



اوتو سيني تيكنولوغي مارا
UNIVERSITI
TEKNOLOGI
MARA

**UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

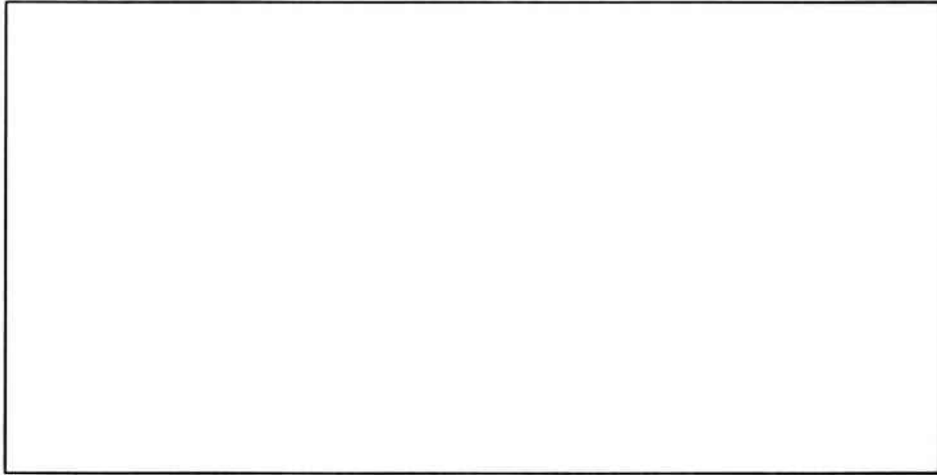
**PRACTICAL TRAINING REPORT
COMMERCIAL AND STRATEGIC RELATIONS DEPARTMENTS
MALAYSIA PETROLEUM MANAGEMENT
PETRONAS KLCC**

**NURALYA NABILAH BINTI MOHAMAD SAPINY
2014515109**

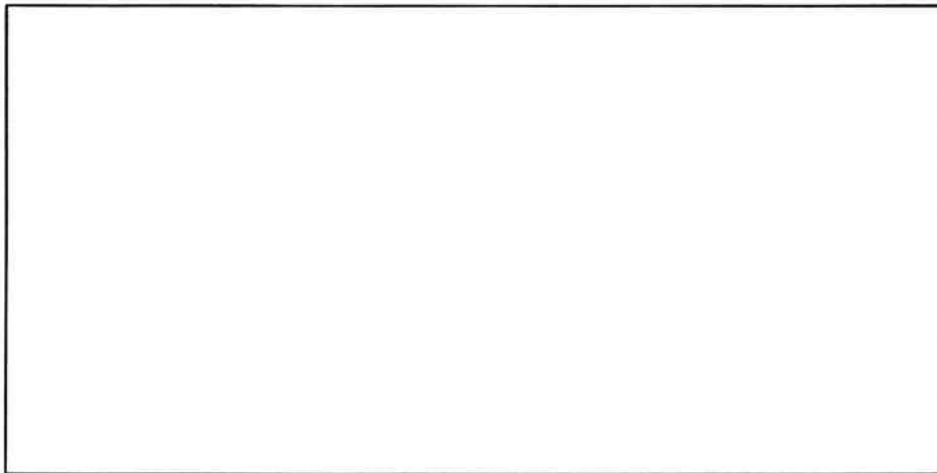
**SUPERVISOR
NOORFADHLEEN BINTI MAHMUD**

JULY 2018

Supervisor's Comment(s) :

A large, empty rectangular box with a black border, intended for the Supervisor's comment(s).

Moderator's Comment(S)

A large, empty rectangular box with a black border, intended for the Moderator's comment(s).

**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY
THE SUPERVISOR**

Madam Noorfadhleen Binti Mahmud

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

(Signature)

Date :

ACKNOWLEDGEMENT

First and foremost, I would like to express my grateful to Allah SWT over His blessings and graces while I undergo my industrial training at Malaysia Petroleum Management (MPM), Petronas KLCC for ten weeks. I am thankful to the Malaysia Petroleum Management for gave me an opportunity to be part of the department and successfully arranging my industrial training under YM Tengku Ahmad Zariman Bin Tengku Ahmad Zainal Abideen, Senior Manager of Industrial Government Liaison. Thus, a big thanks to my host supervisor for teaching, sharing and exposing me with a working environment, knowledge and information that useful for me to learn. Furthermore, I would like to thanks to my supervisor, Madam Noorfadhleen Binti Mahmud for encouraged and advised me to make a good decision in placing myself for the industrial training. I am really grateful as she guided me in completing my tasks as well as giving me ideas to be more confident and dedicated in learning during the industrial training.

Not to forget my parents who always supporting me throughout thick and thin during my industrial training in Kuala Lumpur. I am so grateful to have them during my ten weeks of industrial training as they always motivated me to be more patients in learning. I also take this opportunity to express a deep sense of gratitude to all the employees of Malaysia Petroleum Management (MPM), Petronas for presenting me such amazing experience. They are all really great people and I will never forget these days of mine in MPM.

DECLARATION

I hereby declared that the work contained in this industrial training report are my own except those which have been duly identified and acknowledged. Thus, actions can be taken against me under the Academic Regulations of UiTM if I have committed plagiarism or other forms of academic dishonesty.

Signed :

Name : Nuralya Nabilah Binti Mohamad Sapiny

Matric No : 2014515109

TABLE OF CONTENTS

CHAPTER 1 : INTRODUCTION

1.0 Introduction	1
1.1 Background of MPM	1-2
1.2 The Core Business of MPM	2-3
1.3 Objective, Vision, Mission and Logo of MPM	3-5
1.4 Organization Structure of MPM	6-7
1.5 Map Location of MPM	8

CHAPTER 2 : SCHEDULE OF INDUSTRIAL TRAINING

2.0 Introduction	9
2.1 Week 1	9-10
2.2 Week 2	10-11
2.3 Week 3	11-12
2.4 Week 4	13-14
2.5 Week 5	15-16
2.6 Week 6	16-17
2.7 Week 7	18-19
2.8 Week 8	19-21
2.9 Week 9	21-22
2.10 Week 10	22

CHAPTER 3 : ANALYSIS

3.0 Introduction	23
------------------	----

3.1 The Concepts of File Management	23-30
3.2 Classification of File Management	31-34
3.3 Importance of File Management	34-36
3.4 Qualities of Good File Management	36-39
3.5 Reflections of the Student's Personal Experiences	39-42
3.6 Chapter Summary	42-43

CHAPTER 4 : RECOMMENDATIONS

4.0 Introduction	44
4.1 Strength of tasks	45-46
4.2 Weaknesses of Tasks	46-47
4.3 Solutions for Improvement	47-48
4.4 Chapter Summary	49

CHAPTER 5 : CONCLUSION

5.0 Introduction	50
5.1 Chapter 1: Introduction of The Organization	50
5.2 Chapter 2: Schedule of Practical Training	51-52
5.3 Chapter 3: Analysis	52-53
5.4 Chapter 4: Recommendations	53-54
5.5 Overall Conclusion	54-55

REFERENCES

CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter will focus on the introduction of the industrial training organization. Section 1.1 explains on the background of Malaysia Petroleum Management , section 1.2 explains the core business of the organization and section 1.3 states the objective, vision, mission and logo of the organization. Section 1.4 introduces the organization structure of Malaysia Petroleum Management and section 1.5 will shows on the map location of the organization.

1.1 Background of Malaysia Petroleum Management

In 1974, Petroliam Nasional Berhad or well known as PETRONAS was established as the fully integrated oil and gas multinational in Malaysia. Among the largest corporation on FORTUNE Global 500®, PETRONAS have been recognized as one of most the important organization or business in developing the national oil and gas resources which involved exploring, producing and delivering energy to meet the society's needs. Thus, in ensuring the well movement of PETRONAS managing the exploration of oil and gas, PETRONAS have given a clearer focus on its upstream and downstream division. PETRONAS upstream comprises into five key portfolios and one of it is Malaysia Petroleum Management (MPM). In protecting and maximise a long-term value to PETRONAS as well as nation, Malaysia Petroleum Management is committed in managed Malaysia's resources.

The Petroleum Development Act (PDA), 1974 is an act that provided for the exploration and exploitation of petroleum within onshore or offshore in Malaysia. Hence, PETRONAS have been vested by with entire ownership in and exclusive rights, powers, liberties and privileges in exploring, exploiting, winning and obtaining petroleum throughout Malaysia. Therefore, Malaysia Petroleum Management (MPM), PETRONAS executed the custodian of petroleum resources as the duties and power under PDA is given to PETRONAS. Whilst protecting the national interest, MPM also responsible to manage and lead the exploration and production activities as whole in Malaysia. Furthermore, MPM also responsible to facilitate the development as well as promoting the exploration investments.

Hence, MPM is one of the important upstream that ensure the exploration and production of petroleum whether onshore or offshore of Malaysia. In developing the well performance of MPM, Petroleum Development Act 1974 also known as PDA 1974 guided MPM to well structured their performances and encompasses the optimization of Malaysia exploration and production assets with the management of all exploration and production companies operating in the country.

1.2 The Administration of Malaysia Petroleum Management

There are nine department under MPM which responsible to manage the exploration and production of petroleum for the government purposes as well as meet the society needs. The departments are Petroleum Resource Exploration

(PREX), Petroleum Resource Development (PRD), Petroleum Operations Management (POM), Commercial and Strategic Relations (CSR), Finance and Account (FA), Petroleum Resource Management (PRM), Petroleum Integrated Hydrocarbon Management (PIHM), Health and Safety Environment (HSE) and Group Technical Data (GTD) with 700 total manpower.

1.3 Objective, Vision, Focus Area, Strategic Thrusts and Logo

1.3.1 Objective

Malaysia Petroleum Management also known as MPM is part of the upstream business unit in PETRONAS. MPM entitled by PDA 1974 to manage the process of management for exploration and production of petroleum within Malaysia and outside the country. Thus, MPM objective is to maximize value of domestic resources and to promote spin-off to the nation.

1.3.2 Vision

Malaysia Petroleum Management (MPM) vision is to be distinctive resource owner and manager and at the same time is to maximize long term value from oil and gas for PETRONAS and the nation.

1.3.3 Focus Area

MPM focus area can be categorized into four key elements which are portfolio, industry, commercial and stakeholders. Each of the elements have its own value in determine the development of petroleum in PETRONAS and nation. The portfolio focusing on technically and

economically changing while industry is more on dynamic and volatile. Besides, MPM also focus on commercial area to ensure the balancing attractiveness versus liabilities and MPM main focus is mainly on building up the stakeholders.

1.3.4 Strategic Thrusts

MPM has its won strategic thrust in ensuring the effectiveness and efficiency of their business unit. The strategic thrusts can be divided into five components. First is long term sustainability as base domestic resource. Second, MPM maximize the value by monetization resources and third MPM drive an efficient asset management and operational excellence for the nation and PETRONAS. Fourth, MPM have to ensure the national security of gas supply and market gas price and last strategic thrusts in MPM is encourage Malaysia's development of exploration and production services sector.

1.3.5 Logo



Figure 1.0 PETRONAS Logo

On 10th June 2013, PETRONAS have announced to the media the new look of corporate logo to reflect the visual expression of PETRONAS' Group Positioning. The logo above was refreshed to strengthen the potential of PETRONAS in oil and gas business and at the same time make it contemporary for the existence equity and legacy. In addition, the renewed logo of PETRONAS is the third generation after the original version developed in 1974 when PETRONAS being incorporated. The symbol of oil drop in the middle of the logo referred to the core business of PETRONAS as the oil and gas company. Besides, the solid circle at the centre of the oil drop explained on value chain of the oil and gas industry or as a complete cycle. Meanwhile, the seas and land where oil and gas originates represented by the well known emerald green colour for PETRONAS. The softer curves have been included to the oil drop which portrays a continuous flow of PETRONAS in meeting the demand and expectations of its stakeholders. Last but not least, the tittle of PETRONAS have been re-positioned under the oil drop and the sharpen the font to improve perceivability and provide noticeable quality to the oil drop within the logo.

1.4 Malaysia Petroleum Management Structure

1.4.1 MPM Leadership Team

MPM Leadership Team

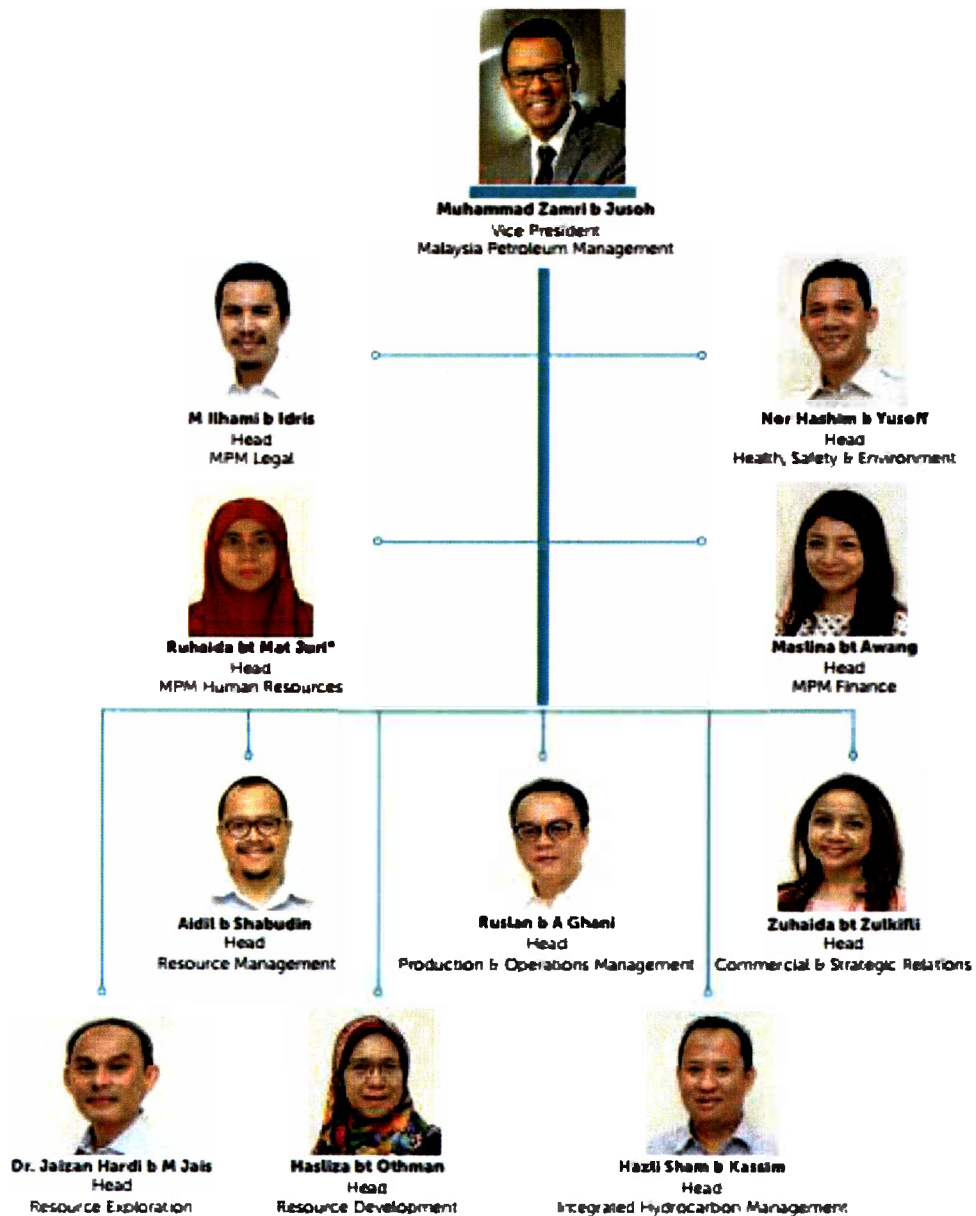


Figure 1.1 MPM Leadership Team

1.4.2 Commercial and Strategic Relations (CSR) Team

Commercial & Strategic Relations (CSR)

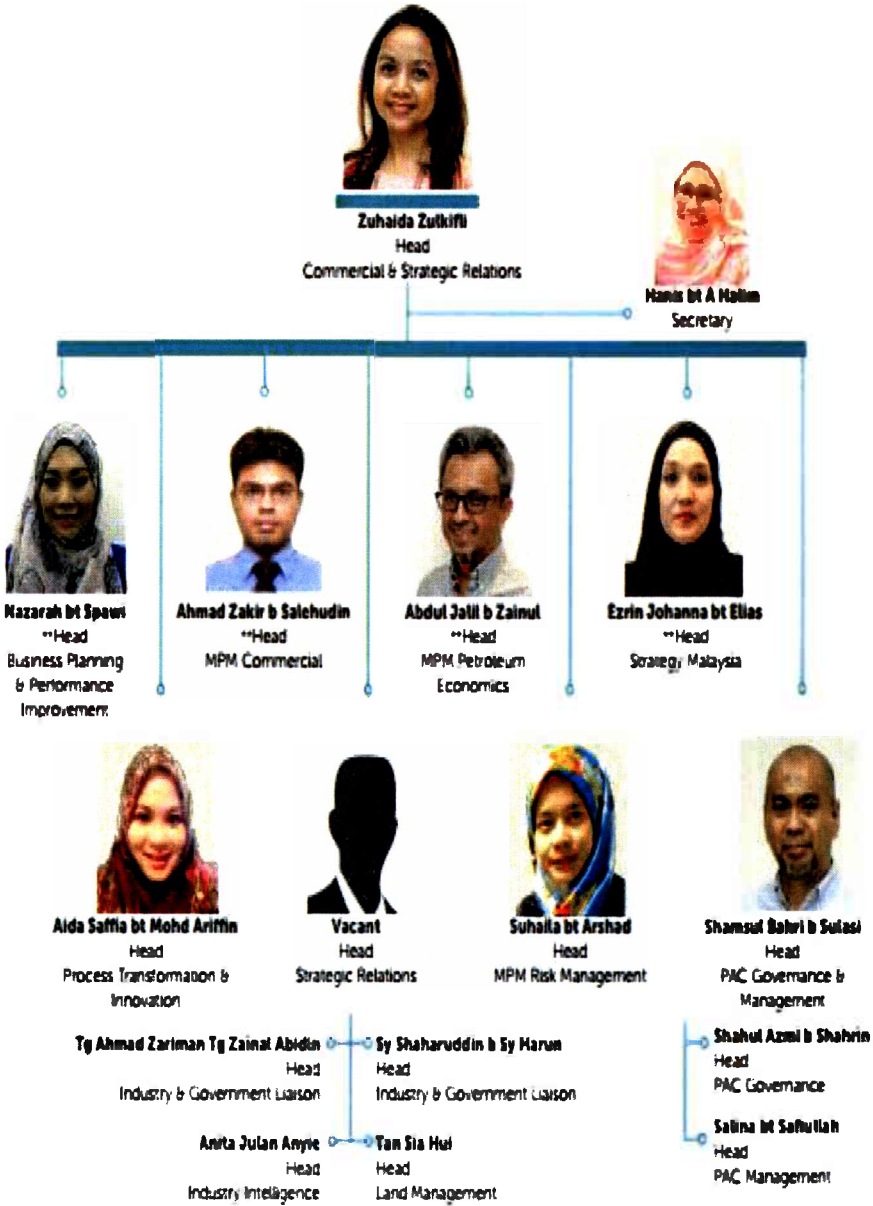


Figure 1.2 CSR Team

1.5 Map Location of PETRONAS Twin Tower

Malaysia Petroleum Management (MPM) is located at PETRONAS Twin Tower, Kuala Lumpur. PETRONAS Twin Tower or well know as KLCC is the world's tallest building from 1998 to 2004 and remain the tallest twin tower in the world. These 88 story towers bear a modern Islamic design as well as a unique skyscrapers in Kuala Lumpur. MPM is located in the PETRONAS Twin Tower building, level 23 of Tower 1. In addition, this towers in strategic as it is nearby with certain facilities and building such as Suria KLCC, KLCC Park and LRT. Thus, people from all around the world can enjoy the facilities provided during their visit to PETRONAS Twin Tower.

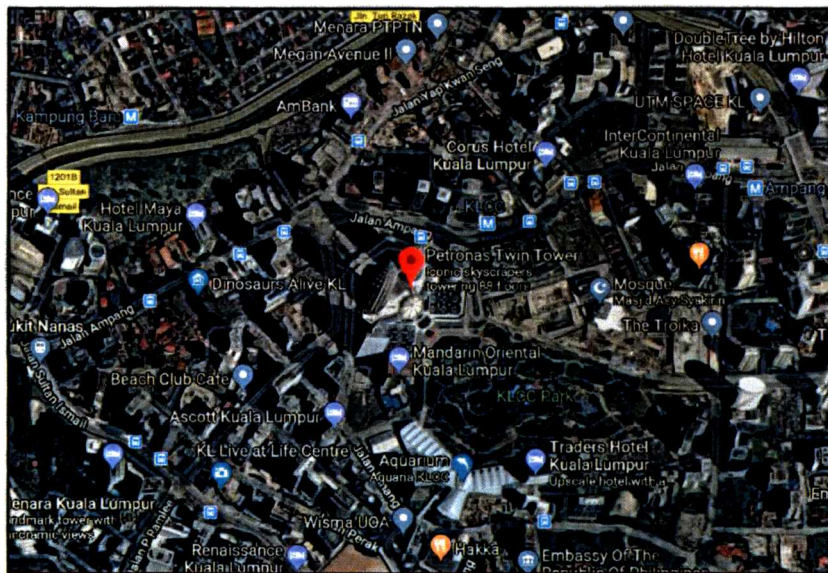


Figure 1.3 Map Location of PETRONAS

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter explained on the exact nature of work done during practical training at Malaysia Petroleum Management (MPM), PETRONAS. 29th January 2018 is the first date of practical training under Commercial and Strategic Relations Department of MPM and reported under YM Tengku Ahmad Zariman bin Tengku Ahmad Zainal Abideen, Senior Manager of Industrial Government Liaison. Thus, each section under this chapter will summarize the daily training in a table form and divided into weeks to explain more on description of jobs or tasks given throughout training.

2.1 Week 1

DATE	JOB DESCRIPTIONS
29 th January 2018	<ol style="list-style-type: none">i. Report duty at Human Resource Department on 9.00am at Level 26, Tower 1. A simple briefing given by HR executive regarding rules and regulation of PETRONAS.ii. Reported to Host Supervisor, YM Tengku Ahmaz Zariman and briefing given about the rule of CSR department, JKZEE, PPGUA and MPM function as whole in PETRONAS.iii. File management instructed by Host Supervisor on the process flow of JKZEE submission under Synergy Sdn Bhd.

30 th January 2018	<ul style="list-style-type: none"> i. Discussion on preparing Chinese New Year Card for all stakeholders engaged with MPM. ii. Prepared the list name of stakeholders for the CNY cards distribution. iii. Introduced to Head CSR and all the staffs. iv. Self learning on CSR structure and facilities provided in the department
31st January 2018	THAIPUSAM DAY
1st February 2018	WILAYAH DAY
2 nd February 2018	<ul style="list-style-type: none"> i. Received file submission to JKZEE from Petronas Carigali Sdn Bhd. ii. Rechecked each file submitted to MPM as per check list. iii. Prepared an application letter for Petronas Carigali Sdn Bhd from MPM towards JKZEE and hand in to the Head CSR for the approval process. iv. Re-opened a previous project files submitted to JKZEE for filing system record in the system.

2.2 Week 2

DATE	JOB DESCRIPTIONS
5 th February 2018	<ul style="list-style-type: none"> i. Collecting and preparing of CNY cards to be sign by Head CSR for all stakeholders listed. ii. Prepared post consignment for the JKZEE

	<p>submission from Petronas Carigali Sdn Bhd.</p> <p>iii. Scanned the approval letter and other documents related with the Petronas Carigali Sdn Bhd project for record.</p> <p>iv. Recheck the list of JKZEE submission to 15 government agencies involved.</p>
6th February 2018	SUKAN INSTITUT PENGAJIAN TINGGI (SUKIPT) AT UKM - LETTER OF EXCLUSION FROM UITM
7th February 2018	SUKAN INSTITUT PENGAJIAN TINGGI (SUKIPT) AT UKM - LETTER OF EXCLUSION FROM UITM
8th February 2018	SUKAN INSTITUT PENGAJIAN TINGGI (SUKIPT) AT UKM - LETTER OF EXCLUSION FROM UITM
9th February 2018	SUKAN INSTITUT PENGAJIAN TINGGI (SUKIPT) AT UKM - LETTER OF EXCLUSION FROM UITM

2.3 Week 3

DATE	JOB DESCRIPTIONS
12 th February 2018	<p>i. Preparation on meeting of SMF 2018 by booked on discussion room 4, level 23.</p> <p>ii. A short meeting by YM Tengku Ahmad Zariman and En Syed Shaharudin on</p>

	<p>conducting a workshop for the Finalization of MPM SMF 2018.</p> <p>iii. Prepared a proposal for the SMF MPM 2018 Workshop.</p> <p>iv. Follow up with Pn Shafinaz on the NON PAC Mapping, PAC Mapping and Engagement Stakeholders Calendar 2018.</p> <p>v. Discussed with Serena Loo from Petronas Carigali Sdn Bhd on the submission of JKZEE as per check list.</p>
13 th February 2018	<p>i. Reviewed on the D28 MDTCC submission.</p> <p>ii. Booked a meeting room, sent the meeting invitation for all focal persons from CSR, HSE, IHM, POM, RR, REX, RM and FIN.</p> <p>iii. Follow up with each of focal persons regarding the SMF MPM 2018 for each departments.</p>
14 th February 2018	<p>i. Data processing on SMF MPM 2018.</p> <p>ii. Updated the Engagement Stakeholders Calendar for each departments.</p> <p>iii. Follow up with REX, RM and RD focal persons on SMF MPM 2018.</p>
15 th February 2018	CHINESE NEW YEAR
16 th February 2018	CHINESE NEW YEAR

2.4 Week 4

DATE	JOB DESCRIPTIONS
19 th February 2018	<ul style="list-style-type: none"> i. Recheck on the incomplete mapping from each MLDs. ii. Follow up from each MLDs on the APs for each PAC and NON PAC stakeholders. iii. Booked discussion room 4 for the briefing on conducting Networking Lunch in conjunction with OTC Asia 2018. iv. Visit and survey the some venues from Tower 1 and Tower 2 of PETRONAS Twin Tower for the event. v. Contacted with MPC Manager on the venue available and price allocation. vi. Meeting with Lembayung Project.
20 th February 2018	<ul style="list-style-type: none"> i. Preparation on the updated SMF MPM Mapping as well as the Engagement Stakeholders Calendar. ii. Conducting a meeting on the finalization of SMF MPM with the respective staff that involved in conducting the workshop. iii. Prepared a salient points and way forwards for the upcoming workshop. iv. Planned the agenda (minutes of meeting) and process flow of the Finalization of SMF MPM

	2018 Workshop on 22 nd February 2018.
21 st February 2018	<ul style="list-style-type: none"> i. Prepared on the workshop packs (PP slides) ii. Simulation on the workshop flow. iii. Booked on the projector and ordered on F&B for the workshop attendee. iv. Prepared all the documents needed for the workshop.
22 nd February 2018	<ul style="list-style-type: none"> i. Set up the meeting room. ii. Conducted on Finalization of SMF MPM 2018 Workshop from 10.00am to 12.00pm. iii. Noted on salient points during the workshop and updating part of PAC and NON PAC Mapping for each MLDs. iv. Forward the salient points from the meeting towards each MLDs for their actions. v. Rechecked on D28 Project as per check list.
23 rd February 2018	<ul style="list-style-type: none"> i. CSR HEALTH SCREENING OF WELLNESS DAY AT PRINCE COURT (8.00am - 12.00pm) ii. Prepared a letter for DO Beaufort, Sabah. iii. Self Learning on the PPGUA and follow up with MLDs on the salient points given.

2.5 Week 5

DATE	JOB DESCRIPTIONS
26 th February 2018	<ul style="list-style-type: none"> i. Visit the venue for the upcoming event of Networking Lunch at Tower 2, PETRONAS Twin Tower. ii. Discussed with MPC Manager on the agenda, event flow and the attendee for the event. iii. Prepared and sent a letter to DO Sabah. iv. Planned for the Networking Lunch preparation and etc.
27 th February 2018	<ul style="list-style-type: none"> i. Prepared a letter and sent to Deputy Department of JTU Sabah. ii. Discussed on the checklist of OTC Asia 2018 preparation conjunction with the Networking Lunch. iii. Visit to the venue of Networking Lunch.
28 th February 2018	<ul style="list-style-type: none"> i. Prepared a letter to DO Kuala Penyu, Sabah. ii. Rechecked on the D28 Project under Petronas Carigali Sdn Bhd. iii. Prepared a JKZEE submission letter. iv. Meeting on Anjung Project under Petronas Carigali Sdn Bhd. v. Prepared a post consignments for 15 respective government agencies. vi. Prepared LOU and booked Kiku Restaurant for

	the upcoming event of Networking Lunch.
1 st March 2018	<ul style="list-style-type: none"> i. D28 Project submission to all 15 government agencies of JKZEE. ii. Sent a letter to DO Kuala Penyu, Sabah. iii. Follow up with each MLDs according to the timeline on the SMF MPM 2018. iv. Discussed on the PAC Stakeholders Mapping. v. Prepared minutes of meeting. vi. Follow up with USCA with ‘Wawasan Terlaksana’ stocks.
2 nd March 2018	<ul style="list-style-type: none"> i. Meeting with Roc Oil Sdn Bhd (Sarawak). ii. Ordered PETRONAS bags from GSC for the preparation of the Networking Lunch. iii. Created a poster for the invitation of the event.

2.6 Week 6

DATE	JOB DESCRIPTIONS
5 th March 2018	<ul style="list-style-type: none"> i. Sent meeting invitation on Networking Lunch in conjunction with OTC Asia 2018. ii. Follow up with GSC on the stock of ‘Wawasan Terlaksana’. iii. Meeting with Vestigo Petroleum Sdn Bhd on the JKZEE submission.
6 th March 2018	<ul style="list-style-type: none"> i. Meeting on OTC Asia 2018 coordination with POM and IHM.

	<ul style="list-style-type: none"> ii. Updated the PAC Stakeholders Mapping. iii. Reviewed on the Cross Border List. iv. Follow up with all MLDs on the NON PAC Stakeholders Mapping.
7 th March 2018	<ul style="list-style-type: none"> i. Attended Corporate Meeting on Domestic Stakeholders Mapping of Tier 1 and Tier 2. ii. Updated list of NON PAC Stakeholders Mapping. iii. Self learning on stakeholders tiering.
8 th March 2018	<ul style="list-style-type: none"> i. Requested an Emcee from GSC Department for the Networking Lunch. ii. Prepared door gifts for the respective government agencies who been invited to the Networking Lunch. iii. Updated the filing system on JKZEE submission.
9 th March 2018	<ul style="list-style-type: none"> i. Prepared a meeting of Domestic Stakeholders Mapping with En Syed Shaharudin and Pn Siti Nooredah. ii. Reported on the last meeting with the Corporate Level towards En Syed Shaharudin regarding the tiering of government stakeholders under MPM. iii. Informed with all MLDs of MPM on the changes of Tier 1 and 2 of the SMF.

2.7 Week 7

DATE	JOB DESCRIPTIONS
12 th March 2018	<ul style="list-style-type: none"> i. Recheck on the Murphy Oil Sdn Bhd as per check list for the JKZEE submission. ii. Updated on the PAC Stakeholders Mapping from each MLDs along with the Engagement Stakeholders Calendar. iii. Follow up with FIN Department on the new list of stakeholders engaged with the department to be recorded on the PAC Mapping. iv. Sent calendar invitation for the Dry-Run at Kiku Restaurant, Level 43 Tower 2.
13 th March 2018	<ul style="list-style-type: none"> i. Sent an email to ICEP on the list of invitees for the OTC Asia 2018. ii. Follow up with GSC regarding the 'Wawasan Terlaksana' iii. Attended a Workshop of International Stakeholder Mapping at Petrosains. iv. Sent meeting invitation for the emcee briefing.
14 th March 2018	<ul style="list-style-type: none"> i. CSP discussion with GSC. ii. Short meeting on the confirmation of APs for TNB and MID Sabah. iii. Updated salient points and way forward from the Workshop of International Stakeholder Mapping.

15 th March 2018	<ul style="list-style-type: none"> i. Discussion with an emcee on the flow of the Networking Lunch event. ii. Prepared a salient points for the emcee to be noted in the emcee scripts. iii. Accepted the invitation for CSR Monthly Birthday Celebration.
16 th March 2018	<ul style="list-style-type: none"> i. Received a project submission from Roc Oil Sdn Bhd (Sarawak). ii. Sent an email to USCA and GSC regarding the finalization of APs for TNB and MID Sabah. iii. Attended CSR Monthly Birthday Celebration. iv. Request for a photographer from the USCA and briefing on the way forward need to be done during the event.

2.8 Week 8

DATE	JOB DESCRIPTIONS
19 th March 2018	<ul style="list-style-type: none"> i. Dry-Run for Networking Lunch in conjunction with OTC Asia 2018 at Kiku Restaurant, Tower 2. ii. Reviewed on the emcee script. iii. Updated on IGL monthly progress and budget. iv. Prepared an approval letter from Vestigo Petroleum Sdn Bhd and sent the submission to JKZEE.

20 th March 2018	<ul style="list-style-type: none"> i. Conducted The Corporate Briefing and Networking Lunch with JKZEE and PETRONAS at Kiku Restaurant from 10am till 2pm. ii. Participated in OTC ASIA 2018 at Kuala Lumpur Convention Centre.
21 st March 2018	<ul style="list-style-type: none"> i. Recheck the submission file from Roc Oil Sdn Bhd (Sarawak) as per check list. ii. Prepared an approval letter from Roc Oil Sdn Bhd and sent the submission to JKZEE. iii. Second day of OTC ASIA 2018.
22 nd March 2018	<ul style="list-style-type: none"> i. Third day of OTC ASIA 2018. ii. Recheck on the submission file of Anjung Project under Petronas Carigali Sdn Bhd as per check list. iii. Prepared the post consignment for the 15 respective government agencies. iv. Attended on Leadership Enhancement under CSR.
23 rd March 2018	<ul style="list-style-type: none"> i. Reviewed on the notification letter from KPDNKK. ii. Applied tax invoice from MPC for the payment. iii. Prepared a letter to Department of Environment regarding the updated approval of ConocoPhillips Sdn Bhd project.



Figure 1.5 Dry-Run at Kiku Restaurant

2.9 Week 9

DATE	JOB DESCRIPTIONS
26 th March 2018	<ul style="list-style-type: none"> i. Updated on the JKZEE submission in database of filing system. ii. Sent a ConocoPhillips Sdn Bhd project to DOE. iii. Finalized the PAC and NON PAC Mapping of domestic and international stakeholders of MPM.
27 th March 2018	<ul style="list-style-type: none"> i. Requested on the new tax invoice from MPC Financial Department. ii. Data processing of SMF MPM 2018. iii. File management on the submission of JKZEE. iv. Attended Human Resource Program at Tower 2.
28 th March 2018	<ul style="list-style-type: none"> i. Participated in Wellness Day of PETRONAS ii. Updating filing system in MPM database.
29 th March 2018	<ul style="list-style-type: none"> i. Prepared a documentation on the Networking

	<p>Lunch event to be publish on PETRONAS magazine.</p> <p>ii. File management of project submitted.</p> <p>iii. Follow up with SKO on the project submission.</p>
30 th March 2018	<p>i. Recheck on SKO Project as per check list for the JKZEE submission.</p> <p>ii. Prepared an approval letter for the JKZEE submission.</p> <p>iii. Self learning</p>

2.10 Week 10

DATE	JOB DESCRIPTIONS
2 nd April 2018	MPM Townhall
3 rd April 2018	<p>i. Discussion on project brief under Petronas Carigali Sdn Bhd.</p> <p>ii. Updating the filing system</p> <p>iii. Self learning</p>
4 th April 2018	<p>i. Preparing an agenda for a meeting with MLDs focal person.</p> <p>ii. Meeting on Stakeholders Engagement Calendar.</p> <p>iii. Self learning</p>
5 th April 2018	MPM-IHM BADMINTON TOURNAMENT AT SPORT CENTRE BANGI
6 th April 2018	MPM FAREWELL

CHAPTER 3

ANALYSIS

3.0 Introduction

This chapter provides analysis on task carried out in Chapter 2. Each tasks are being compared in terms of the concepts, demonstration of practical and the theoretical aspects that being practiced at the working place. Section 3.1 focuses on the concept of file management. Section 3.2 explains on classification of file management system. Section 3.3 focuses on importance of file management system, 3.4 discusses the qualities of file management system and section 3.5 explains on chapter summary that shows conclusion that demonstrates a reflection of trainee's personal experience on the task given during practical training.

3.1 The Concept of File Management

In this chapter, the trainee will make an analysis of training specifically focuses on one area of task that covered during the practical training which is handling file management system in the office administration. The concepts of the file management system will be discussed as below.

3.1.1 Definition of Filing System

Filing means keeping documents in a safe place and being able to find them easily and quickly. Documents that are saved for will not easily tear, get lost or dirty. A filing system is the central record-keeping system for an organisation. It helps the organization to be organised,

systematic, efficient and transparent. It also able all people especially employees in the department or office to access information for the reference. According to Chimoriya (2016), filing is the process of arranging and storing the information in a systematic and scientific way so that it the information in can be find out without any difficulty when required. All documents and information are valuable for the office works for taking any decisions. Filing is considered as an important part of an office. In fact, the success and efficiency of an office depend on presentation, safety and rapidity available of important information and documents. Thus, it is an extremely important for every organization to have good filing system in order to ensure that all record and documentation are managed well.

3.1.2 Types of Filing System

File management system is the scientific way and also systematic way to keep the records for future reference or evidence. It can be categorizes into two types which are traditional filing system and modern filing system. However, both of these filing systems have their own advantages and disadvantages toward the organization.

3.1.2.1 Traditional Filing System

Traditional filing system is the old method of filing. It is the cheapest method of filing. There are few methods that had been used under this system such as wire of spike filings, pigeon hole filing and box filing. According to Luther (n.d.) ,for wire of spike filing,

usually under this method the organization use a thin steel rod about one foot long, and the steel rod will be used from the upper end to form a hook and at the bottom end, a wooden or plastic disk is fixed to act as stopper. The hooked wire is usually hung on a nail fixed on the wall or is placed on the disk. It is used to keep temporary type of documents. For the pigeon hole filing, the cabinet has several holes which can be seen like pigeon hole that consists with whereby each holes will be labelled with the number or alphabet. Files and records can be kept inside the hole according to the numbers and alphabet. Moreover, for the box filing, box files mostly are made in the shape of box which is 3 to 4 inches deep are used for filing papers. Usually the boxes are fitted with the spring clip to hold the papers down in their proper places. Sometimes papers may be placed in manila folders which may be kept in the box. Documents are filed chronologically. Separate boxes can be used for each subject. Usually traditional filing systems are used at the beginning stage of office management. When the scale of business was small and numbers of documents were limited. However, despite of being old they are still in practice especially in small business organization.

There are few advantages and disadvantages of traditional filing systems. Firstly, the advantages of using traditional filing systems by using pigeon hole method such as it is very saving and economical for the organizations. It also available to find record or

papers very quickly, pigeon hole filing also very simple and easy to understand. In fact, it can protect the documents from dust, insects and water. However, the disadvantages of using this method are it is not convenient for large organization. It also unable to protect privacy or secrecy of the documents since the pigeon holes is open. Other disadvantages are there are many documents cannot be kept due to the limitation of space and it will take longer times to find the documents and it will create fuss among the employee to find the documents. Next, the advantages of using wire and spike filing such as it is very simple, it also very cheap method because of only wire is sufficient for filing and this method also required minimum time and space.

However, the disadvantages of using this method such as it is not proper for the large organization and secrecy cannot be maintained as the documents are kept in open space. The tendency to loss the documents are very higher. In fact, the documents cannot be protected against the damages like dust or water.

Lastly, by using box filing method, there are several advantages such as it is very simple to understand and it very easy to operate. In fact, it is very cheap since it needs only the box to keep the documents. In addition, the documents are safe due to the box are always closed while the disadvantages of box filing are it not suitable for the large organization and it will creates problem to take

out the documents when it being place at the middle. In addition, it will increase the chance to misplacement of the documents.

3.1.2.2 Modern Filing System

Modern filing systems are the new filing systems with improvement of modernization and modern office equipment. There are several types of modern filing systems such as horizontal filing, vertical filing and open shelf filing. Firstly, for the horizontal filing, the papers are inserted in files or folders which are kept drawers in horizontal position. Usually the papers are filed in the folders in chronological order. However, as files are placed one above the other, there may be some difficulty in tracing the files whenever required. To avoid each file is allotted a number, to prepare an index is necessary. When a file is removed for reference, a guide card about its movement is kept in its place. The advantages of using horizontal filing which are it is simple it will help employees easily access to the documents. The documents or papers are filed in chronological order so it easy to trace the letters if dates are known. It also very economical and documents are kept free from dust. In fact, the documents can be referred to without being removed from the file. The disadvantages of horizontal filing such as it does not allow for expansion. An index is necessary to locate the required files unless it will difficult to trace the files. In fact, it is difficult to remove a particular paper because the papers are filed one above the

other and it is not suitable for large organization due to it is costlier in terms of office space.

Next, vertical filing is the most modern system of filing. Under this method the files containing the papers and documents are placed vertically or in a standing upright position. Papers which are to be filed are firstly put into the folders and the folders are placed in drawers of cabinets according to the suitable size and design. The papers also had been put into the folders in alphabetical and numerical order. Thus, the equipment under vertical filing consists of folder and cabinets. There are several advantages of using this method such as vertical filing allows for the ready reference and it easily to be traced. Moreover, it is easy adoptable. It also very economical and it is more flexible. However, the disadvantages are it is relatively and the folders may slip down resulting in tear of folders.

Lastly, the open shelf filing is commonly used in libraries for stored books in open shelves. Under this method, files are kept vertically in the open shelves. It may be added that open shelves may also be used for keeping the file horizontally. Usually, open shelves may be made up to the height of ceiling. The advantages of open shelf filing are it more economical because the shelves are cheaper and they accommodate more files. The disadvantages of using this method are if the shelves are very high, the staff may need

the ladders to use for keeping and removing the files. It also has the main limitation of the open shelf filing such as it requires a dust free area in order to protect the records or documents from damages.

3.1.3 Objectives of Filing System

According to Chimuriya (2016), filing is the process of arranging and storing the information in a systematic and scientific way so that the information can be found out without any difficulty when required. The major objectives of filing management system are to ensure proper arrangement, careful storing and easy availability of records. An efficient filing system is expected to have the following objectives.

The first objective of filing management system is to classify and arrange records properly. Basically, every organization receives and sends a large number of documents from internal and external source every day. An organization needs to have an efficient filing management system in order to arrange the records properly and be able to keep the documents. It is not easy for the organization to arrange records without a proper filing management system because it will cause many nuisances especially towards the employees because they are the ones that need to sort out the records.

The second objective is to protect documents against possible loss or damage. An organization can use either modern traditional filing or traditional filing system as the method in file management system as long as the organization is able to protect the documents. So, it is very crucial for the

organization to practices a good file management system in order protect documents. It is because, since the documents mostly contains the important details of the information that organization need to secured as a future reference, with filing management system it will help an organization to have proper guidelines know how to manage the files properly.

Furthermore, the third objective of filing management system is to provide a method of obtaining information without loss of time. Based on the types of filing system that had been mentioned above, organization can use either traditional or modern filing system in order to arrange the documents. So, if the organizations have an efficient file management system, it will help the employees to find the location of the files without use too much time consuming due to the files are easily to trace whenever required. Employees also able to obtain information from the documents without any problems such as file loss or misplaced.

The last objective of filing management system is to enable past records to be made easily available to management for framing business policies and future plans. There are two types of filing system and these two method able to keep the past records and documents. Filing by date usually had been used to trace the past records. So, with the proper filing management system, employees able to find the past records whenever required and it will help the organization in term of the business of future plans. For example, even though the records of the documents had been recorded in year 2002, it is still available in year 2017.

3.2 Classification of File Management

Classification of files can be classified as the grouping of documents, papers or records on some common basis. By using proper classification, the required files can be located quickly and conveniently. Different types of records can be filed under different headings or under different methods. However, the methods of arranging files depend upon the nature and volume of business of the concerned organization. In simplest words, it is depend on the organization to arrange the file according to their matter of subjects and so on. According to Nothern Michigan University (n.d.), there are 5 classification of file management that will be discussed below.

3.2.1 Alphabetical Filing

The alphabetical system of filing is the common filing system in business organization. Under this method, classification is strictly in accordance with the first letter of the alphabet. Alphabetic filing is the process by which records are filed in alphabetic sequence, either by the letter of the alphabet, by the name of the employee, name of the subject and so on. Normally, more than 80% of all business records are arranged and classified in alphabetical sequence. The alphabetical filing method can be used in correspondence, filing, contracts, orders, staff records and so on. Alphabetical filings are easy to understand and it is very simple to operate. It is highly flexible since no separate indexing is necessary. It is also very convenient to group the papers by name of the company, customers and the matter of subjects. Thus, it is suitable for small types of business organization. Alphabetical filing systems are the most

natural and common method of arranging files. However, even the simplest alphabetic system requires establishing, filing standards, including written filing procedures, cross-reference methods, and practices for filing duplicate name change and so on. So, each organization should ensure that these filing rules have been distributed to the staff and ensure that they are consistently being adjusted to use alphabetical filing. Organization can consider using an alphabetic system for correspondence, small volumes of case files, or personnel files.

3.2.2 Numerical Filing

According to Luther (n.d.), organization that mainly generate numbered documents such as invoices often create a numerical filing system that stores files using the assigned document numbers. With this file system, a crucial element is labeling each file cabinet drawer contains with the sequence of numbers. This system might also require an index for quick access. In other words, it is very necessary to prepare an index. As stated by Chimuriya (2016), numerical filing has greater accuracy because it is highly flexible. In fact, it is also easy to trace the location of records. It is suitable for big business organization due to the secrecy is maintained. In addition, numerical filing systems are indirect systems due to an index is required but they frequently are the fastest to use and produce fewer errors. Index explain the numeric system's file code, which allows the user to decipher where the records are located. Basically, by using numbers are less likely to be misfiled than letters and misfiles are easier to detect. It will much be easier to operate and once

developed, this is the easiest type of filing system to use and lends itself very well to color-coding. Unless otherwise specified, numbers are filed consecutively.

3.2.3 Subject Filing

Subject filing method refers to the arrangement of documents and records in accordance with the subject. All letters and documents relating to a subject are arranged in the same file. There are separate files for different subjects. If necessary the subjects may be divided into sub-subject under alphabetical order. Using this method, it is easily to locate the files.

3.2.4 Geographical Filing

Geographical filing system is that system in which all documents relating to a particular geographical area are being put into one file. Geographical filing is also known as filing by places. Under this method, files can be classified into town, village, district, zone, region and country as well. Geographical filing may use alphabetic filing feature which is file name or they may be coded numeric and also alphanumeric. This filing system should only be used when location is a primary function. In other words, geographical filing system can be used if the organization arranged the files according to the places or region. In addition, geographical filing is very direct and simple. However, the process may costly. In fact, geographical location must be properly

known and it also requires lots of time consuming to prepare and also it is difficult to maintain the secrecy of the documents.

3.2.5 Chronological Filing

Chronological filing is also known as date filing. Usually under this method, various records are identified and arranged into strict date order and sometimes it being arranged in times according to the time of the day. It is a useful method for filing invoices and other vouchers associated with accounts. It is mostly essential for historical data preservation and to store the legal evidence. When one file is completed, then another file is used for another time of period. Documents of certain period are kept one after another in such filing. For example, October 11, 2017 would go before November 11, 2017. Some people prefer to put oldest documents at the back and the newest at the front which is called as reserve chronological order. When exact dates are known this is useful method to use due to it is very simple to understand and to operate. Mostly it is very useful for small business firms and it is quite unsuitable for big organization. It is also less expensive. However, difficulties raised when date is unknown.

3.3 Importance of Filing Management

Filing is an important activity in any office of an organization. It is important for every type of offices either it is big, medium or small office. It plays a very crucial role in order to ensure the smooth functioning of official work. There is

several importance of filing that can be highlighted to show the importance of file management for an organization.

3.3.1 Protects The Records

Each organization is very crucial to protect the records since the records mostly hold the importance documents especially in the government offices. Filing able to protects the records by keeping it in safe cabinets and drawers, so that the important documents can be preserved such as from rats, insects, water, sunlight, dust and some time from the dishonest staff of the office as well.

3.3.2 Helpful in setting disputes

Filing is important for setting disputes between the contracting parties. In simplest words, filing can be help in order to keep the agreement or proof between one or two parties involves. A document related to the agreement will be required to show the evidence. If anything happen or problem arises in the future, the records may be presented in a court of law in case of legislation as a reference or evidence to settle the dispute. Thus, there are no person can deny or argue the facts and figures given or stated in the documents.

3.3.3 Act as ready references

Organizations need to keep the records of the documents as their reference. It is because previous records are generally needed for future reference. In order to ensure that the records can be traced later, filing

will makes the documents immediately available at required time. However, the records will be available if they properly and systematically preserved and kept. It is very crucial for an organization to have a good file management and better method of filing in order to make the records of the documents easily available.

3.3.4 Provide better control

Filing system is helpful for controlling the business transactions and control the organization. Mostly, modern business transactions are carried on through various documents. There are several types of document are received and sent for a daily of time. If those documents are maintained and arranged under filing system in scientific way, it will help the management in evaluating performance and taking corrective action.

3.4 Qualities of Good File Management

The efficiency of an organization depends on the quality of filing system. Every organization has to adopt one filing system. It is very difficult task to every organization to maintain an efficient filing system (Jefferson, 2015). There is no filing system which can identify suitable for all offices, yet a good filing system should possess the following qualities.

First of all, filing system must be simplicity. Simplicity according to oxford dictionaries means the quality or condition of being easy to understand or do. In other words, the filing system should not be uncomplicated in form or design.

According to Poudel (2014), a good filing system should be simple to operate. The filing should be easy and simple to be understood by everyone in the organization. Based on Chimuriya (2016), complex system needs training whereby it required skilled employees to handle the filing system. So an organization must adopt a system that suitable for all the employees regardless of the skilled employees and unskilled employees. When organizations adopt filing system that is easy to operate, it will help the employees to have better understanding how to manage the files and documents.

Secondly, filing system should be economical. A good filing system according to Jefferson (2015), it should be economical in term of time, space, money and operations. The filing system should not be too expensive to install or operate. For example, type of filing equipment should be chosen which able to occupy the least possible space but can accommodate the maximum number of files. In simplest words, the equipment use to kept the files have the small volume of space but it can stored many files in one place. It will reduce the space and also the money. Hence, the equipment should not be too costly which is beyond the capacity of the organization.

Moreover, stated by Chimuriya (2016), a good filing system must have the quality of flexibility. The filing system is designed in such a way that it possesses the quality of elastic. It should be capable of expansion or contraction as the time demands. Generally, the records of the organization will be increasing day by day and it requires lots of efforts to able kept the records as future reference. So the filing system should be capable to cope with increased filing activity. In simplest

words, the system should be capable of expansion as the activities of the organisation expand. In fact, the filing equipment should also be capable of being used for more than one purpose.

Next, the documents preserved in the filing department should remain safe. It is very crucial for every organization to ensure that all the records should be safe and available whenever they are needed. As we know, records are very important as it will act for the future reference. The records should not be exposed to any danger regarding insects, rain and mishandling. In fact, they must be protected from dirt, water, rats and so on that which may destroy them. The documents must also be protected from fire and theft. There are certain important documents such as documents which involve in term of agreement which are that may be preserved throughout the life of the organization. So, such documents must be stored in fire proof cabinet on drawn.

Furthermore, a good filing system also should be supported by a proper system of classification (Chuwariya, 2016). As mentioned, there are five types classification of file management which are alphabetical filing, subject filing, numerical filing, chronological filing and geographical filing. So the organization should ensure all files arranges in proper classification. This is because, with roper classification, it will help in inserting the documents in proper files and then it locating them in case of need. The classification of records will reduce the chances of misfiling and misplaces of files. Thus, most suitable method of classification should be adopted due to avoid many miscellaneous files and bulky files.

Last but not least, have a good filing system is very essential. A good filing system should have accessibility. The system should enable files to be easily located and papers to be inserted in files without disturbing the arrangement. The basic purpose of filing is to locate the required information available in time. So the filing system should be designed in such a way that records are easily available whenever required. In addition, it should allow making the necessary insertion of documents without disturbing the existing order of files. It will help the employees to locate the files and it will save their times and energy.

Lastly, a good filing system also should have the quality of indexing. The filing system should be supplemented by a well-designed index plan. Indexing is the act of describing or classifying a document by index terms or other symbols in order to indicate what the documents are about and to summarize the content. In others words, it use to identifying and describing the subject of documents. The index will help to locate the file quickly when it is required. The choice of the indexing system will depend upon the nature of the organization and the system of classification of files. In fact, visible indexing plans are gaining popularity these days.

3.5 Reflections of the student's personal experiences

During two months of practical training, trainee had given a tasks to handle, record and do submission to government agencies under JKZEE. Basically trainee need to be familiar with the system of file being operated and trainee need to understand the step, process and procedure to operate the system of file

management in order to accomplish the tasks given. This is because trainee had been assigned at submission unit whereby it required the trainee to handling the file management due to the records and documents must be aligned between MPM log book and files. Since Industrial Government Liaison of Malaysia Petroleum Management received many documents of project from internal and outsides departments or company, they need to ensure the file submission must be arranged properly and recheck as per checklist to ensure that the documents are being organized for further process.

Throughout practical training, trainee able to identify that Commercial and Strategic Relations departments of MPM specifically under Industrial Government Liaison practicing traditional filing system as well as modern filing system in their organization. Since trainee needs to handle the file in order to record and update the registration of project submitted, trainee needs to find the file according to geographical or places, according to numerical and by date or also known as chronological. Trainee needs to ensure the file submitted to MPM must be in line with the checklist provided to prevent from any missing or incomplete documents. In order to ensure that the trainee not to make any mistakes, trainee learn about how the file being operate. Related with the file management system, Malaysia Petroleum Management able to keep their documents and records and it help the trainee to complete the tasks given by host supervisor, YM Tengku Ahmad Zariman bin Tengku Ahmad Zainal Abideen. Mostly, trainee needs to records the application of project submission in the documents and kept the documents into the MPM file as future references.

In addition the trainee also update the number of files by open the new files according to proper classification filing system. Trainee needs to open or update a file according to subject, chronological, alphabetical and geographical based on the information given by the land's applicant. Overall, trainee learns how to manage file management properly and it helps the trainee to complete the task given during two months of practical training.

Based on the tasks had been assigned during practical training, trainee able to relate with the concepts learned in classroom especially in term of management whereby file management system need to learn about how to manage and adapt with the culture hold by the organization by ensuring the organization need to have a good file management system. Trainee understands that it is very crucial for an organization to have a better management in order to maintain the operation of the organization. In term of human resources management, it is very crucial for top management to make any decision how to operate an organization. So that, the top management able to provide guide towards the employees. In handling the file management system, top management need to decides on the method of filing system use in the organization in order to keep the documents for the future reference.

So, in Commercial and Strategic Relations department, the top management usually inform the employees on how to organize the files properly and the top management also ensure that the employees follow the procedure of the file management system in order to protect and secure the documents. The CSR

Department also observed and recheck on the sequences of the filing system to ensure all the file being recorded and arranged properly for the future references.

Based on organizational behaviour, a leader plays an important role in an organization because a leader that lead and able to influence others people in the organization. So, in order to ensure that the organization have a good file management system, a leader should decide and delegate the works towards the employees to handle the files and monitor the performance of the employees by providing them with procedures and guideline.

Basically during practical training, most of the senior manager from each parts in CSR Department act as a leader to teach and the trainee about how to manage the files and also sometimes told the employee the procedures and how to process the documents according to the rules and regulations stated. In perspective of the employees, a good employee must be able to understand with the environment and culture of the organization. So, in CSR Department, the employees always follow the advice or instruction given by the top management. The results from being a good employee, the file management system in the organization still looks extremely organized whereby they able to protect the documents even though some files are being misplaced.

3.6 Chapter summary

This chapter summarizes on the file management system which covered all the parts in the file management system which is concept of file management system that explains on the definition of file management system, types of filing

system. Other than that, this chapter also explains on the classification of file management system, the importance of file management system and also qualities of good file management system. Based on this chapter, trainee is able to relate the file management system with the task given during trainee's practical training in MPM specifically under CSR Department, PETRONAS.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter discusses on the strengths and weaknesses regarding the jobs and tasks assigned during practical training and provide solution for improvement. Section 4.1 explains the strengths of jobs and tasks given during practical training. Meanwhile, section 4.2 highlights the weaknesses of job or tasks given during practical training. Section 4.3 provides solution for improvement in the organization. Finally, in section 4.4 shows the conclusion of this chapter that summarizes the strengths and weaknesses of the job or tasks given during two months of practical training and the solution for improvement.

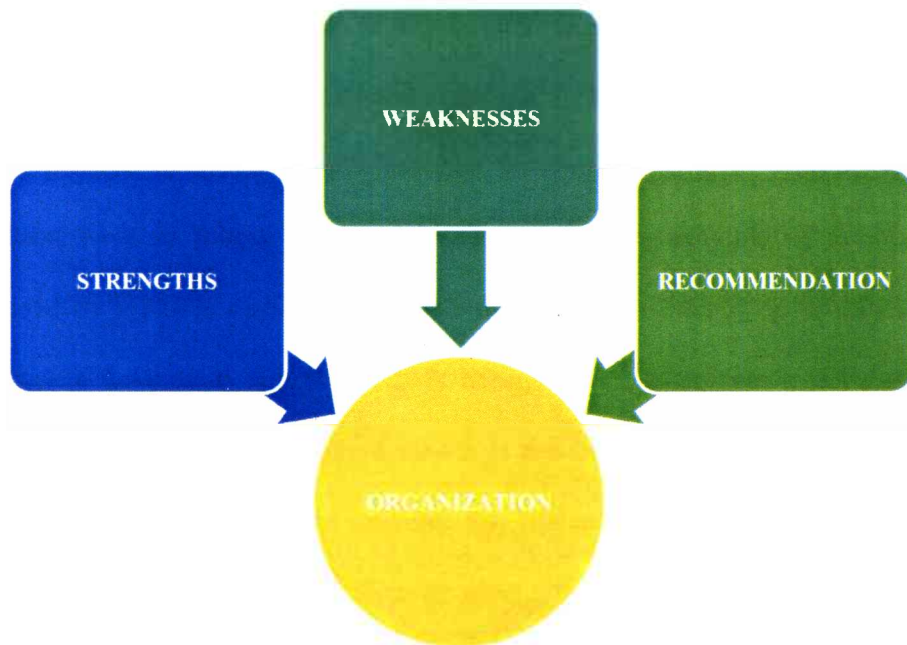


Figure 1.4 The organization strengths, weaknesses and recommendation

4.1 Strength of tasks

The strength of each organization is in its people. It can be said the success of an organization depend on resources within an organization. In order for an organization to become more dynamic and grow fast, the people within the organization should recognize their talents, developing their capabilities and utilizing them appropriately. Ultimately the variety of tasks in any organization has to be accomplished and completed by the people. During my practical training, I have been assigned to handle project file and filing system of JKZEE submission. Basically, I need to ensure the submission being recorded and submitted to the respective government agencies under JKZEE for the approval of exploration and production of oil and gas within West Malaysia, Sabah and Sarawak.

Each oil and gas company in Malaysia including PETRONAS who intend to explore and produce oil and gas have to submit their project files towards MPM before proceed to the 'Jawatankuasa Zon Ekonomi Eksklusif', JKZEE. Each applicant have to follow the requirements as well as example of templates provided by MPM in managing their file to ensure that there is no misplace or incomplete documents submitted. It is because the file contain a documents such as project brief, malchart and others. It can be said that the documents in the files are very secrecy and private. So, it needs to be protected as each company have their own intention in conducting oil and gas project with Exclusive Economic Zone areas. During my practical training under Industrial Government Liaison of CSR Department, I noticed that the organization practicing traditional filing system and also modern filing system. CSR

Department used traditional filing system and upgrading the filing system by using modern filing system in order to arrange and kept their records for the reference. The strengths of the organization which is they able to keep the records of the exploration and production of oil and gas applicants even though the applicants register their project or few back years ago. In other words, the strengths of the file management system is the files are easily to locate and it is easily to retrieved the documents. Thus, it shows the effectiveness and efficiency of using filing system in CSR Department.

4.2 Weaknesses of tasks

As we know, it is not easy for an organization to maintain a good file management system whereby it requires lots of efforts and also strategies. Basically, it cannot be denied that each organization may have any weaknesses. It is not easy to achieve zero mistakes and to ensure that the organization can operate without any consequences.

During my practical training, I identify that there are several weaknesses of the tasks that I had been assigned. As I mentioned before, I have been assigned for the JKZEE submission under Industrial Government Liaison whereby it required me to recheck the document as per checklist, prepared an application letter and record each submission according to each files and it can be said that I handling with most of filing management. Even though CSR Department practising the method of file management system to keep the record and documents according to the classification of file management which are alphabetical filing, subject filing, numerical filing, chronological filing and

geographical filing but sometimes it is very difficult for me to find the files when it is needed. It is because, some files that had been placed according to chronological filing, files are placed one above the other so there may be some difficulty in tracing the files whenever required. So I use lots of times to find the files needed. This problem might be happened due to the filing system is outdated and not properly arranged since too many files misplaced.

In addition, another weaknesses is the lacking of filing room whereby some files had been placed at the desk of the employees and it have the tendencies that the files might be misplaced and loss. Thus, the last weaknesses is the labelling at the filing cabinet does not match with the labelling indexes in the files due to inactive and duplicate records whereby when there is inactive and duplicate records, employee tends to confuse with the labelling between the number of files and place. So it will create fuss whenever employees need to find the files.

4.3 Solutions for improvement

Every organization must have a good and proper file management system in order to ensure the work processes are managed very well and it can increase the efficiency and productivity of the organization. As I mentioned above, there are some strengths and weaknesses of the file management system in CSR Department of Malaysia Petroleum Management, PETRONAS. In this regard, there are several ways on how to overcome the weaknesses of the file management system for their improvement to strive better in future.

The first solution to overcome the weaknesses of the file management system is CSR Department need to ensure that the files must be placed according to classification in proper way. As I mentioned before, even though the files had been places according to the classification of file management system such as alphabetical filing, subject filing, numerical filing, chronological filing and geographical filing, it is difficult to me to trace the files. In this case, the employees need to ensure that the record of the documents had been placed according to each file. Regarding to this matter, I recommend that the organization to have good record management whereby the organization need to always update the records of the files to show the location of the files in another logbook as additional records that records where the files had been put. So it is easier for the employees to find the files.

Lastly, as I mentioned, the labelling at the filing cabinet does not match with the labelling indexes in the files. So, it may be the factors that cause the employees have difficult times to find and trace the location of the files. Somehow, some files are placed one above the other so there may be some difficulty in tracing the files whenever required. So, in my recommendation, I suggest that CSR Department need to take some efforts in term of time consuming to prepare better labelling by removing inactive and duplicate records from the filing system. This is because, when there are inactive files and duplicate records, it may cause the nuisance for the employees to prepare better labelling of the files. So it will cause the employee unable to track the files whenever required due to the duplicate records and confuse with the labelling.

4.4 Chapter summary

This chapter summarizes the strengths and weaknesses of jobs and tasks assigned during practical training. There are several strengths and weaknesses analysed by the trainee throughout two months of practical training under Industrial Government Liaison of CSR Department. Trainee also provides few recommendations for the organization in terms of having a better file management system to ensure that the organization is able to manage the files properly for the organization in order for the organization to become more dynamic and grow fast.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter summarizes each chapter in this report by highlighting the main points and provides the overall conclusion of this report. Section 5.1 summarizes the introduction of the organization and section 5.2 outlines the schedule of the practical training. Moreover, in section 5.3 summarizes the analysis of task assigned during the practical training. Section 5.4 on the other hand summarizes the strengths and weaknesses of the organizations as well as provides several solutions for improvement of the organization. Finally section 5.5 shows the overall conclusion of this practical training as a whole.

5.1 CHAPTER 1: Introduction of the Organization

In chapter 1 of this practical report, it discusses about the introduction of the organization which includes the background of the organization, history of the organization, vision, mission of the organization, organizational structure, and logo of the organization. In fact, in chapter 1 also discusses on the core business of the organization and objectives of the organization. In this regard, I am able to know more about the background and history of Malaysia Petroleum Management (MPM) as a whole. In addition, I am able to know in details regarding the objectives, vision, mission, core business of the organization and other relevant information pertaining to the organization.

5.2 CHAPTER 2: Schedule of Practical Training

In chapter 2 of this practical report, it summarizes the daily training extracted from the log book provided by UiTM during practical training which describes the jobs and description of the tasks executed throughout two months of practical training. Based on the above chronology and description of the tasks, there are lots of things that we can learn and gain even though the duration is only for two months to undergo practical training at CSR Department of MPM, PETRONAS. As I mentioned before, I have undergone my practical training under Industrial Government Liaison of CSR Department, MPM, PETRONAS. I have been assigned in managing the submission of JKZEE within West Malaysia, Sabah and Sarawak. Basically, it can be said that I gain lots of opportunity and very appreciate for being a part of the CSR Department team and I am truly honoured to have learned so many things there. In fact, I gain a new experience throughout the practical training.

During my practical training, I gained a lot of valuable knowledge that are impossible to get during classroom. I also gained useful skills and great experiences in which I am able to develop my skills such as multitasking skill, communication skills, computer skills and many more. I have being exposed to conduct a meeting as well as workshop as part of my tasks and it is really improved my communication skills and management skills in order to ensure the effectiveness and efficiency of the meeting and workshop conducted. In term of computer skills, I able to improve my skills especially in using Microsoft Excel due to the need to key in the records of files in computer systems. I also have

given a chance to suggest ideas and information to improve their management in handling filing system.

Apart from that, I have given an opportunity to attend a meeting with PETRONAS corporate level and being part of it give me a valuable experiences in meeting with a great people from each department either downstream or upstream level in PETRONAS. Besides, my host supervisor, YM Tengku Ahmad Zariman bin Tengku Ahmad Zainal Abideen has appointed me as a project manager of Corporate Briefing and Networking Lunch of PETRONAS and JKZEE in conjunction with OTC Asia 2018 during my practical training. It such a great pleasure to be part of the team cause it enhance my networking area in collaborating with other department such as IHM in managing the event. I am really thankful for the opportunity and trust given by my host supervisor to conduct the event as it help me to learn more in engaged with important people from the respective departments as well as government agencies of JKZEE.

5.3 CHAPTER 3: Analysis

In chapter 3 of this practical report, it summarizes the analysis of training specifically focuses on one area of task covered during the practical training. Based on the knowledge and experience gained during practical training, I have made analysis of task which focuses on file management system in CSR Department. As we know, having a goof file management system is very important task in every organization because it is the process of arranging and storing the information in a systematic and scientific way so that it the information in can be find out without any difficulty when required. This is

because, all documents and information are valuable for the office works for taking any decisions. Thus, it is very essential for CSR Department to have a good filing system in order to arrange the documents in proper way. It is also very crucial for the department to have a good filing system to protect the documents.

Moreover, there are lots of files need to be handle as those are confidential to be submit to JKZEE for the approval of exploration and production of oil and gas from the respective oil and gas company within Malaysia including PETRONAS. So, by having a good file management system, it help the organization to keep and sorting out the documents according to each files. During doing my tasks to recheck the file documents, prepared the application letter, process of submission and records the project submitted to each files, I am able to learn and adapt with the file management system use by CSR Department of MPM because the methods of filing system that organization use is easily to operate and understand. The method of filing system use is very simple and organization avoids using complex filing system in order to prevent inconvenience towards employees. Even though, I have only 10 weeks to learn about the filing systems, yet I manage to complete the tasks given by the supervisor.

5.4 CHAPTER 4: Recommendations

In chapter 4 of this practical training, it shows an outline about the recommendation to the organization. This chapter basically highlights the strengths and weaknesses of the file management system in CSR Department as well as provides the solutions on how to overcome the weaknesses of file

management system for better improvement. Every jobs or tasks in an organization have their own strengths and weaknesses. It cannot be denied, there is no single organization able to avoid any weaknesses in organization. In this regard, the organization must play a vital role in developing and use their strengths for the sake of the organization as well as managing their weaknesses in order to achieve their desired goals.

Based on my experiences in handling submission of JKZEE, I recognized the strengths and weaknesses in the filing system. The strengths of the file management system give advantages and benefits to the organization such as the files are easy to locate and retrieve the documents, reduce the time consuming in searching the documents and increase the efficiency of the organization. In addition, other strength is the filing system is simple to operate and easily to understand. Meanwhile, the weaknesses of the filing system is focusing on the labelling for each files of the JKZEE submission for the future references.

Apart from that, I have few recommendations and solutions to overcome the weaknesses of the file management system in the department. I hope these recommendations on how to overcome the weaknesses of the file management system in CSR Department are beneficial and useful to the organization and it will help the organization to have a good file management system in the future.

5.5 OVERALL CONCLUSION

In conclusion, during the practical training, the jobs and tasks that had been assigned to the practical training student were very beneficial to the other

practical training students as it covered a lot of subjects or topics that had been learned in UiTM especially for those students that took Bachelor of Administrative Science (Honours). In addition, it will expose the students in the real working situation and does help students to feel experience in the real working environment with various of tasks such as able to complete the tasks with the guidelines from top management and so on.

During practical training, students face off with the process of learning. Basically, students do not have enough knowledge in real working situation because what had been learned in classroom are very different when it comes working situation. In the process of learning, it is normal for the trainee if they do not know how to do certain tasks. So, they can ask and learn from their supervisor or other colleagues in the organization to help them to accomplish the task. However, when it comes to the real working environment, it will be more challenging because the students need to adapt with the environment very quickly. If the students unable to follow and adapt with the environment, it will cause students unable to complete the tasks. For example, if the students tend to have shy personality, it might be difficult to communicate with the other colleagues, so it will prevent them to ask regarding the tasks and jobs assigned when they encountered with any problems. Thus, internship provides many benefits to the students as well as provides students with enough experience.

REFERENCES

Chimoriya, B. (n.d.). Classification, Qualities , Essentials of Filing System in Office.

Retrieved October 26, 2017, from

<http://www.wisenepali.com/2016/01/classification-qualitiesessentials-of.html>

Chimoriya, B. (n.d.). Purposes, Importance and Types of Filing System in Office.

Retrieved October 26, 2017, from

<http://www.wisenepali.com/2016/01/purposes-importance-and-types-of-filing.html>

Filing systems - Best practice Guide. (2003, March). Retrieved October 17, 2017,

from

https://www.maynoothuniversity.ie/sites/default/files/assets/document/filing_guidelines.pdf

File Organization and Arrangement. (n.d.). Retrieved October 26, 2017, from

Nothern Michigan University:

<https://www.nmu.edu/archives/standard-filing-systems>

Filing. (n.d.). Retrieved October 26, 2017, from

<http://www.etu.org.za/toolbox/docs/admin/filing.html>

Introduction to Filing Systems. (n.d.). Texas. Retrieved October 17, 2017, from

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=15&c>

ad=rja&uact=8&ved=0ahUKEwipl4rpgqjYAhXMr48KHdVvDaIQFghuMA4
&url=http%3A%2F%2Fwww.esc1.net%2Fcms%2Flib%2FTX21000366%2F
Centricity%2FDomain%2F85%2FIntroduction%2520to%2520Filing%2520Sy
stems.pdf

Luther, C. (n.d.). Different Ways to File Documents in a Filing Cabinet. Retrieved
October 26, 2017, from
[http://smallbusiness.chron.com/different-ways-file-documents-filing-cabinet-5
7513.html](http://smallbusiness.chron.com/different-ways-file-documents-filing-cabinet-57513.html)

System of Filing and Indexing. (n.d.). Retrieved October 17, 2017, from
[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&ca
d=rja&uact=8&ved=0ahUKEwi5i4_RgKjYAhUKLo8KHRk7BKoQFggyMAI
&url=http%3A%2F%2Fdownload.nos.org%2Fsrsec319%2F319-30.pdf&usg=
AOvVaw3FLbF741THaurM6hdIrzKV](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&cad=rja&uact=8&ved=0ahUKEwi5i4_RgKjYAhUKLo8KHRk7BKoQFggyMAI&url=http%3A%2F%2Fdownload.nos.org%2Fsrsec319%2F319-30.pdf&usg=AOvVaw3FLbF741THaurM6hdIrzKV)

What Are The Different Types of Filing Systems. (n.d.). Retrieved October 26, 2017,
from <http://www.castledex.com.au/types-of-filing-systems>