treasury departments.• Answering the phone calls from one of the caterer as they want to ask about the payment process.• Helping the PR officer, Miss Azira doing the name list for the event theater musical that will be held at Stadium Perpaduan.
7 September	<ul style="list-style-type: none">• Get 1 day excuse from DUN Secretary, Encik Samawi to handle our collage registration.

8th Weeks (10 Sept- 14 Sept)

10 September Monday	<ul style="list-style-type: none">• PUBLIC HOLIDAY: YANG DI-PERTUAN AGONG BIRTHDAY.
11 September Tuesday	<ul style="list-style-type: none">• PUBLIC HOLIDAY: MUHARRAM NEW YEAR
12 September Wednesday	<ul style="list-style-type: none">• Sorting the assets according to its categories and then match it with the ID asset number that already printed out. Make sure that the number is the same with the system.• Updating the vote ledger book filing at account department for the month August until September. It shows their spending, outflow and inflow of monies. For example, their transportation expenditure on flight ticket when their staff go for their official work.
13 September Thursday	<ul style="list-style-type: none">• Helping the PR department to do a survey for Pertandingan Memancing event at Pustaka for their staff to sign whether they went to go for the event or not.• Printing the vote ledger details through SIFBAS system for every expenditure that incurred during the month for safe keeping evidence, audit and ensure transparency.
14 September Friday	<ul style="list-style-type: none">• Continue our task, getting the survey done and being sign by every personnel.• We are able to met DUN Speaker, Datuk Amar Haji Mohammad Asfia and greet him. We also have a chance to take picture together with him and wrote him a letter

CHAPTER 3

ANALYSIS

Adaptation on what we have learned in our syllabus and practice it during practical training. In DUNS organizations they had exposed us to many department that helps to widen our knowledge and expertise. During 8 weeks of practical training we have been placed to different departments such as Library department, Admin department, Account department and also Public Relations department. As an Administrative Science student, we do learn this on theoretical basis especially during our class.

3.1 Table of Analysis

No.	Task Performed/ Job Description	Analysis
1.	<p>Public Accounting</p> <ul style="list-style-type: none">• We were asked to do the vote ledger and keep updating it in monthly basis for the auditing purpose.• We also can observed really well where the money comes in and also going out where it should be located..• Every expenditure that incurred need to be filing and also updating at the system called SIFBAS, this is for auditing purpose so that they have evidence for their record.• Other than that, most DUN's worker claim their overtime payment, fuels and catering charge at the accounting department and ask for payment.	<ul style="list-style-type: none">• Account department work is really crucial as it deal with their transparency as their task is dealing the public monies.• The used of vote ledger is it records the money spent for purchasing purpose in the organizations.• As for the Account Department, in my analysis this department is plays and important roles in managing the state government revenues and it is the center where most of the YB's claim for their allowances and budgets for any programmes that they do for the <i>rakyat</i> to improve their standard of living.

2.	<p>Public Relation Department</p> <ul style="list-style-type: none"> • In charge during DUN's visit which they accept mostly from schools, universities, government agencies and also non-governmental agencies. They will bring around these visitors to visit the building and also give them brief introduction about the history of DUN's building. • Do presentations especially when the visitors is an high class person which usually visiting DUN such as they accept currently from Speaker Sabah and also Korean ambassador. • This department also handle many event such as "Pertandingan Memancing di Tasik Sempena Ulang Tahun ke-150 Dewan Undangan Negeri Sarawak and "Program Ibadah Korban" that they make a joint venture with Jabatan Ketua Menteri Sarawak. 	<ul style="list-style-type: none"> • Planning publicity strategies and campaigns. • Writing and producing presentations and press releases. • Dealing with enquiries from the public, the press, and related organisations. • Organising and attending promotional events such as press conferences, open days, exhibitions, tours and visits. • Speaking publicly at interviews, press conferences and presentations especially during visits. • From my analysis, this Public Relation Department is important organ in DUN because they usually communicate with outsiders especially the public. They plays function in marketing and promoting any event that they held to the public and also introducing the function of DUN as the landmark of Sarawak.
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3.	<p>Administrative Department</p> <ul style="list-style-type: none"> • In this department we mostly do filing and documentation work. • Faxing the letters to 82 YB's to invite them to join in our events or programs. • Do the asset labelling for the whole building with our partners and also with the help of the other staff. • They are the one that come out with letterheads, memos and also circular to every workers in the building. We will distributed the for example memo to other department so that they will aware about any changes happens in their own organizations. 	<ul style="list-style-type: none"> • Overseeing the task of the junior staff and teach them how to do the task very well. • Duties and responsibilities also include providing administrative support to ensure efficient operation of the office so that an organizations can run smoothly. • Any memos, circular and letterheads is important to be distributed to each and every workers in an organization so that they will aware about any changes happen in the organization. • In my analysis, I can relate this to Human Resource Management theory, where in practical this department manage the behaviour of every civil servants that they must followed what is stipulated in General Orders.
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CHAPTER 4

RECOMMENDATIONS

4.1 Strength

Strength is known as internal factors of an organization. It helps to achieve the organizational goals and objectives. Motivates the employees to perform better in day to day operations to take care this organizations that is impotant to Sarawak government to protect our state sovereignty and amend our own policies that is suit to current environment. The strength that I observe when doing my practical training at DUNS is that this organization has a good financial strength. That is why they have no issue when doing programmes that make them closer to the people (rakyat) and also the YB's. This organization also have seniority personnel in this organization that help to assist the newcomer to DUNS by providing them knowledge and experience to them.

From what I have observed during my individual training herein DUNS, I think it has a good organizational structure and have a friendly environmrrt to work with. The staff are very helpfull and they are willingly guide the interns so that they are able to perform better while completing their task. It really motivate us when doing my practical training here to be part of the team and able to interact with great people such as DUNS Speaker, Datuk Amar Haji Mohammad Awang Asfia, the YB's and also our Chief Minister, Datuk Patinggi Abang Johari Tun Openg. It helps me to improve my softskill and also communication skills when dealing with them. Especially during DUNS sitting, elected YB's all over the Sarawak will attend the assembly where they discuss about Sarawak current policy.

4.2 Weaknesses

As for weaknesses, from my opinion, the exposure that they been provide to us is limited in term of task that we have perform. The task given by the officer did not shows off our real abilities, capalities and also our aptitude skills. The task given is simple such as sent the memos, letters, newspapers and also updating the amount of assets. This make my colleague during this internship period feels demotivated. We did not allowed to do the letterhead because they officer afraid that we might do wrong and also only one of us who is allowed to attend the meetings.

4.3 Recommendations and Suggestions

i. Clear job description.

It is the most important thing that every civil servants to know what are their nature of task. This is to avoid any issue arise when delegating task by the superior they did not passing the task to one another party in the organization. This also can make the subordinates to be more specialized in their nature of the job and perform well in the future. A clear job description helps to avoid overlapping of job among the civil servants and task confusion among them. It will affect their motivation and frustration when they are giving the task that not in their scope.

ii. Shortage of workers.

Lack of worker in the organization will affect the performance, efficiency and effectiveness in delivering their best services. DUNS staff only have 38 personnel that working on the major department such as administrative department, account department, Public Relations department and also library unit. These department will need more worker especially during DUN sitting because YB's and other head of department will need their service to be excellence as they are not dealing with ordinary people. This high portfolio's people will have high expactations from them and they need to be proactive and more effective when dealing with these kind of people.

iii. Updating the attendance system.

As far as I'm concerned, the DUNS attendance system are using the flexible working hour which make it easier for the staff to manipulate or cheated in their daily attendance. They tend to misued their daily attandance and it is hard for the top level management to monitor their attendance. By updating the attendance system to more adhered to the lastest technology, it is sure that the civil servants will be more discipline and come to job on time to performed their work. It is also to avoid work delayed that affect the civil servants work performance. For example, mostly private organization is using the punch card system and bofore updating it to tumb print system to easily monitor the daily attendance of their workers and their attendance will be directly connected to the system and their lateness will also shows in the system. The workers cannot manipulate the system and it do allows transparency and also fair to all civil servants.

iv. Emphasize the knowledge on office work.

The top level management in organization need to stressed on the knowledge on office work to ensure their workers is capable and skillful in performing the task. This knowledge include technological knowledge in relation to office procedure because nowadays everyone is using the system or electronic such as e-government in doing their task. This will help the workers to be more transparent, reduce the cost and also reduce the task consuming when doing their work.

v. The staff employed should be more qualified in accordance with their respectives fields.

In order for the personnel to be proactive, they should be hire according to their background of study. This is to avoid any overlapping of work done by the employees. They is also should not be cases where the work should be perform by them and pass to other person to do it. It is also sad to see that some of them the staff are underqualified, as it will make the work delayed and they is not effective performing the job and it will affect their Key Performance Indicators (KPIs). The background of their study doesnt fit the job scope, that make them lack of knowledge to perform the job accurately and not simply performing the task.

CHAPTER 5

CONCLUSION

5.1 Chapter 1

As a summary of Chapter 1, I have introduced about the background of Dewan Undangan Negeri Sarawak (DUNS), which is the organization that I have choose to do my internship from 24th July 2018 until 14th September 2018 which is eigh consecutive weeks. Every company or organization has their own objectives, mission, vision and et cetera. Dewan Undangan Negeri Sarawak (DUNS) also has their own goals, mission, vision, and also client charter so that they will able to be competitive and also to achieve their goals in the future.

5.2 Chapter 2

Besides, in Chapter 2 is focusing on my schedule of practical training in Dewan Undangan Negeri Sarawak (DUNS), as I had undergone for eigh consecutive weeks. The tasks were explained according to the weekly work flow and run smoothly. This chapter stated more on what are my daily task and schedule that have been given. The purpose of this chapter is to inform which tasks that I have been performed and to identify what are the everyday routines during my practical training period.

5.3 Chapter 3

Furthermore, in Chapter 3, it explained the main task that had been done in DUNS. In this chapter, the details of the task were explained. It starts with the the task performed and the methods that are used theoretically and also in DUNS. 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 students manage the knowledge and skills that they have in real working situation.

5.4 Chapter 4

Moreover, in Chapter 4 is more focused on the recommendation which include strengths and weaknesses of Dewan Undangan Negeri Sarawak (DUNS). Every company or organization has their own strength and weaknesses which they need to enhance their strength and overcome their weaknesses. I have seen the strengths and weaknesses in DUNS during my internship. For the strength the organization can maintain the momentum meanwhile for the weaknesses they have to improve it for a better future.

5.5 Conclusion

This practical training was very useful for me as I have gained a lot of new information from each staff of DUNS and they gives the internship student warm welcome. They are willing to share their knowledge and experience to me and treat me as part of their team even though I am just a practical student. I have learned new concept and new ways of working. The experience that I gained will never be the same as in the class.

This practical training also have give me the opportunity to make a connection or communicate with great people such as the DUNS officers, Speaker, the YB's and also et cetera. It is never easy to meet them in person, to communicate with them it need a high confident level to easily miggle with them. We also able to know them better in person and they will share their stories that make us feels motivated in the future. This also gives great experience to me and my colleague that we will never forget as we have learnt a lot during my internship period at Dewan Undangan Negeri Sarawak.

In addition, I was able to make full use of the knowledge that I have studied and to be applied to the real working environment, particularly in the task of Administrative, Accounting and also Public Relation. I am see and understand better on how the work process to be done during practical training. Furthermore, I also gained so much knowledge in enhancing my personal development skills such as communication skills and also soft skills.

The experience that I had during my practical training period at Dewan Undangan Negeri Sarawak (DUNS) is a great as the employees are friendly which make I feel comfortable and feels welcomed to the organization. It will be unforgettable experience for me as I learn on how to enhance and polish my capability and skills that will be usefull when I at my working phase in the future. Those new experiences trained me for my future real working environment. Moreover, I received many useful advices from my supervisor, the officers and also from my thoughtful colleagues during my internship period.

References

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Appendix.



Receiving DUNS visit from the local schools and bring them around the buildings.

**KERAJAAN NEGERI SARAWAK
BAUCAR BAYARAN
TAHUN KEWANGAN 2018**

T. 300 (Disenarai)

Kementerian/Jabatan: Legislature, Kuching

Slesen		No. Baucar Jabatan	Tarikh Baucar	Jenis*	Tarikh dikemukakan kepada pejabat pembayar
Kuching		1200001 / 18 / 04 / 01363	06/06/2018	<input type="checkbox"/> AP96(a) <input type="checkbox"/> AP58(a)	
Tran.	Pusat Tanggungjawab	Kod Akaun Program		Oblek	Amaun RM
B	1200000	02020000		29515	3.6
Jumlah Bersih					3.6
Amaun (Dalam Perkataan): Ringgit Malaysia Tiga Ribu Enam Ratus Sepuluh Sahaja					
Nama: KUCHING HOTELS SDN BHD				No. K.P.: 19220-W (No. Pendaftaran Perniagaan/No. Per)	
Alamat: Jalan Tunku Abdul Rahman 93100 Kuching				No. Faks: 082-426169	
Alamat Emel: contact@gmh.my				No. Akaun Bank: 511	
Nama Dan Alamat Bank: Malayan Banking Berhad, Level 1, Wisma Satok, Jin Satok, 93400 Kuching.					
Perihal: Bayaran kos jamuan minum petang sempena Mesyuarat ADUN pada 06/07/2018 di DUNS seperti Invois no. 344783 berkepil.					

The payment voucher of DUNS.



The Public Relations Department event in giving the surprise to Sarawak Chief Minister.



Do the tagging at pictorial public gallery.