



**UNIVERSITI TEKNOLOGI MARA**  
**Faculty of Administrative and Policy Studies**  
**Bachelor of Administrative Science**

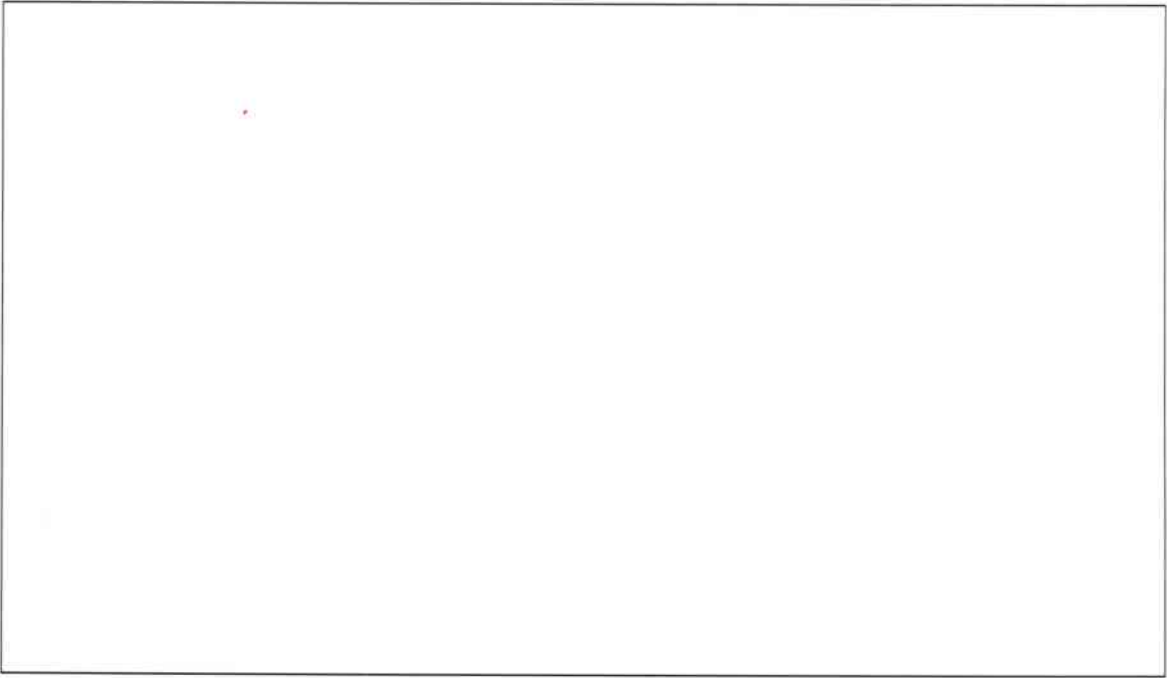
**PRACTICAL REPORT**  
**SACOFA SDN BHD**

**MOHAMAD ZAFRUDIN WAZIQ BIN ZAINUDIN**

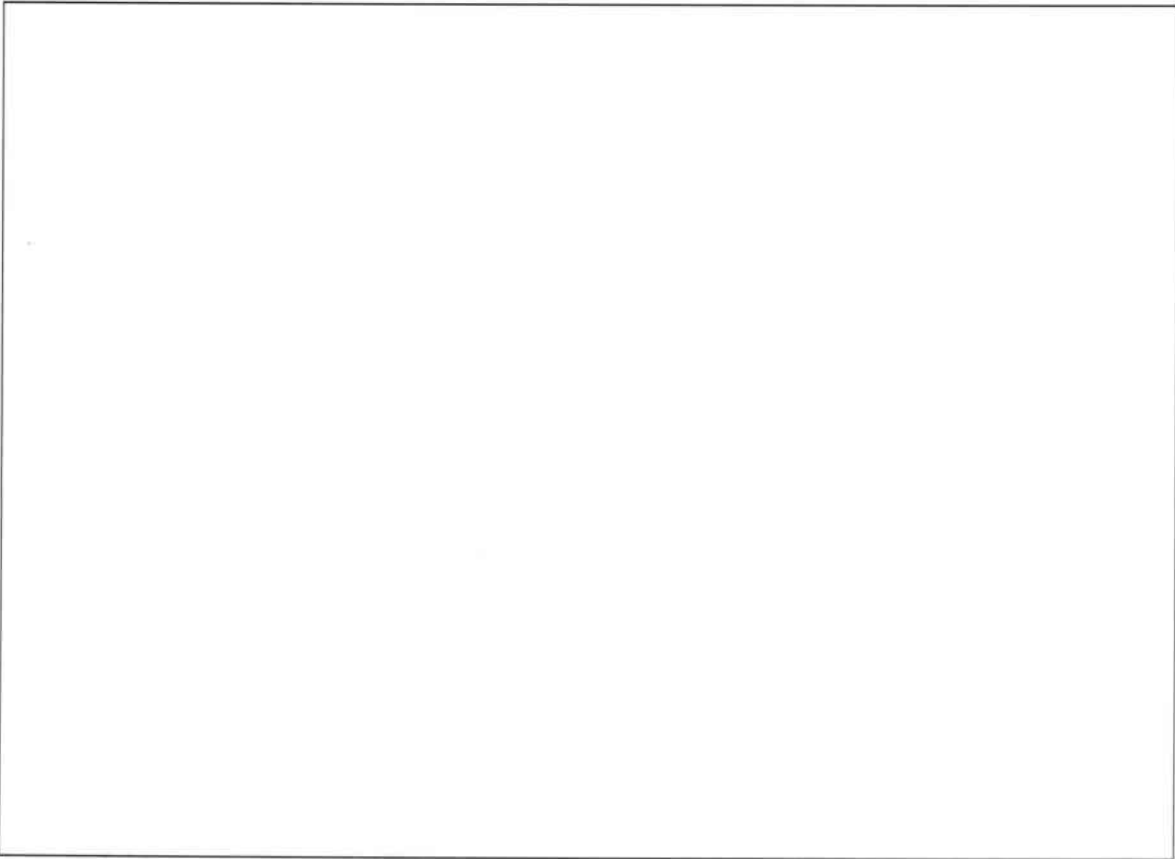
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Supervisor's Comments



Moderator's Comments



## ACKNOWLEDGMENT

All praises to the one and only, Almighty God for giving us each day the blessing of life and helps us through our difficulty and weakness. We like to thank everyone whoever have involved in this practical report from the beginning until the end. Great thing come from a great experiences from everyone and everyone whose struggle with full efforts in order to ensure the success of this report, I, Mohamad Zafrudin Waziq, the trainee of this report are really grateful that this report could be done on time as planned. Barriers and challenges come and goes but giving up is not our option to settle this report. To my Supervisor lecturer, Madam Noorfadhleen Binti Mahmud, no words can describe how much help and guidance she had given to us.

Last but not least to everybody that indirectly involved in this practical report especially our parents, siblings, relatives, classmates and friends for the endless supports that they have given to us.

Mohamad Zafrudin Waziq Bin Zainudin

Bachelor of Administrative Science & Policy Studies

Universiti Teknologi Mara, Kota Samarahan

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

Name of Supervisor : Madam Noor Fadhleen binti Mahmud

Title of Practical Training Report : Internship at Sacofa Sdn Bhd

Name of Student : Mohamad Zafrudin Waziq Bin Zainudin

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

---

(MDM. NOOR FADHLEEN BTE MAHMUD)

Date:

## **Acknowledgement**

First of all, in the name of Allah the most merciful one for providing us with strength to complete our study during making our research study. Without Him, we will never be able to complete our task. We owe deepest gratitude to those who have helped us through thick and thin through the process in completing this research.

We would like to express our sincere gratitude to our supervisor, Madam Noorfadhleen Binti Mahmud for her guidance and helpful advice during our process to complete the task. We are truly grateful to her support and cooperation during completion of this project. We are not to forget Sir Fairuz who has always hardworking to guide us and valuable lesson in classes.

We would like to thank those who helped us either in directly or indirectly in completing this project since the beginning until project completed. We feel grateful that this research could be successfully completed.

Mohamad Zafrudin Waziq Bin Zainudin

Bachelor of Administrative Science (HONOURS)

Faculty of Administrative Science & Policy Study

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## **THE DECLARATION**

I hereby declare that the work contained in this Practical Training Report is my own except those that which have been duly identified and acknowledged. If I found guilty to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Your sincerely,

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(MOHAMAD ZAFRUDIN WAZIQ BIN ZAINUDIN)



## **Chapter 1**

### **(Introduction of the Organization)**

#### **1.0 Introduction**

The first chapter of practical training report will cover the introduction of the organizations which include among others the background of organization, objectives and direction or organization policy, mission and vision of the organization, organization structure, location of the organization and other relevant information regarding to the organization.

#### **1.1 Sacofa Sdn Bhd Background**

Sacofa Sdn Bhd provides telecommunication infrastructure services providers in Sarawak. The company owns and operates an on-land fiber network in Sarawak, and an optical fiber submarine cable system connecting Sarawak and Peninsular Malaysia. It also offers services in areas of tower space rental, local access network, cabins for equipment storage and power supply. The company was operated in 2001 and is based in Kuching, Sarawak, Malaysia. As of October 23, 2015, Sacofa Sdn Bhd operates as a subsidiary of Cahya Mata Sarawak Bhd.

Their primary objective is to build and expansion the provision of telecommunication network infrastructures throughout Sarawak. Therefore, in achieving their objective, the State Government granted the Company with the exclusive right to construct, own and manage the communication infrastructure on the concept of sharing basis.

## 1.2 Vision

Vision is an inspirational description of what an organization would like to achieve or accomplish in the mid-term or long-term future. It is intended to serve as a clear guide for choosing current and future courses of action.

The vision of Sacofa Sdn Bhd is as mentioned below:

**“Connecting Sarawak Globally Through Cutting Edge Technology”.**

Sacofa Sdn Bhd is a company that is established technically to expand the coverage in part of telecommunication and it is also serving the best concept of sharing the line within the area in which it can help to speed up the line of coverage for example it can boost up the speed of internet from 2Mbps to the maximum of 10Gbps. It may give easier to the people who might be using the internet. Moreover, it can help them to search for the faster speed of coverage. Their target audiences are Telcos, Broadcasters, Managed Network Providers, Corporate, and last but not least Government. Technically, what is meant by globally through cutting edge technology is something that is beyond the limit for example, Sacofa Sdn Bhd purpose to speed up the internet connection without having any buffer and the other telco pay for the tower rental because help them boost up the internet connection speed.

### 1.3 Mission

Mission is a written declaration of an organization's core purpose and focus that normally remains unchanged over time. A mission is different from a vision in that the former is the cause and the latter is the effect; a mission is something to be accomplished where as a vision is something to be pursued for that accomplishment.

The mission of Sacofa Sdn Bhd is as mentioned below:

**“To promote sharing facilities whilst maintaining neutrality”**

**“To bridge the digital divide”**

**“To improve penetration rate of high speed broadband in Sarawak”**

**“To create value to our stakeholders”**

**“To expand beyond Sarawak”**

Mission of Sacofa Sdn Bhd is to promote and improve the speed of broadband internet in Sarawak while it is also to achieve the goals in which it can be expand throughout in Sarawak in urban and rural areas so that it could give benefit to the people. The benefit could get from the people whereas in term of internet connection they also not being forgotten that in rural area as well need to be such in technology so that they will not be left behind from others. It also could enhance them to know what is the latest news regarding in the Malaysia so that they can aware of what is happening right now in Malaysia. Therefore, it can help them to ease what is difficult for them to find in order to smooth the process in finding the information in the internet because nowadays internet is really important to us.

## 1.4 Colour and Badge



**SACOFA**

Connecting you to the future

### **INTRODUCING OUR NEW LOOK**

#### **LOGO RATIONALE**

Modern in its approach, the graphic is a conceptualised representation of a network tower. It however, can also represent the fibre optic movement of a cable. The colours - an electric orange is purposely contemporary to a position the company as being the forefront of communications and at the hearts of the new line of users.

The font - called Aaux Next, is equally chic and modern in its execution and is rounded by the utilisation of the 'A' as a stylised font envelop in the core electric orange base.

 For further information, visit us at

**[www.sacofa.com.my](http://www.sacofa.com.my)**

## **1.5 Board of Directors and Management team in Sacofa Sdn Bhd**

The Chairman from the board of director in Sacofa Sdn Bhd is YBhg Dato Sri Ahmad Tarmizi Bin Sulaiman. Dato' Sri Ahmad Tarmizi Bin Haji Sulaiman is a State Financial Secretary. Mr Sulaiman serves as a Director of Land Custody and Development Authority.

The Deputy Chairman in the Sacofa Sdn Bhd is YBhg Datuk Syed Ahmad Bin Alwee Alsree. He is also in the Group of Executive Director Chairman in Cahya Mata Sarawak. He is also director of KKB Engineering Berhad. He is responsible to help or take over Chairman's responsibility when needed. As the Chairman of Sacofa Sdn Bhd is also member of board director of Sarawak Timber Industry Development Corporation, he usually a bit busy so the Datuk Syed Ahmad will monitor the task that Chairman will be handle.

Another responsible person who is in charge in Managing Director is Mohamed Zaid Bin Mohamed Zaini. Throughout his career, he has held various positions in the areas of Business Development, Sales, Marketing, Accounts and Project Management in companies across Singapore and Australia. He is responsible to monitor the flow of management system in the Sacofa since he has variety of scope he able to work with.

Sudarnoto Osman was named Chief Executive Officer on April 15 2013. His vast experience in the telecommunication industry spans more than 19 years with extensive experience in managing and operating in a highly volatile and competitive telecommunication environment with a thin and lean team setup. His major in Electronic Engineering so he could as well handle the task or project that includes in engineering because he has a lot of experienced doing such type of tasks.

Puan Vesmawati is the Chief Financial Officer in Sacofa Sdn Bhd. She served as Board Secretary at Kuching Water Board from September 2006 to June 2009. She is responsible to monitor any of the financial matter regarding in Sacofa Sdn Bhd. She also responsible to sign of any agreement related to budget that Sacofa produced to serve sharing connection in the particular areas in Sarawak. She was previously an Audit /Accounts in the partnership company which is in Rahim & Co./ Coopers & Lybrand from October 1993 to December 1993.

Ir. Haji Ahmad Fuad Bin Datuk Haji Abdul Kadir is the Head of Engineering in the Sacofa Sdn Bhd. He was then as General Manager of Bandwidth Services in January 2011. His duty is responsible for the planning, implementation, and operations of the fiber network and looking into the operations & maintenance of the tower business. He was served as Senior Engineer in Celcom Timur (Sarawak) Sdn Bhd and covered the planning, logistics and procurement in the company.

Mr Si Kiang Seng joined Sacofa in 2002 and was appointed as General Manager of Bandwidth Services on May 2008. He is now a Head of Compliance and his duty to monitor the business support that deal with fiber optic telecommunications. He sometimes have link with legal regulatory compliance in which he makes sure that the agreement firm has been authorized by the Head of Legal. He previously worked at SESco and was promoted to Senior Accountant Manager.

Hamadlan Hamdan was joined Sacofa in December 2013 and was appointed as Head of Project Management Office. He was subsequently designated as Head of Project and Technology in December 2015. He has more than 17 years of experience in the telecommunications having held roles at Saudi Telecom Company. His role as the Head of

Project Management is doing project management, development, implementation and support various activities regarding to the project in the Sacofa Sdn Bhd. He is responsible for doing the planning of any project that conducted by Sacofa and also the project leader. He also monitors the flow of the project so he could find the flaw and then he comes out with a brilliant strategy to prevent the weaknesses during having an event or project.

Puan Malseni Jamal as a Head of Strategic Planning & International Liaison in Sacofa Sdn Bhd. She joined Sacofa in May 2005 as Legal Officer where her tasked was to set up Legal & Regulatory Division. She also was appointed as Senior Manager in Legal & Regulatory as well as Company Secretary in the same year he was appointed. The most important part is, she heavily involved in litigation and general conveyancing work that could gained her range of experience, knowledge, and exposure.



Encik Ishak Abdullah as a Head of Marketing position since June 2013 where he is responsible for managing the sales and marketing operations of the company's diverse line of products and services. He had over 20 years of experience in the telecommunication industry, therefore he also had working as an engineer in field operations right up to heading the regional network management centre, switching projects and operations and project management department within a span of 10 years.

## 1.6 Organizational Activities

Among the activities that had been conducted by Sacofa Sdn Bhd are:

- RF & EMF Public Safety Talk in Sibul, Bintulu and Kuching
- Teluk Melano – launching tower
- Bowling
- SACOFA4U (nama WiFi) – Telaga Air
- Majlis Ramah Tamah Aidilfitri – Kuching & Kuala Lumpur
- Majlis Qurban & Pecah Tanah – Kampung Salak

Apart from that, Sacofa also has project that involved Corporate Social Responsibility (CSR)

:

### 1. SACOFA4U

- Kapit
- SK Batu Keling, Batu Asap
- Rumah Keleb
- Pusat Pengajian An-Nur, Sibul
- Pusat Sumber Tun Openg
- Perpustakaan Darul Hana, Kuching
- Masjid Datuk Haji Matussin, Lawas
- Perpustakaan Telaga Air

Apart from providing internet provider in Sarawak, Sacofa Sdn Bhd is also involves directly and indirectly in corporate field and have few subsidiary companies:

- Sacofa Services Sdn Bhd
- Sarawak Gateway Sdn Bhd
- Pinnacle Tower Sdn Bhd
- PT Sacofa Indonesia
- Hepfos Equity Sdn Bhd

## 1.7 Organizational Structure

Organizational structure in Sacofa Sdn Bhd is top by Board of Trustee. They are the most important people in Sacofa and play the important role in determining the direction of Sacofa Sdn Bhd. They are also responsible to make sure that Sacofa could compromise and providing the telecommunication infrastructure to providers in Sarawak so it can be able to improve their vision to be achieved. It also can give the opportunity for others to get wide coverage in term of internet connection in Sarawak. Therefore, they build the tower in which it could increase the radius of signal in the certain area that affected with the tower. They are 10 boards of directors in Sacofa in which they were the experienced one and also part of in other companies as well. One of the board of trustee and also the member of the Management Board of Sarawak Timber Industry Development Corporation is Dato' Sri Ahmad Tarmizi Bin Haji Sulaiman. And the others are YBhg Datuk Syed Ahmad Bin Alwee Alsree, Mohamed Zaid Bin Mohamed Zaini, Haji Azmi Bin Haji Bujang, Jennifer Wong Chui Fen, Hasmawati Binti Sapawi, YBhg Dato Isaac Lugun, David Ling Koah Wi, Erik Axel Sigurd Marell, Dr. Anderson Tiong Ing Heng.

In figure 1.8 below shows that the corporate team in each department in Sacofa Sdn Bhd no include the board of directors. Therefore, the 3 top of the structure leading by Managing Director himself and from bottom left side is Acting Head of Internal Audit and also under the Head of Internal Audit is CEO of the Sacofa Sdn Bhd itself.

# Organization Structure of Sacofa Sdn Bhd

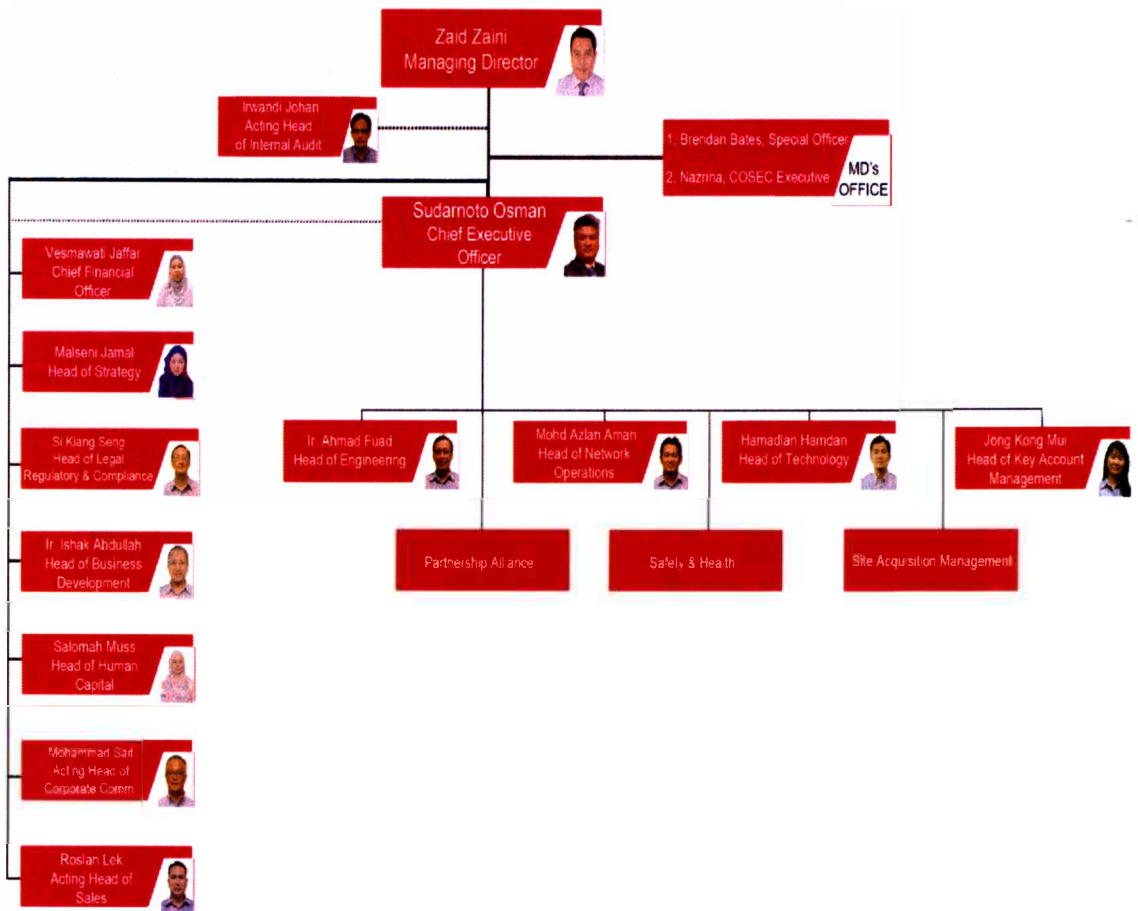


Figure 1.7

## **1.8 Chapter Summary**

The summary in this chapter in which trainee had giving the details about background of the Sacofa Sdn Bhd and also had identify and acknowledged about the mission, vision, company's logo and the core of businesses that they had done. Moreover, with the trainees experienced about the background of the company, therefore they already had known part of the scope of job in department they had been trained.

## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.0 Sacofa Sdn Bhd Official Website

Sacofa Sdn Bhd its own official website. This official website was made to introduce Sacofa Sdn Bhd and also other services. Customer can go through this official website to get the information that they want.

In this official website, there are “home” button, “corporate information” button, “services” button, “media centre” button, and “contact us” button. The figure 2.0 below shows the Home page refer by “home” button. The corporate information will show and give information about overviews, shareholders, board of director, management team, subsidiaries, certifications and Reference Access Offer (RAO). Services that will be provided by Sacofa Sdn Bhd are “Bandwidth Services”, “Tower Services”, and “Internet Service Provider (ISP)”. Due to the Sacofa is major to telecommunication system, it is responsible for them to give the best services to the user especially in every types of plan that they had chosen to be part of them.

Under the bandwidth services, the fibre network that they used such as “DWDM Submarine Cable Link and NGN SDH onland fiber network to go through deep in the water that connect network in water way. There are base rate for the bandwidth that will be provide to the user for example E1 (2MBPS) leased circuit and the trunk segment that means as backbone for the company that links with every areas in the Sarawak that will be covered by Sacofa as telecommunication network.

## Official Website of Sacofa Sdn Bhd

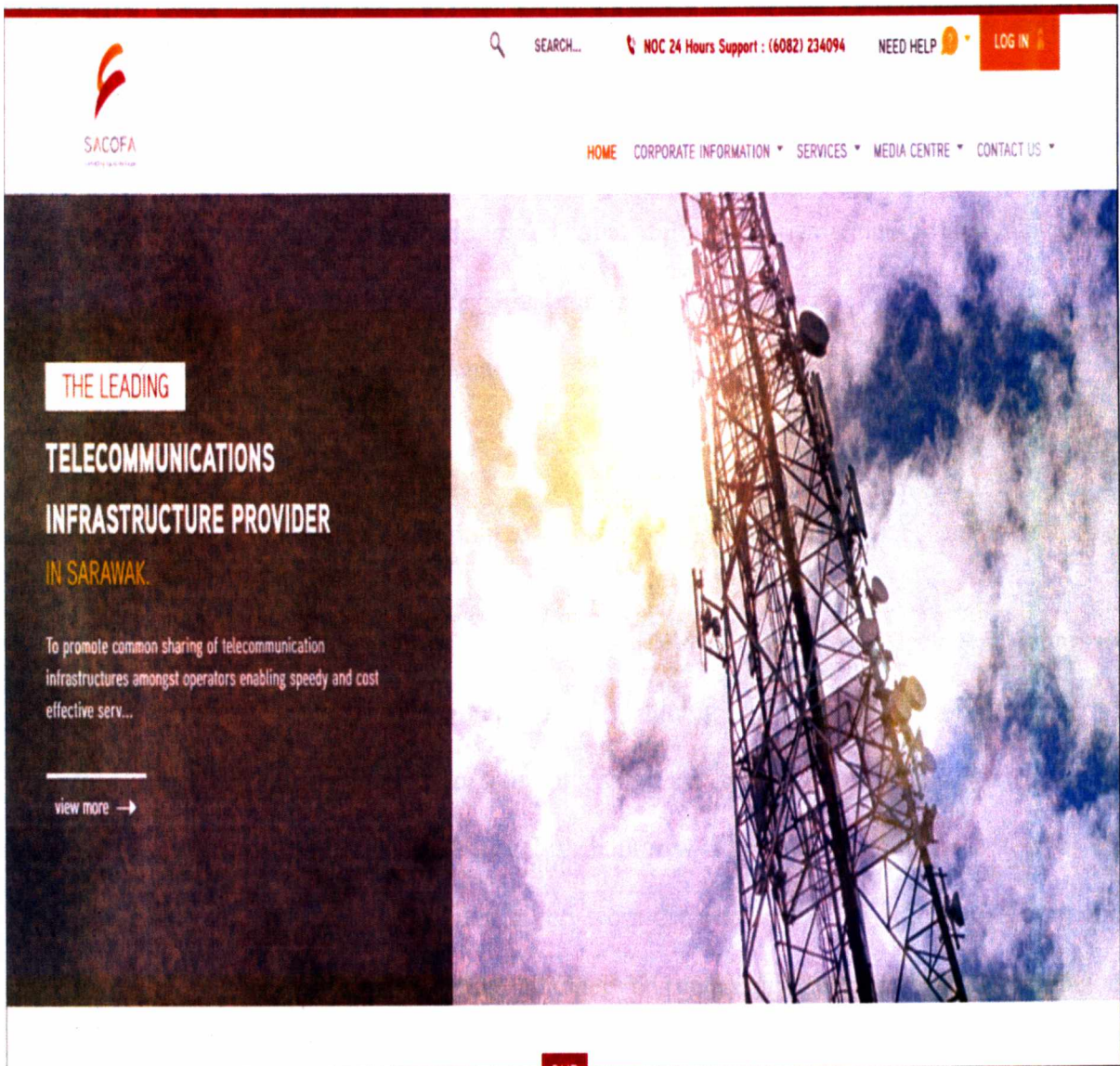


Figure 2.0



## **2.1 Chapter Review**

This chapter is focused on the schedule of practical training which has been written in the logbook by trainee during practical training. Part 2.2 below is focused on the introduction of the beginning of the practical training. Then, part 2.3 is explaining regarding of the logbook, scope of works that have done and what daily activities trainee did while under undergo the practical training in the organization. Lastly, for the part 2.4 is chapter summary which will be explained based in this chapter.

## **2.2 Introduction**

During the industrial training attachment in semester break, the trainee, Mohamad Zafrudin Waziq Bin Zainudin was given a practical training log book for the purpose to write whatever trainee did during internship. The internship may take 2 months and started on 28 July 2017 until 15 September 2017. Thus, this chapter will be focused more on the tasks on what activities that the trainee had been given from the supervisor. In addition, during the practical training, the trainee was being attached at the Legal Regulatory & Compliance department. Following is the practical training schedule of the daily tasks that has been carried out by trainee during their practical training which are in weekly order.

## 2.3: PRACTICAL TRAINING SCHEDULE

The trainee was provided with practical training log book by UITM Samarahan. In addition, all tasks that has been done by the trainee was recorded in the log book and all the recorded activites had been signed, checked and approved by the supervisor, Abang Bahrin weekly.

Table 1.1 : Practical Training Schedule

<b>Weeks (2017)</b>	<b>List of activities</b>
<b>Week 1</b> <b>24/7/17-28/7/17</b>	<ul style="list-style-type: none"><li>● Registration at Sacofa SDN BHD and I was introduced to the organization's officers, my supervisor and I was given a brief talk regarding the organization, then I was given a tour around the organization.</li><li>● I was asked to calculate the files in the remaining shelf that are the agreements between the rental and Sacofa.</li><li>● I was given a task to prepare a slide and report the benefits of Internet to the villagers at Kampung Merais and I was also brief by the previous trainee regarding their previous trip to Kampung Merais on 20<sup>th</sup> July 2017.</li><li>● Preparation for the meeting by making record the agreement to show to Mr Si to</li></ul>

	<p>show to the client. I was also brief by my supervisor regarding the right way to make a report to do such agreements to be more specific.</p>
<p style="text-align: center;"><b>Week 2</b> <b>31/7/17-4/8/17</b></p>	<ul style="list-style-type: none"> <li>● I was asked look at the agreement and then I have been asked to do recording on which rental in the right serial number in the total of rental rent for the tower.</li> <li>● I was assign to sketch flow chart on the process receiving complaint from the public and after that, to fax reply letter to respective authority on request to build building.</li> <li>● Attend a brief meeting with our supervisor as he explain the core responsibility of Legal and Regulatory Department in detail to us for a better understanding.</li> <li>● Continue record the Site Name in each sites in which following in alphabetically form to make sure it is in order so that it can easier to be read and find..</li> </ul>
<p style="text-align: center;"><b>Week 3</b> <b>7/8/17-11/8/17</b></p>	<ul style="list-style-type: none"> <li>● I was assign to do a filling in file room in where I have to record all the correct order of the Sites Name that have been made by</li> </ul>

	<p>officer that manage to do the files or documents that has been confidential to spread to outsiders.</p> <ul style="list-style-type: none"> <li>● Collect the newspaper cutting for getting the information about the Sacofa involving in the seminar and managing the file regarding the seminar.</li> <li>● Present report and make simple discussion verbally with our supervisor regarding the previous tasks and later our supervisor explain and teach us the right way to make a report of agreement with existed draft that been given by them..</li> <li>● I was assign to attend a briefing on the company system that is on ISMS.</li> </ul>
<p style="text-align: center;"><b>Week 4</b> <b>14/8/17-18/8/17</b></p>	<ul style="list-style-type: none"> <li>● Make report regarding the talk on ISMS (Information Security Management System) that was held on 11<sup>th</sup> August 2017.</li> <li>● The company is conducting their second trip to Kampung Merais to give the contractor an area to build the communication tower and conducting a meeting with the representative from</li> </ul>

	<p>Kampung Merais to inform them regarding the working paper on building the communication tower that is approved by YB Dr Haji Abdul Rahman Haji Junaidi (ADUN Kawasan Damai).</p> <ul style="list-style-type: none"> <li>● We also inform the villagers that we are going to conduct a teaching session regarding the basic knowledge to use computer and the Internet.</li> <li>● I was assign to pack one of this department staff such of her official files, equipment for exhibition and others as we are required to transfer to another building next week.</li> <li>● Continuation of packing one of the staff as her transfer in new building.</li> </ul>
<p style="text-align: center;"><b>Week 5</b> <b>21/8/17-25/8/17</b></p>	<ul style="list-style-type: none"> <li>● I was assign to review all the projects of installation documents in 2017 and later insert the data into Microsoft Excel regarding to locate it more in order to get it to be easy to keep and safe.</li> <li>● Move in into the new building and reorganize the organization's assets based on 5S concept that are Sort, Set in order,</li> </ul>

	<p>Shine, Standardise and Sustain.</p> <ul style="list-style-type: none"> <li>● Continuation in reorganize the organization's assets into the new building.</li> <li>● Attend a presentation done by the trainees in the organization.</li> <li>● Review the file on sponsorship of the organization throughout January until July 2017.</li> </ul>
<p style="text-align: center;"><b>Week 6</b> <b>28/8/17-30/8/17</b></p>	<ul style="list-style-type: none"> <li>● I was assign to take plague as a souvenir for the VIPs for the event at Kampung Merais and I was also assign to collect cheque from Accounting Department for donation purpose at Kampung Merais.</li> <li>● I was assign to reorganize the Legal and Regulatory filing.</li> <li>● Continuation of reorganize the Legal and Regulatory and attach new sticker for the files as previously it is known as 'Sites Rental' and now it is known as 'Sites Name'.</li> </ul>
<p style="text-align: center;"><b>Week 7</b> <b>4/9/17-8/9/17</b></p>	<ul style="list-style-type: none"> <li>● Finding the article and news regarding the event that was held on 2<sup>nd</sup> September at Kampung Merais and cut it to be attach in</li> </ul>

	<p>the article and news file as an evidence and record.</p> <ul style="list-style-type: none"> <li>● I was assign to reorganize the Legal and Regulatory and attach the new sticker for the files.</li> <li>● I was asked to print out the new label to be attach to the files and reorganize it based on the 5S concept that are Sort, Set in order, Shine, Standardise and Sustain..</li> <li>● Helping the Assistant Admin Officer in doing filing.</li> </ul>
<p style="text-align: center;"><b>Week 8</b> <b>11/9/17-15/9/17</b></p>	<ul style="list-style-type: none"> <li>● Reorganize the Legal and Regulatory filing based on 5S concept that are Sort, Set in order, Shine, Standardise and Sustain.</li> <li>● I was assign to fax letters to some respective person and write up a receipt for the expenses for a record.'</li> <li>● Review on the filing on donation and sponsorship and reorganize it according to their date and later I was assign to sent memorandum on expenses during an event at Kampung Merais to the Accounting Department.</li> </ul>

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>● Review and reorganize the documents according to their date for Article/ Newspaper filing.</li><li>● I was asked to make a final presentation regarding my internship program at Sacofa SDN BHD in front of my supervisor and other officers.</li></ul> |
|--|---|

## 2.4: CHAPTER SUMMARY

In this chapter, the trainee had explained about the tasks that being carried out during the practical training. As you can see, the task given to the trainee is according to the standard guidelines as provided by Faculty of Administrative Science and Policy Studies. Other than that, it can also be conclude that the trainee is able to understand the Sacofa SDN BHD's working environment especially in their department. Besides, it is also a valuable experience from the internship program as the trainee can reapply the knowledge and information that were given by their supervisor and this will be useful for reality of the working environment in the future.



## **Chapter 3**

### **(Analysis)**

#### **3.0 Introduction**

The third chapter of practical training report will cover the analysis of training specifically focuses on one area of task as covered in the Practical Handbook (refer to the Appendix). This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at workplace; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

#### **3.1 Recording**

Recording is defined as writing for the purpose of preserving evidence, in other word it can be used as a future reference. Records can be done to the tangible objects such as paper document. Record also defined as all documented information, regardless of its characteristics, media, physical form, and the manner it is recorded or stored. Records include accounts, agreements, books, drawings, letters, magnetic/optical disks, memos, micrographics, etc. Generally speaking, records function as evidence of activities, whereas documents function as evidence of intentions (Businessdictionary,2016).

### **3.1.1 Recording on the new site of the rental tower provider.**

The trainee has been taught to prepare n recording the name of the Site which is under Sacofa rental for excessing the line of internet of connection to be further so it could be wider used in Sarawak. For example the team of technician will generate the tower in certain area in which could be quantifiable to the people surround the area which they could more perfectly get better connection on their internet. Therefore, as the trainee will know further about the tower in which they have 4 towers that most used in their project in order to fulfil the service providers from them. For the trainee record, the new site of the tower service can be obtain from the operational department from what they have took from the rental land which Sacofa has to pay for monthly for the tower provider. For instance, there has file in which all the sites name was kept in the filing room. Moreover, as the trainee should know that all the files content the site name, how much the rental pay for the month and when it will be expiry. More or less, trainee should be alert and help new operators roll out their wireless networks in Sarawak, that offer their completed towers for sharing with Sacofa streamlined process and within the shortest timeframe. They charging principle is based on non-discriminatory and fair basis. Which the trainee will record and list of document and agreement on the term that have been regulate from the Sacofa itself. Firstly, before the rental amend the tower service provider from Sacofa. They have to get through to the Operation Department that mainly open for 24 hours if certain incidents happens thus it may available to the people to contact them and also it could be easier for them to lodge a report and some informative information that might be helpful to them.

The process of recording on the agreements term only for the leader of the land of Tuai Rumah as the rental that could contact to Sacofa if any emergency happen. Then, the recording process when the site name of the rental place available and after the process will

continue on the registration of the tower service. After that the people who own the land will sign the agreement on behalf of that area in which the service of the tower will provide them to better network in that area.

Before the registration of the agreement the rental should have certificate that have been recognized by SSM to confirm the registration of charge that been stated in the Statement of Prescribed Particulars in respect of the Charge on date which the applicable of the rental can be proceed.

## **3.2 Filing**

Filing means keeping documents in a safe place and being able to find them easily and quickly. Documents that are cared for will not easily tear, get lost or dirty. A filing system is the central record-keeping system for an organisation. It helps you to be organised, systematic, efficient and transparent. It also helps all people who should be able to access information to do so easily.

It is always a pleasure when someone looks for something and is able to find it without difficulties. In our organisations we work in groups. We receive and send out documents on different subjects. We need to keep these documents for future reference. If these documents are not cared for, we cannot account for all our organisational activities. Everyone who needs to use documents should know where to get them.

### **3.2.1 Filling of Documents and Personal Details of Rental tower.**

Filing of documents that have details of rental and Sacofa of rent the tower as follow Total Quality Management (TQM). Total Quality Management (TQM) is a comprehensive and structured approach to the organizational management that seeks to improve the quality of products and services through on-going refinements in response to continuous feedback.

TQM requirements may be defined separately for a particular organization or may be adherence to established standards, such as the International Organization for Standardization's ISO 9000 series. TQM can be applied to any type of organization; it originated in the manufacturing sector and has since been adapted for use in almost every type of organization imaginable.

Through this file management of Sacofa Sdn Bhd, I can apply the 5S concept or theory as well as any other knowledge that I have learn during my study in classroom. The concepts or theories that I can apply in understanding more on this file management is on the 5S practice by the Sarawak Foundation itself whereby I have been learn in Total Quality Management (TQM) subject.

Apart from that, 5S can be defined as the management method in any organizations or departments which was introduced by the Japanese industry for the comfortable, tidy and safe working environment for both the employees and employers. Moreover, this 5S practice is also aiming for more quality working environment that is systematic and also practical. It is very crucial for the organisation to have this system as it involve a lot of file and need to be properly manage and arrange.

The effective implementation of this 5S practice can enhance quality of the services offer to the customers, save cost and time for the file management and lastly ease the working process whereby in this context is concerning on the file management. Apart from that, this 5S originally come from the Japanese word which are seiri (sort), seiton (set in order), seiso (shine), seiketsu (standardize) and shitsuke (sustain). Examples of the application of this 5S practice in term of the file management are shown in Table 3.2.1 below.

<b>English</b>	<b>Japanese</b>	<b>Example</b>
Sort	Seiri	Each department or unit will sort all of the old files or records that are inactive with the new files or records which are active and sort the file according to the type of loan applied by the students.
Set in order	Seiton	After done with the sorting process, then, it will be arrange and set in order of all documents or records in the department or unit so as to make them easy to be taken and used when necessary.
Shine	Seiso	After done with the arrangement and set in order process of the file and records, sweeping, cleaning and replace old and defect file with new file in the file room will take process so as to be more comfortable and tidy.
Standardize	Seiketsu	After that, it will standardize the order of the files or records to make it more effective of the file management based on the department or unit of the organization, day, month and year (date). For example, the font and the size of the label will be standardize to ensure uniformity of the file.
Sustain	Shitsuke	Lastly, always practicing the process that are sort, set in order, shine and standardize so as to enhance the quality of the services to the customers, cost and

		time saving and ease the file management process. The staff will ensure the cycle of 5S being followed by everyone.
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**Table 3.2.1 Application of 5S practice in term of file management**

### 3.3 Conclusion

In this chapter, I learnt more on data processing task which is related to types of job for Bachelor of Administrative Science. The knowledge that I learn are information technology in administration and software application. One of the most important tasks that I have learnt was the practise of 5S which largely and mostly applicable in real organisation. 5S important can be seen in the file management as it is very crucial to be practise when it comes to organize and manage a large number of file. Without proper file management system, the organization will have a difficult time to handle all the students that applied in educational loan.

Apart from that, I also learned that data management is also important as it will expedite the process of tracking the student personal data and also for updating the rental personal data. With the need to constantly updating and keep up with the rental documents such as the payment, the place on the rental, a proper data system is needed to ensure the data is properly kept and manage. In Sacofa Sdn Bhd, they use EAMS to manage their client personal data and information.

# CHAPTER 4

## RECOMMENDATION

### 4.0 Introduction

This section is discussed on the strength and the weaknesses of every process in the activity that the trainees involved. Section 4.1 is the strength and the weaknesses of recording activity. Section 4.2 is explained on the strength and weaknesses of filing rental of personal details.

#### 4.1 Strength and weaknesses of recording activity

In order to get fast, accurate and reliable information in a time needed, one organization must practice the good record management. Therefore, below is the listed strength and weaknesses of recording process.

The strength of good and systematic recording process is as follows:

- To speed up the process personal data tracking, this means recording and tracking of rental personal data, documents and files.
- To enhance the process of personal data keeping in recording and tracking of work cases.
- To provide a better means for data dissemination where each responsible staff or top management will be able to create and manage their own task.
- To allow comprehensive tracking, reporting and monitoring of cases within an agency and allow inter-agency functionalities

While the weakness of recording process are as follows:

- Repeated recording because the staff needs to key in in both individual and application section.

In Sacofa Sdn Bhd style, the staff needs to key in both in individual section and application section. It shows duplication of work and waste time as the information recorded is the same.

- A bit slow when too much staff opens the software.

The time taken to completely record all details of one rental may take longer time as all the recording activities is done online and upon heavy access at the same time, it may lead to the server burden and lag.

- No error detection or warning upon wrongly typed word.
- Dependant with internet, when the internet slow, the process of data recording will be slow too.

#### **4.2 Strength and weaknesses of filling**

In order to get fast, accurate and reliable information in a time needed, one organization must practice the good filling management. Therefore, below is the listed strength and weaknesses of filling process.

The strength of filling process is as follows:

- Speeds up the process of File Recording and Tracking, which includes correspondence, documents and files.



When the file is properly manage and been properly sorted out, the staff will need less time to record and track any file that is needed. The staff can easily track the file that is needed according to the serial number that had been given on each file

- Allows comprehensive tracking, reporting and monitoring of correspondence within an organisation or agency.

Upon better file management, it will create a comprehensive tracking of the rental's document or data. All the rental personal data will be accumulated and put in the file and all the data that is needed can be found on each of their own file.

- Expedites the process of action and document routing between officers.

When the file is properly manage, the process of document routing between officers will be easier because each and every time the file being taken out, it will be recorded and other department that want to use the file able to locate where the file is currently placed and it will be easier for each department to route the file too.

- Provides fast searching of files and mail

While the weakness of filling process are as follows:

- The document are always misfiled.

One of the disadvantage of this system is that document are frequently misfiled because of the number of files. The manual filling system require the staff to type matrix number of each of the file. During attaching the site name's number, there might be typing error and will lead to misfiled.

- Access Time

One of the primary disadvantage of traditional file system is the time it takes to access the data. It can take minutes if not hours to locate a few files in a large paper filing system. The staffs need to check each row and column to access the file

## **Chapter 5**

### **Conclusion**

Sacofa Sdn Bhd is the choice made by the trainee for the practical training in which it takes 8 weeks to be complete. During the internship, the trainees gain a lot of experience in conducting a daily task as mention in the previous chapter.

Chapter one are consist of Sacofa Sdn Bhd background such as history of Sacofa Sdn Bhd, vision, mission, logo and badge of Sacofa Sdn Bhd, the Board of director, staff and website.

Chapter two are explanation of the task that the trainees involved during the internship period such as recording of rental personal details, recording of agreement of approval certificate and also fling of sites name of the tower service provider.

Chapter three are about the comparison of the theory part and the practical. The trainees are making analysis on the task that has been mention in the chapter two. The analysis involved is the definition and the comparison of the task process. The trainees need to evaluate what knowledge that should be applied to the task.

Chapter four are focusing on the strength and weaknesses of every each of the tasks such as recording and filing. The strength and weaknesses of the task is well defined by the trainee in accordance to the trainee experience that gained during the internship period.

In conclusion, during the internship period, the trainee is not only exposed to the practical knowledge in accomplishing the task but also the trainee is given the advantage to

deal with other people especially with other staffs and improve soft skills. The trainees are given the opportunity to assign agreements in which they have not seen before. Therefore, trainees can gain a lot of benefit through reading such agreements as they already know what in the agreements stated and acknowledge to be more specific in the future if ever do such kind of task.

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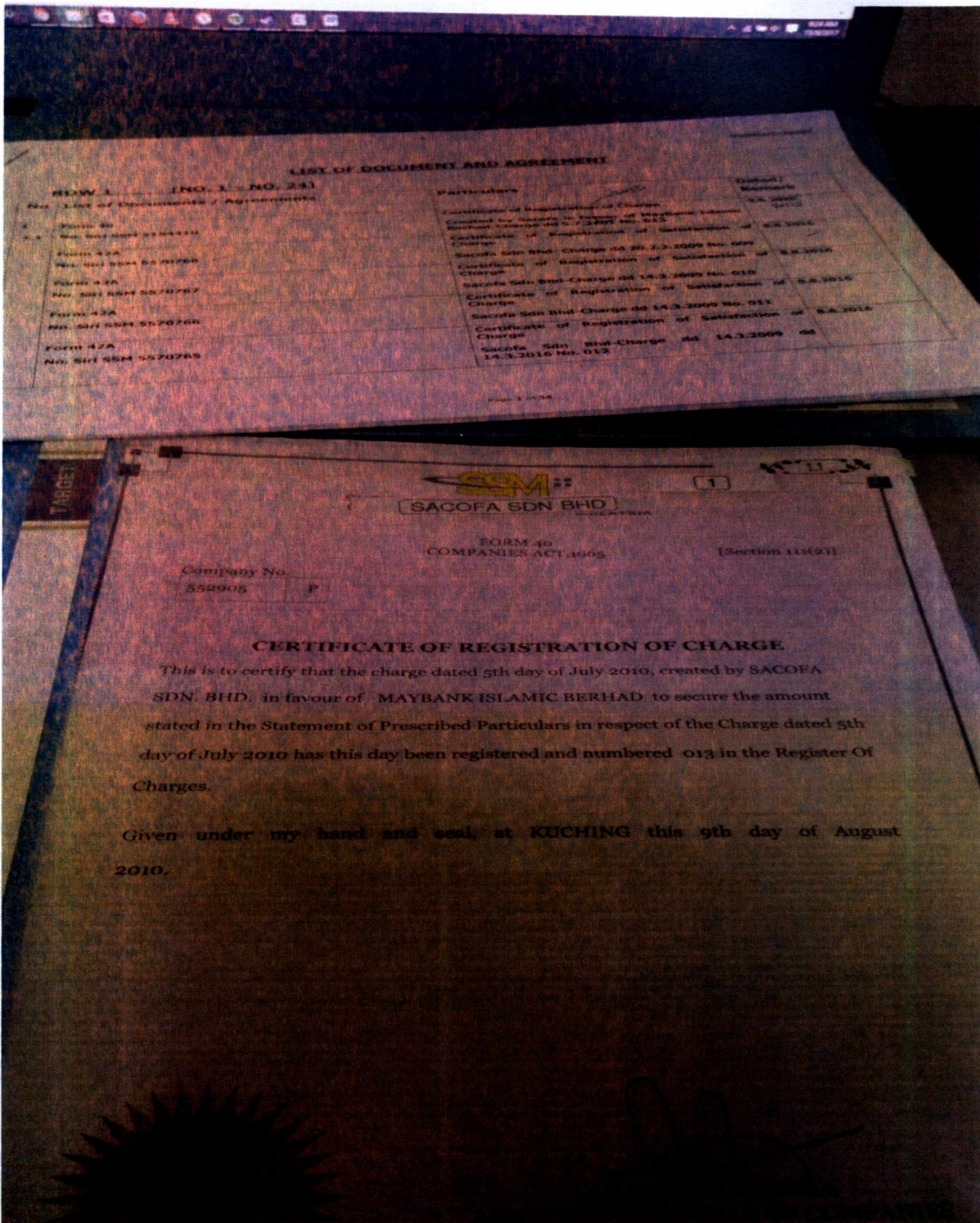
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# Appendixes





**LIST OF DOCUMENT AND AGREEMENT**

**ROW 1 [NO. 1 - NO. 24]**

No	List of Documents / Agreements	Particulars	Dated / Remark
1	Form 40	Certificate of Registration of Charge	9.8.2016
1.1	No. Siri SSM 5184410	Created by Sacofa in favour of Maybank Islamic Berhad-Charge dd 5.7.2011 No. 013	
	Form 42A	Certificate of Registration of Satisfaction of Charge	8.8.2016
	No. Siri SSM 5570768	Sacofa Sdn Bhd- Charge dd 20.2.2009 No. 009	
	Form 42A	Certificate of Registration of Satisfaction of Charge	8.8.2016
	No. Siri SSM 5570767	Sacofa Sdn Bhd-Charge dd 14.3.2009 No. 010	
	Form 42A	Certificate of Registration of Satisfaction of Charge	8.8.2016
	No. Siri SSM 5570766	Sacofa Sdn Bhd-Charge dd 14.3.2009 No. 011	
	Form 42A	Certificate of Registration of Satisfaction of Charge	8.8.2016
	No. Siri SSM 5570765	Sacofa Sdn Bhd-Charge dd 14.3.2009 dd 14.3.2016 No. 012	