



UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR IN ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT

ADS 667

SARAWAK STATE LIBRARY (*PUSTAKA NEGERI SARAWAK*)

PREPARED BY:

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20 JANUARY 2015 – 27 FEBRUARY 2015

CLEARANCE FOR SUBMISSION FOR PRACTICAL REPORT BY THE SUPERVISOR

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Place of Practical Training : Sarawak State Library (*Pustaka Negeri Sarawak*)

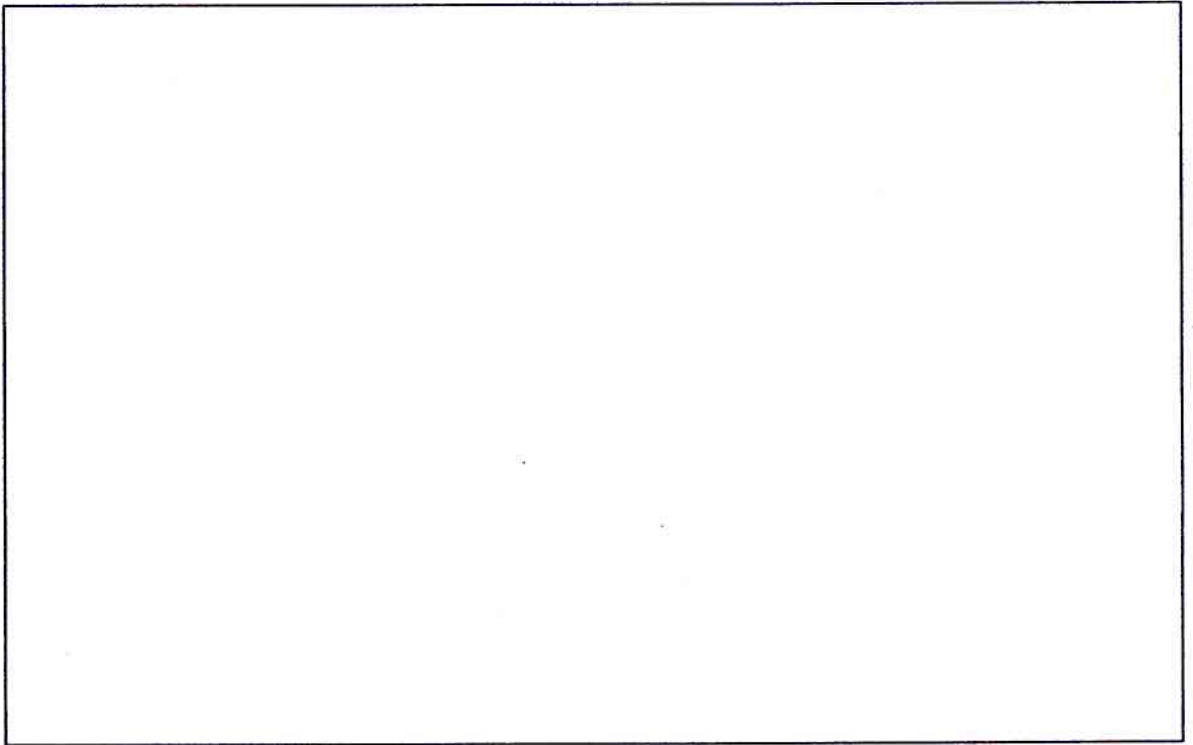
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I approve the submission of this report for Practical Training Report

.....

(Fadhleen Bt. Mahmud)

Supervisor's Comments

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THE DECLARATION

I hereby declare that the work contained in this Practical Report is original and my own except those duties identified and recognized. If I is later found to have committed plagiarism or acts of academic dishonesty, action can be taken accordance with UITM's rules and academic regulations

Signed



NUR MOHD NAZREE B. SHALSAM

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INTRODUCTION

Bachelor Administration (Hons) applied Industrial Training for the future graduate students in that program. Therefore, it is important for the students in which this program can offer knowledge as working environment that new for the becoming graduated students. This program offer advantage that cannot be learn through class learning in university which the student experienced real working environment, teamwork, communication, and other working environment that cannot be learn through class. One of the most important is to expose students to the profession of Administrative Science and Policy Studies that will be offered to the graduated students.

I. Duration of practical and place of Industrial Training.

In this subject, students will undergo 6 weeks of practical training starts from 21st January till 27 February 2015. Pustaka Negeri accepts students to practical training and attached students to different departments according to the specification of practical students. I was attached to the Registry section of Pustaka Negeri Sarawak in which the activity of incoming and outgoing letter to be sent and recorded.

II. Objectives of Industrial Training

Industrial training give students knowledge and expose students to the real life working environment that will be experienced by the students. Therefore, here are the Objectives of industrial training for the students Firstly is to give exposure to the students in working environment.

In class learning, students are limited only in their subject. Practical training exposed students to real life working environment in which students faced new working condition, environment, working attitude, and also how to adapt the changes in working life. In real working life, there will be many challenges that will be faced by students, therefore, it is important for the students to tackle the obstacle and challenges in working environment. Therefore, this programme help the students to face the real working life and encounter the challenges. It also help the students to prepare themselves to working with other organization after graduated in which the organization taught the students to follow the rules and regulations in organization. Therefore, students can apply it when they starts working in the future with other organization.

Secondly is to improve the students knowledge, skills, and attitude. At the beginning of the practical training, students will be introduced by their supervisor about the organization details and background. Besides, there also given explanation about the working environment such as safety and many more. After students been attached to the departments, they will be explained more about work task related and practised the task given to them to enhanced their skills and knowledge. It is a new things for the students in which it cannot be learn in their University in which it can only be applicable in working environment. This includes working with other staff in task related and other staff, improve communication as well such as two communication, improve miscommunication, teamwork, and improve skills in their field of study. Students also can apply it in studies in which applying theory to the practical study. Different working environment preparing students to become

more competitive and also preparation for them in work for future. Besides, this practical training also preparation for graduated students to improve their skills, knowledge and ability in completing their study.

Thirdly is to improve interpersonal relationship, teamwork and good relationship between practical students and other staff members.

During the practical time, the organization will introduce students to all staff members in the organization. It is important for the practical students to get to know each other in organization. This is to enhance teamwork and communication. At the first day of practical training, students introduce themselves to the staff members in organization. Besides that, it helps students in their working during the practical training because students have to deal with other staff members relating to the task given. Students can ask the other staff members in organization if they do not know how to do the task. It also can help the students in dealing with other staff members when their real working life and also improve their collaboration with the other colleagues students.

Fourthly to improve their self confidence, integrity and self-confidence.

During this programme, students will complete some task that given by the supervisor. This is important to the students to make students more responsible in completing the task. Besides that, it can improve self-confidence when the students can complete the task given and preparing them to working in real life at future as well. Besides that, it also can improve self-confidence when the students always keep on asking the supervisor relating to the task given to ensure that it is on the right track.

Fifthly is to improve some of the weaknesses. This practical training also improve the students weaknesses in which the organization evaluates the students performance. The organization can do comments that students can improve in their future working life. Practical training also give students some experience related to the actual problem and how to tackle the problem. Students can ask the organization on how to improve their performance, tackle the situation. Besides, students also can improve themselves by the comment from the supervisor such as reduce stress while working. Students can view the comment and make improvement on themselves.

Besides that it also to share some ideas and improvement between UITM and organization.

The organization can take some new ideas and also ideas sharing with students. Students can improve their knowledge and bring new ideas to the University. Besides that, the organization also can take new ideas from students related to the task given. Students also can give their comment to the organization so that the organization can improve by the future.

Quality students can be achieved if the students apply the knowledge into future working environment and also improve their experience as well to become quality graduate students in Bachelor Administrative Science and Policy Studies.

CHAPTER ONE

1.0 ORGANIZATION BACKGROUND



Figure 1: State Library Building: (*Pustaka Negeri Sarawak*)

Pustaka Negeri Sarawak is one of knowledge centre that covers all people and all ages. Despites of library, it is investment for people by the future. With available of facilities and services which designed for public needs. Students can do their studies in comfortable condition, and researcher can access all type of collection that available in Pustaka's collection. Friendly user for the public which facilities for the people such as automatic doors and also wheelchair-friendly aisles.

Pustaka Negeri Sarawak design for information centre and also park for the public. Any question or inquiries will be answer by the Pustaka's which people can ask by calling Pustaka. It also easy for the public to ask about books available and the facilities such as dropbox enable people to sent books whatever time days and night.

The park which includes lake, place for recreation, walkways, and public can improve healthy lifestyle.

Besides, the interior of the Pustaka is beautiful with many art of different arcitecural and different kinds of art such as drawing and photos. It is perfect place for people who want to use as information seekers.

Pustaka Negeri Sarawak also has their own safety and hazard which their priority safety which including exit area when bad situation happen.

Pustaka Negeri Sarawak is complete with information resources and information hub for organization wether public or private sectors. It also serves as community centre of knowledge and cultural for the educational and cultural exchanges also in programs and participated in othr activities that conducted in Pustaka.

Public or private organization can find the information within Pustaka wether printed media or electronic media in which they can ask at the counter desk. Thats the reasons why Pustaka Negeri Sarawak known as community centre of knowledge and information.

1.1 Background of Sarawak State Library (*Pustaka Negeri Sarawak*)

1.1.1 Philosophy

Pustaka Negeri Sarawak Philosophy is “A knowledge and information-based society needs a forum for intellectual exchange among its people, a center of enlightenment where minds can meets and ideas interact, and access information, knowledge, technologies and cultures available beyond the superficial boundries imposed by geography”.

1.1.2 Vision

Pustaka Negeri Sarawak Vision is to be reservoir and fountain of information and knowledge to the State.

1.1.3 Mission

Pustaka Negeri Sarawak Mission is to provide state of the art facilities for easy and real time access to information and knowledge.

1.1.4 Objective

Putaka Negeri Sarawak objective is to create an excellent resource center and information hub for the region.

1.1.5 Target

Pustaka Negeri Sarawak target is to ensure that all people in the state can access to the information and knowledge to the Pustaka.

1.1.6 Tagline

“Pustaka Negeri Sarawak Your knowledge Partner”

“Pustaka Negeri Sarawak Rakan Ilmu Anda”

1.1.7 Role of Pustaka Negeri Sarawak

“Pustaka Negeri Sarawak supports the educational,cultural,economic and social well beings of its users. Working in partnership with other libraries and its users, Pustaka thrives to provide quality resources to meet its users’ need for knowledge, recreation and information. Pustaka Negeri sarawak strives to provide timely, accurate, relevant and accessible information in different formats as the

essential ingredients for the healthy economic and social development of a State and its citizens”.



Figure 2: Corporate Logo of Sarawak State Library (*Pustaka Negeri Sarawak*)

1.1.8 Corporate Logo Rationale

1	Sarawak state Crest
2	The five curved lines are conceptualized from the side view
3	The following direction of these five lines from the left bottom to the right up corner is leading to 5 Basic Qualities of modern digital library
4	The shape of traditional handicraft of hornbill ivory is conceptualized from a curved book cover, of which is to represent.
5	The toningPustaka Negeri Sarawak’s green is to represent boundless and infinite knowledge just like sky and ocean

1.1.9 Basic Qualities of a modern digital library;

- I. It is a gateway to knowledge and information of the world.
- II. Streamlined and automated services within library such as wireless internet connection.
- III. Borderless.
- IV. Time insensitive.

1.2 Organizational structure

Pustaka Negeri Sarawak was established under Sarawak State Library Ordinance, 1999 which covered 8 division in Pustaka Negeri Sarawak that which are Coporate Management, Depository Services, Information Services, Research and Development and Technical Services.

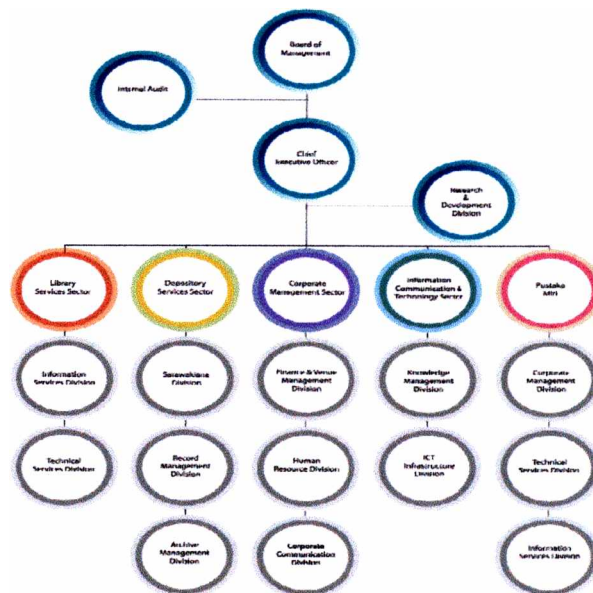


Figure 3: Organization Structure of Pustaka Negeri Sarawak

1.2.1 Board of Management

The Board of Management is lead by the Chairman, YBHG. Tan Sri Datuk Amar (Dr) Haji Hamid Bugo. In Pustaka Negeri Sarawak, there are 8 other members of the board who are YB Tan Sri Datu Amar Haji Mohamad Morshidi Bin Abdul Ghani, Ybhg. Datu Misnu Haji Taha, YBhg, Prof Dr Abdul Rahman Deen, Assoc. Prof. Dr. Shahreen Ahmad Zaidi Aduce, YBhg. Datuk Alfred Yap Chin Loi, Dato'Raslin Abu Bakar and Ybhg. Dr. Rita Manurung.

1.2.2 Chief Executive Officer

The chief executive officer of Pustaka negeri Sarawak is Puan Rashidah Hj. Bolhassan. There are 5 other divisions under her leadership and she is responsible in making sure that all plans for Pustaka Negeri Sarawak runs smoothly.

1.2.3 Internal Audit

Internal audit is lead by Encik Maurice Braoh. The main purpose of this division is to provide independent, objective assurance and consultibg services designed to add valuer and improve the organization's operation. It helps the organization accomplish the objectives by bringing a systematic, deciplined approach to evaluate and improve the effectiveness, of risk management, control and government processes.

1.2.4 Research and Development Division

Research and Development Division is lead by Puan Dayangku Hadzimah Awangku Ahmad. The main function of this division is to identify queries

regarding to the library services that need to be answered through research and promote the conduct of research to answer those queries, to review and make recommendations on studies/research and professional efforts pertaining to libraries and recommending inclusions standards, procedures and policies as appropriate to Pustaka Negeri Sarawak.

1.2.5 Research and Development Mission

There mission of R&D in Pustaka is to do research related to the activities on the library science. Besides it is to identify the queries related to the library services that need to be answered. Other than that, it is also to review and make recommendations on studies or research and professional efforts regarding to the libraries and recommending inclusions standards, procedures and policies as appropriate to Pustaka Negeri Sarawak.

1.2.6 Objectives of Research and Development

The objectives of R&D is to undertake research and study on the library and information science that designed for continuous development by the future related to its quality and services in society and library professionals. It is also to promote the practical application of relevant research findings in library and information science. Besides, it also to promote standards, guidelines and best practices in the library and information science. Lastly, to provide support, input and advice in the establishment, expansion and improvement of the library facilities through the administration of the States and Federal grants.

1.2.7 Library Service Sector

There are four divisions of library service sector which are Information Services Division, Technical Service Division, Public Library Service Division and Pustaka Miri. Library Service Sector is led by En Japri Bujang Masli.

1.3 Division of each Department in Sarawak State Library (*Pustaka Negeri Sarawak*)

1.3.1 Information Service Division

There are many objectives under Information Services Division which are to disseminate and transmit knowledge, information and data on the State, to provide a center for reference, education and information of dissemination of information relevant to the economics, historical, social, cultural, politics and other background of development and achievement of the State, to hold and participate in exhibition or display of library resources and the information or data collected, maintained or held by the State Library, to promote or stimulate interest in reading, library works and to promote literacy arts and the usage of modern technology in the transmission and dissemination of knowledge and information and data, to facilitate the dissemination of knowledge and information, appreciation of arts, culture, traditions and history of achievement of the State and its people, and lastly is to provide such services and facilities as the State library is able to provide to the public and to any public library or resource center and to provide training for library personnel.

1.3.2 Technical Service Division Role

The Technical Service division is to make available all categories of library collections. It also involve in maintaining library physical collection which means maintaining the condition of the collection such as newspaper, books, journal, and other such as e-resources, and online database. Technical Service also handle maintainance of an online catalog, creation and maintenance of bibliographic records in Angkasa (the library system). Technical Service also covers the tasks involved in the Gift and Exchange of library materials, preserve and make available all the materials in certain defined categories of Sarawakiana related materials. other than its role, the objectives of Technical Service Division is to acquire and facilitate access to all forms of information in all subject areas to meet the needs of present and future clients of Pustaka Negeri Sarawak. Besides that, it also give special attention to local and global electronic information source to all kinds of documentary, records relating to the Sarawak.

1.3.3 Public Library Services Division

The public service division of Pustaka Negeri Sarawak have been streamlined and placed under the preview of the Public Library Services Division so as to have a more concerted and cyncronized efforts in the promotion of reading and reader development in the whole State of Sarawak. The streamlined of these services is long sought for due to the idiosyncratic nature of the implementation of reading promotion and a reader development activities in

the State. Therefore, the Public Service Division was set up with the following objectives:

- I. To enhance statewide reading campaign services.
- II. To become a guidance and advisory services to the public libraries especially in information services provision and reading campaign.
- III. To provide electronic services to the public such as (E-Pustaka)
- IV. To increase reading and positive behaviour among the public.

1.4 Pustaka Miri

There are many objectives of Pustaka miri which are:

- I. To expand and transmit knowledge, information and data on the State.
- II. To provide center of information, information and education related to the economic, historical, social and cultural besides political and other background of development and the achievement of the past historical of the State.
- III. To become one of the place to hold the information, resources keeping and for maintained the data collected by the State library.
- IV. To expand knowledge and information related to the arts appreciation, history of the achievements of the State and its people.
- V. To provide services to the public and also to become information center.
- VI. To provide training for the library personnel.

1.4.1 Depository Services Sector

There are three divisions of Depository Service Sector which lead by Puan Arpah Adenan in which sector namely Legal Deposits Division, Record Management Division and Archive Management Division.

1.4.2 Legal Deposits Division

There are many roles of Legal Deposits Division which are to provide for the preservation and use of library resources or materials that published in Sarawak. Secondly is to create standard bibliographic records of library resources or materials published in Sarawak. Thirdly is to maintain statistical records of library resources or materials published in Sarawak. Lastly is to create awareness on Legal Deposit requirement.

1.4.3 Record Management Division

Record management division is to manage the record in Pustaka Negeri Sarawak. There are four roles of Record Management Division which are:

- I. Become advisor and guideline for the government departments related to the management of records.
- II. Evaluate and review the records of the archive and disposing inactive records.
- III. Preserve and approve active and semi-active records.
- IV. Regulate awareness programmes on management of records.

1.4.4 Archive Management Division

There are many roles of Archive Management Division which are stated as below

- I. To promote the preservation of non-active public records(Public records that more than 25years old) of the State of Sarawak and other documents, papers, instruments and statues, statutory orders, regulations or decrees, directed by the State Secretary to be maintained, preserves and kept in the State Depository on account of their historical value or public appearances.
- II. To control over the disposal of public records.
- III. To provide place for public records keeping.
- IV. To exercise proper control over public records.
- V. To ensure the importance of Archives.

1.4.5 Corporate Management Sector

Corporate Management Sector is lead by puan Nesly Rebid. There are four divisions under this sector, which are Finance and Venue Management Division, Human Resource Management Division, public Relation and Marketing Division, and lastly Innovation Division

1.4.6 Finance and Venue Management Division

Advice of the Chief Executive Officer, Management and all employees of Pustaka Negeri Sarawak on matters pertaining to financial management

These are Financial Division's role to manage and undertake the following task.

- I. Prepare service order and purchasing order.
- II. General administration.
- III. Annual Budget of Pustaka Negeri Sarawak.
- IV. Annual Financial Report.
- V. Accounting transactions.
- VI. All types of payment to the staff and customers of Pustaka Negeri Sarawak and Pustaka Miri.
- VII. Receipts and bank in daily collection and funds.
- VIII. Procurement approval of purchasing or services that is less than RM20000.00

1.4.7 Venue Management Division's Roles is to manage and undertake the following task as below.

- I. Repair and maintenance of buildings, facilities, equipment, parks and landscape at Pustaka Negeri Sarawak.
- II. Usage maintenance of hired venues.
- III. Maintenance and monitoring of Pustaka's asset and facilities.
- IV. Housekeeping.
- V. Logistic.
- VI. Security.

1.5 Divisions in Sarawak State Library (Pustaka Negeri Sarawak Miri)

1.5.1 Human Resource Management Division

HRM Division's role is to manage and undertake the following tasks:

- I. All matters relating to the HRM of Pustaka Negeri Sarawak.

- II. Staff members emolument and other personnel related services.
- III. Employee development and training programme (Specific and Generic training for career development, Basic, Professionals, Technical and Supervisory Skills)
- IV. Specific training / course relating to the library for all local council libraries statewide.
- V. Corporate services and meetings.

1.5.2 Public Relation and Marketing Division

Public Relation and Marketing Division's roles is to manage and undertake the following tasks:

- I. To promote Pustaka's services and activities/programs to the public.
- II. Promote and maintain public and media relations.
- III. Manage official visits to Pustaka Negeri Sarawak.
- IV. Manage customer feedback and customer satisfaction survey.

1.5.3 Innovation Division

Innovation division's role is to manage and undertake the following tasks:

- I. Implement, manage and enhance the Quality Management System of Pustaka Negeri Sarawak (MS ISO 9000)
- II. To initiate, develop, implement and maintain the various innovative initiatives in Pustaka Negeri Sarawak which includes:
 - a. Innovative, Creative Circle (ICC).
 - b. Innovative week/day.
 - c. Innovative Suggestion and Slogan.

- d. 5S Culture.
- e. Occupational Safety and Health (OSH).
- f. Innovative Customer Feedback.
- g. Innovative Audit.
- h. Office Registry.

1.5.4 Information and Communication Technology Sector

Information and Communication Technology Sector is lead by Encik Wan Mazli Wan Razali. Information and Communication Technology Sector is one of the supporting sector in Pustaka Negeri Sarawak. It supports the business functions and core activities of the corporate Affairs. Technical Services, Information Services, Depository Services, Research and Development Divisions and Pustaka Miri. Under information and Communication Technology Sector have two divisions which are Knowledge Management Division and Ict Infrastructure Division.

1.6 Miri Library (*Pustaka Miri*) Background

1.6.1 Vision

ICT sector become as ICT carrier for information and knowledge services in Sarawak.

1.6.2 Mission

To provide facilities and maintain an effective and efficient communication system for the delivering and sharing of information and knowledge.

Information and Communication Technology Sector has several roles which are stated as below.

- I. To provide management of Pustaka's ICT system.
- II. To provide ICT operation, support and backup services to the other departments sections of Pustaka Negeri Sarawak.
- III. Enhance, maintain, develop and implement Pustaka's and other web sites.
- IV. Reengineer, evaluate and access Pustaka ICT System.
- V. Upgrade, maintain, and enhance Pustaka's ICT system and other libraries state-wide.
- VI. R&D related to the ICT in Pustaka.
- VII. Coordinate all ICT projects (Library Development).
- VIII. Coordinate digitization project (technical aspects and quality control)
- IX. Provide technical assistance and support for the development of digital contents.

CHAPTER 2

2.0 SCHEDULE OF PRACTICAL TRAINING

Practical training period (20 January 2015 – 27 February 2015)

2.1 Summary of daily Practical Training

2.1.1 Week 1 Day 1 (20 January 2015)

- a. Introduced to my supervisor , En Cyprian Rossem and I was placed under Registry section and explained by him about what is Registry section with other colleague, Iskandar b. Damaimi.
- b. Introduced to other Pustaka's staff members and register as Pustaka staff member.
- c. Create identification card to record attendance.
- d. Mr. Cyprian explained more about Pustaka's background, environment, facilities.
- e. Short video about Pustaka's Safety and emergency.
- f. More explanation on task about at Registry section by En Cyprian such as record incoming mail, outgoing mails, filing activities, and many more.

Day 2 (21 January 2015)

- a. En Cyprian give more explanation and details about invoice record such as what need to do if incoming mails such as bills payment need to be stamp by using receive stamp.

- b. More explanation how to record the incoming bills payment to the Financial Department.
- c. More explanation on preparing outgoing mails.
- d. Mr Cyprian give explanation about File keeping using computer and Record Keeping,
- e. Sent letter to the other department such as Human Resource Department.

Day 3 (23 January 2015)

- a. Doing task as usual such as record incoming mails.
- b. Help En Cyprian to sent outgoing mails such as fax, and prepare letter for outgoing mails.
- c. Fax letter to the other organization.
- d. Listing of missing letter in file.
- e. All practical students attend knowledge kafe activities which all practical students need to participate in communicate, sharring their knowledge with other practical students.
- f. Continue file activities.

Day 4 (26 January 2015)

- a. Working as usual on file activities.
- b. Participate in Senamrobik activites every Monday.
- c. Open all incoming mails to be sent to En Cyprian to be checked.
- d. Learn how to do outgoing fax, counting the number of successfull fax and seperate error fax.
- e. As usual find some missing number in every file.

Day 5 (27 January 2015)

- a. Working as usual such as opening letter.
- b. Go to the Stack room (books, magazines, journal, file) storage to do box listing.
- c. Do listing on every box containing file title, date and number.
- d. Sent box to the Stack Room after finish the activities.

2.1.2 Week 2 Day 6 (28 January 2015)

- a. Working as usual such as record incoming and outgoing letter to the file.
- b. Arrange the letter to the file according to the number of files.
- c. Do filing activities such as receiving activities.
- d. Prepare outgoing mails.

Day 7 (30 January 2015)

- a. Working as usual.
- b. Sent invoice to the financial department.
- c. Binding some books.
- d. Go to the stack room to do listing, filing and prepare new boxes.
- e. Continue filing activities.

Day 8 (2 February 2015)

- a. Working as usual such as open incoming mails and record all incoming mails.
- b. Do masterlist copy of title books, and journal to be sent to Puan Aini.
- c. Go to the Stack Room to do listing.

- d. Find missing file to be listed.
- e. Print and fax some document to the other department, and organization.
- f. Sent payment bills to the Financial department.
- g. Open incoming mails to be listing.

Day 9 (3 February 2015)

- a. Received new task from Puan Laurena.
- b. More explanation from Puan Laurena about the spss on employee satisfaction in Pustaka Negeri Sarawak.
- c. Key in data on SPSS.
- d. Continue some filing and find missing mails.
- e. Attend for workshop organize by Miss Nurlailawaty.
- f. Go to the registry room and working as usual.

Day 10 (4 February 2015)

- a. Working as usual.
- b. Open incoming mails to be checked by En Cyprian.
- c. Filing incoming mails
- d. Do SPSS on Employee Satisfaction in Pustaka Negeri Sarawak given by Puan Laurena.
- e. Do filing activities.

2.1.3 Week 3 Day 11 (5 February 2015)

- a. Do SPSS activites.
- b. Open incoming mails and record incoming mails.

- c. Sent incoming mails to Financial Department to be record in Invoice.
- d. Sent letter to the other department.
- e. Sent books to Puan Ainie.
- f. Continue SPSS activity on Employee Satisfaction Survey for Pustaka Negeri Sarawak.
- g. Do filing activities.
- h. Finish record for filing activities.

Day 12 (6 February 2015)

- a. Working as usual.
- b. Do SPSS activities on Employee Satisfaction survey at Pustaka Negeri Sarawak.
- c. Do filing activities such as recordin the missing file and check the file number.
- d. Prepare outgoing mail to be sent by En Busrah.

Day 13 (9 February 2015)

- a. Open incoming mails as usual.
- b. Sent fax to the other organization.
- c. Record invoice to the Financial Department.
- d. Gotong-royong activities at Stack Room.
- e. Continue SPSS activities.

Day 14 (10 February 2015)

- a. Working as usual.
- b. Sent some books to Puan Ainie.

- c. Attends Pustaka meeting about U-Pustaka and explain details about Pustaka E-Books, Journal and registration to become U-Pustaka members.
- d. Handle invoice letter to the Financial department.
- e. Continue SPSS on employee satisfaction.

Day 15 (11 February 2015)

- a. Working as usual.
- b. Prepare incoming mails to be stamp.
- c. Sent incoming mails to Financial department.
- d. Record data of books to be sent to Puan Ainie.
- e. Continue SPSS activities from Puan Laurena.
- f. Do filing activities.

Day 16 (12 February 2015)

- a. Open incoming mails.
- b. Sent incoming mails to En. Cyprian to be checked.
- c. Sent invoice to Financial Department.
- d. Continue SPSS activities.
- e. Preparing Mails to be sent later.

2.1.4 Week 4 / Day 17 (13 February 2015)

- a. Sent fax to the other organization.
- b. Open incoming mails.
- c. Record fax number.
- d. Sent invoice to the Financial department to be recorded as usual.

- d. Sent invoice to the Financial department to be recorded as usual.
- e. Continue SPSS activities as usual.
- f. Record incoming magazines to be sent to Puan Ainie.

Day 18 (16 February 2015)

- a. Senamrobik activities.
- b. Sent invoice to the Financial department.
- c. Open incoming mails to be stamp.
- d. Sent incoming mails to every department that involve.
- e. Continue spss activities.
- f. Do filing activities.
- g. Record filing as usual.

Day 19 (17 February 2015)

- a. Working as usual such as open incoming mails to be recorded.
- b. Sent incoming mail to the other departments such as Financier, and Human Resource.
- c. Continue filing activities.
- d. Sent file to the Stack Room.

Day 20 (18 February 2015)

- a. Record incoming mails.
- b. Sent incoming mails to the Human resource department.
- c. Continue SPSS on Employee Satisfaction Survey.
- d. Prepare outgoing mails.

- e. Do filing activities.

Day 21 (23 February 2015)

- a. open incoming mails to be recorded.
- b. Categorized letter to be sent to each department that need to be sent.
- c. Record invoice to Financial department.
- d. Fax letter to the other department.
- e. Go to the Stack Room.
- f. Do Filing Activities.

Day 22 (24 February 2015)

- a. Sent outgoing mails to Human resource department.
- b. Pembersihan fail activities to be sent to Pustaka Arkib.
- c. Continue SPSS activities.
- d. Preparing new files.
- e. Do listing activites.

2.1.5 Week 5 / Day 23 (25 February 2015)

- a. Pembersihan Fail activities.
- b. Numbering each File contains document.
- c. Cleaning every document in every file to remove dust and other particle that can damage files.
- d. Continue in works in Registry room.
- e. Work at receprion counter.
- f. Continue filing activities.

Day 24 (26 February 2015)

- a. Continue numbering each letter in every files according to number of years.
- b. Seperate each files according to year, title and organize some files.
- c. Continue activities in Registry room.
- d. Find missing files.
- e. Record invoice at Financial Department.
- f. Continue SPSS activities to be finalized and checked by Puan Laurena.
- g. Continue filing activities.

Day 25 (27 February 2015)

- a. Working as usual such as opening incoming mails.
- b. Record every incoming books, journal, and megazines to masterlist.
- c. Sent books, megazines to Puan Aini.
- d. Continue working at registry room.
- e. Preparing outgoing mais.
- f. Help the other staff to sent fax to other department.
- g. Continue file transit records.
- h. Attend gathering of thanks giving for all practical students during last day.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

Registry division is one of the divisions in Pustaka Negeri Sarawak. There are also other division such as Human and Resource, Research and design, and financial department. Mr. Cyprian has assigned as my supervisor in Registry department which started at the first week of 20th January 2015 until 27 February 2015.

Administration of the Pustaka Negeri Sarawak in registry is run as a center of Sarawak State Library which composed of public employees that support by other staff members. In registry itself involve daily activities such as reception of letter, outgoing and ingoing mails.

Daily activities in Registry will be recorded such as incoming of financial receipt, ingoing and outgoing fax, and file records. Therefore, this section including every departments that runs daily activities in Pustaka Negeri Sarawak.

The sections in this department are:

- a) Reception Desk
- b) Record keeping
- c) Ingoing and outgoing mails
- d) Repository room

3.1 ADMINISTRATION STAFFS

- a) Admin Clerk (P / O), Grade N.17
- b) An Administrative Assistant (Secretary), Grade .17 - Attachment
- c) A Junior Administrative Assistant, Grade .11
- d) A General Assistant, Grade N.1
- e) A General Assistant, Grade N.1 - Attachment
- f) A Motor Vehicle Driver, Grade Q.3
- g) A Public Primary Worker (Office Cleaning) Grade Q.1
- h) Employees of a Public Primary, Grade Q.1 The functions Parts

3.2 ADMINISTRATION DIVISION TASKS

- a) Administration / management
- b) Research and design (R&D)
- c) Counter Reception
- d) Registry Department
- e) Financial Administration
- f) Maintenance of buildings and equipment
- g) Security
- h) Maintenance of Records and Information System
- i) ICT technical staff

3.3 Analysis of the work

At this chapter will be discussed on the task or the scope of work in training period. On the other hand, Registry department will be discussed later in details and the organizational technique to ensure that quality enough in management and also to ensure that the organization work in proper. Therefore, the organization practiced technique from Japan which is Kaizen 5s technique of management. The goals of the organization using Kaizen 5s is to ensure that organization working in good condition that safe to the other staff, and creates leanest organization working condition. A Kaizen 5s technique is from Japan whereas to provide clean place for working environment so that it can affect the better performance of the staff.

This method will provide clean, properly ordering, systematic working environment, in order to produce quality of work. In Japan, the quality management become top priority in which it becomes need for every department in organization such as production and management. Japan become of the worlds example or benchmark and this techniques been practiced by all country in organization.

The idea is to provide a clean, orderly and standardized workplace in order to focus more attention on production processes, quality and other value-added processes. The Japanese have for ages been pioneers in best management practice with the 5S business process philosophy being one of the most well-known business concepts of the 20th century. Many companies are adopting the 5S concept, which originated in Japan as a way of organizing and managing the workspace to improve efficiency. (History of 5S, 2011)

3.4 Origin Kaizen Concept

During the time of World War II, the war virtually destroyed the production capability of Europe and Asia. The United States (U.S) production capability greatly expanded since their major emphasis was on quantity and not quality production. However, as poor as it was in quality, the U.S still produced the best in the world compared to other nations. In the late 1940s, Dr. W. Edwards Deming, a U.S quality control expert began working with the Japanese and continued doing so periodically for several years. (Silvarajo, April 2008)

The Japanese developed the quality circle concept during the early 1960. 20 years later, the concept had expanded to more than a million organizations. At the same time, Dr. Genichi Taguchi, a Japanese quality expert, introduced new statistical concept that was invaluable in improving process and product quality. Due to this improvement, Japanese industry ultimately has developed in various technologies all over the world.

Following in their footsteps, U.S made some drastic changes in strengthening their power in the global age. Besides all kinds of quality improvement techniques developed, one of the most famous is the 5S concept developed by the Japanese. It was developed the original concept of 5-S in the early 1980s (Silvarajo, April 2008).

According to Takashi Osada the founder of the 5S concept for industry use refers to 5S as the five keys to a total quality environment. 5S is a system to reduce waste and optimise productivity and quality through maintaining an

orderly workplace and using visual cues to achieve more consistent operational results. The practice of 5S aims to embed the values of organisation, neatness, cleaning, standardisation and discipline into the workplace basically in its existing configuration, and it is typically the first lean method implemented by firms. (Alberto Bayo-Moriones, October 2009)

There are many organized methods to do so. One of them is called '5S'. 5S is a tool with Japanese roots, focused on fostering and sustaining high quality housekeeping. The physical environment determines one's behaviour. On the other hand, a similar behavioral pattern among a group of people defines culture. Thus, there is a strong link between culture and physical environment.

'Extrapolating', one can also find a strong link between the physical environment at the workplace and productivity. Many people think that housekeeping should be done by cleaners and sweepers at their workplace. They do not realize that they too play an important part in keeping their workplace clean. More importantly, they do not know how much they can gain for themselves by just practicing good housekeeping. Everything that the people do at their workplace is very important to overall cleanliness, orderliness and safety of the workplace.

Clean working environments where everything is properly placed and where clear instructions are readily available tend to be a safe place to work in. The work environment also determines how fast and how efficiently work could be done. Good produce in a clean and well-organized environment also tends to be of better quality. In a company where 5S are seriously practiced,

the numbers of defect products will be relatively lower than that of a disorganized company. Productivity will therefore be higher.

By practicing 5S at the workplace, it is not only produce quality, but also actually help to ensure the safety of that workplace. 5S is a set of techniques providing a standard approach to housekeeping. It is often promoted as being far more than simply housekeeping and some of the elements described below certainly move into broader areas.

- (a) Seiri : Sorting out - "When in doubt, throw it out"
- (b) Seiton : Systematic Arrangement - Everything has a place, everything in its place
- (c) Seiso : Spic and Span Scrub - Clean it up
- (d) Seiketsu : Standardizing- Stabilize - Standardized cleaning and housekeeping
- (e) Shitsuke : Self-discipline Sustain - Make it a way of life

3.5 Importance of 5s in organization

5S is a joint program of the entire organization to make the workplace clean, orderly and systematic. 5S practices, it will build discipline and good work ethics among employees which will result in better performance, work quality, foster teamwork and high cooperation.

5S is the most effective techniques for creating a culture of continuous improvement known as “kaizen” in Japanese. National Productivity Corporation (NPC) is one of the consultants to organization interested in implementing a 5S program in the country. The service is provided to both private and government organizations. Each NPC organizations seeking the services will be trained (3 sessions) and consultation visit (6 sessions).

3.6 Kaizen Concept

Kaizen is often translated in the West as ongoing, continuous improvement. Some authors explain Japan's competitive success in the world market place as the result of the implementation of the Kaizen concept in Japanese corporations. In contrast to the usual emphasis on revolutionary, innovative change on an occasional basis, Kaizen looks for uninterrupted, ongoing incremental change. In other words, there is always room for improvement and continuously trying to become better (SkyMark, 2011).

Originally a Buddhist term, Kaizen comes from the words, "Renew the heart and make it good." Therefore, adaptation of the Kaizen concept also requires

changes in "the heart of the business", corporate culture and structure, since Kaizen enables companies to translate the corporate vision in every aspect of a company's operational practice.

Kaizen means improvement. Moreover it means continuing improvement in personal life, home life, social life, and working life. When applied to the workplace Kaizen means continuing improvement involving everyone - managers and workers alike. Believers of this theory maintain that managers of production operations cannot stand still; continuous development and improvement is critical to long term success.

In practice, Kaizen can be implemented in corporations by improving every aspect of a business process in a step by step approach, while gradually developing employee skills through training education and increased involvement. The principle in Kaizen implementation are:

- a) Human resources are the most important company asset,
- b) Processes must evolve by gradual improvement rather than radical changes,
- c) Improvement must be based on statistical/quantitative evaluation of process performance.

Support throughout the entire structure is necessary to become successful at developing a strong Kaizen approach. Management as well as workers need to believe in the Kaizen idea and strive toward obtaining the

small goals in order to reach overall success. Therefore, all members of an organization need to be trained in a manner to support this idea structure. Resources, measurements, rewards, and incentives all need to be aligned to and working with the Kaizen structure of ideas. (SkyMark, 2011)

3.7 5S CONCEPT

The term '5S' is coined from the first letters of each of the 5 Japanese words that form the basis of this philosophy. A number of attempts have been made to have an English equivalent to the 5S office without losing the original meaning of each word. We will look at each of the Japan 5S and their roles in office management. There are varying translations, but the main concept remains the same. 5S is the name of a workplace organization methodology that uses a list of five Japanese words which are seiri, seiton, seiso, seiketsu and shitsuke (History of 5S, 2011).

Phase one is Seiri or in English which is translated as sorting. This means going through all the tools and materials in the work areas and only keeping the items that are essential. All other tools and items are stored or discarded. In a busy office environment, the amount of paperwork and other media through which work is conveyed can be overwhelming. But the biggest problem comes when this paperwork is allowed to pile up pending action or filing. Over time, it becomes difficult to distinguish items between items that require action and those that need to be stored or discarded.

Phase two is Seiton or in English which translated as straighten, set in order, and sort. It is a process that focuses on efficiency. The goal is to arrange tools,

equipment, and parts so that they encourage work flow. Tools and equipment should be placed where they will be used, and the process should take place in an order that has maximum efficiency. The concept that is important is that tools and activities should be ordered so as to maximize the flow of work (History of 5S, 2011).

Straighten focuses on setting the workplace in order to focus on efficiency. This is more than just arranging the tools and equipment where they will be used and in the sequence they will be used. It is “straightening” the work path for materials, tools and the work process. Of all the steps this is the one that typically produces the greatest cost reductions. Straightening the work process can include changes in dies or tooling that reduces finishing labour, for example. It may include interaction with the customer to implement design changes that result in cost reduction or quality improvement. It is also the step that bears the most repeat visits to implement continual improvement.

Phase three is Seiso. This is simply the need to keep the workplace clean and neat. When every shift ends, the work area is cleaned, and everything goes back in place. This process lets everyone to know what goes where, and lets them have the confidence that everything is where it needs to be. Maintaining cleanliness is part of the daily work task, not just something that gets tackled when the workplace becomes too messy. The American version of Seiso is "sweeping" or "shining." (History of 5S, 2011)..

In order to realize shining through an effective system, the names of the personnel who are responsible from the cleaning of each zone, each department and each point of the factory should be clearly determined and written at the proper places. The shining time should be very short in order to obtain effective utilization. The best times for cleaning are the beginning of shift, end of shift or after meal. All personnel should be well trained about cleaning and participate in cleaning.

Phase four is Seiketsu. This simply means that work practices operate consistently and in a standardized manner. Each worker knows what responsibilities he or she has in keeping the first three S's. The American word is "standardizing" (History of 5S, 2011). Following the application of first 3S principles, the necessary systems are formed in order to maintain the continuance of these good practices at the workplace. In order to do this, these activities should be written according to the procedures and the memorization of these procedures by the personnel as well as the functionality of the rules should be obtained. Providing the visual control that will enable the revealing of the problems that may negatively affect the conducted cleaning and the order is very important here. The methods which can be recognized by anyone at the workplace, notonly by the relevant person, should be developed. It will be appropriate to write down performance monitoring labels, control lists, tables and some procedure for visual understanding on Total Productive Maintenance (TPM) board that will be formed in order to control the activities.

Phase five is Shitsuke, which refers to maintaining high standards and reviewing those standards. It is a way to maintain focus on the system of operating and not allowing people or processes to slip back into old habits. Any suggested improvements should be considered in light of the first four S's. The Americanization is "sustain". (History of 5S, 2011). The last step of 5S program covers the improvement of the methods directed to the adaptation of 5S as habit by all personnel. The task here is undertaken by the leader directors. The directors should explain the importance of 5S to the personnel through various trainings and the knowledge of the personnel about 5S should be kept up-dated through the 5S boards to be formed at the workplace. Through various campaigns with easy participation, the dissemination of 5S should be targeted (Celebi, 1997).

In the Sarawak State Library, registry department practiced this theory where every section such as filing, stationery equipment, machinery arrangement, desk arrangement and many more. This section also provide number of stickers in every machinery such as photostat, fax, and als stickers in every stationery such as pen, staple, and many more.

3.8 Application of the concept

The Seiri or Sort step is the act of removing non-essential items from the workspace. In each department, the employees will go through all the tools such as materials, files, documents and keep only the essential items. The employees will store any important document and file or discard the old files to other place.

In practicing this 5S concept, the employees follow which are three basic rules of thumb to follow when sorting materials. The first basic rule is if the document is use daily, the employees will find a place for it that is accessible. Secondly, if the document is use weekly, it will be move out of the immediate work area and keep into a designated place. Lastly, if the item is rarely or never used, the employees will tend to get rid of it.

The second step according to 5S concept is Seiton or Set in order or Stabilize. Once workspace items have been sorted, the next step is to arrange tools, equipment, utensils, parts and processes in an orderly way that promotes workflow. The Set in Order step provides easy access to the items that an organization need. In my section, they use visual aids, such as signs, symbols or labels to assign permanent places. For example, all their documents and files are kept in the storage rack at an administration office. At the storage rack, they use labels to assign names for each file that they kept. As example one section for closed files and another storage rack for an active files. Under closed files and an active files, they also will assigned it with each types. With

this step, I noticed that the efficiency can be improve and employees begin to work smarter.

The third step according to 5S concept is Seiso or Shine or Sanitize. The expectations and regulations make it a requirement for work environment and facilities to remain clean and neat. This step becomes a lot easier once items are not cluttering in the workspace and hindering cleaning activities. In my section, every day at the end of each shift, the employees will make sure that every work area needs to be cleaned and items need to be put back in their assigned places. This step can teach employees to be proud and responsible of their work areas. Once cleaning expectations are set, inspection will be done to make sure that employees are meeting the requirements for safety and productivity purposes.

The fourth step according to 5S concept is Seiketsu or Standardize. In the Standardize step, the organization will consider the goals they want to achieve and what actions need to be taken to achieve them. Then, develop a set of company standards that employees are expected to follow to make those goals a reality. When everyone understands the standards and knows their responsibilities, it makes adherence easy. In my section all the employees are given responsibility under a specific unit. All members will ensure that each section set up their office foyer according to 5S standards and requirements.

The last step according to 5S concept is Shitsuke or Sustain. Once the framework has been set, the Sustain step maintains the discipline and attitude

to keep the other four steps working. Therefore, in my section there is a 5S communities where each of the employees and their responsibility are stated. They also implement their own 5S Policy which aims to establish a conducive working environment, safe, clean and tidy as well as enhancing the culture of teamwork, discipline, customer friendly work practices, systematic and continuous improvement in the daily task. The 5S concept is not a one-time activity, but a way of life that demands discipline and leadership. It also involves all company personnel, including administrative functions in order to sustain the lifestyle change and maintain continuous improvement in the organization.



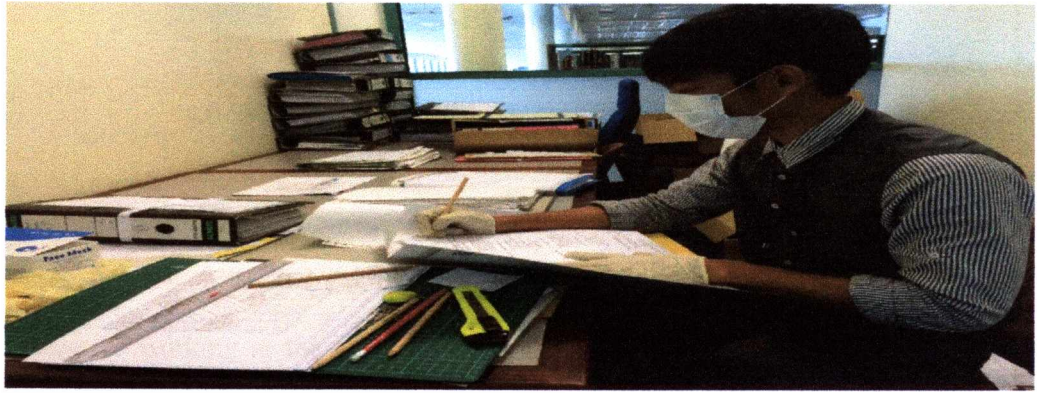
Picture 1: File recording and disposal of empty box

This activity includes of creating new box of files, disposal, and arrangement of file according to the file numbering.



Picture 2: File Cleaning

This activity will including removing of dirty particles and file fixing and numbering. After this activities finish, it will be sent to the Treasury department to be kept as old files.



Picture 4: Example of File Cleaning Activities

CHAPTER 4

4.0 SWOT ANALYSIS OF ORGANIZATION

4.1 Strength

Based on Kaizen 5s that the organization adopted, it can be practised as a student to working at the future. This because it Kaizen concept also been practised by other organization. Students also will be familiar and improve in themselves as working environment that require better working condition such as systematic arrangement and also clean working environment. Besides that, Kaizen 5s also ensure working environment well organized. It also engages people to have good decipline especially students that become graduated and working outside. It also guide students to become more systematic and methodical which engages students to work in future by doing standards and decipline. This theory also focus on respect of workplace everyday which people need to have better working conditions so that can deliver quality performance. The benefits of 5s also will create better working environment by the future and it also become a solid foundation to the organization to improve their performance and also to ensure that continues improvement for the future. Other than that, it also teach students to be more decipline in checking the working equiptment to ensure that the organization staff is working in good condition.

4.2 Weaknesses

The problem with Kaizen 5s theory is it cannot be practised to all of people. This because different people have their own perception and attitude. Therefore, in everey organization have their own problematic of resistance to

change. Kaizen 5s in organization also will lead to slow implementation approach. This because getting this type of people to change is not an easy task. People that resist to change become barrier to the organization that find 5s new way of working life.

4.3 Opportunity

For government department and agencies, it is a good theory that can be practised in organization because this theory will provide better working environment and also systematic way of arrangement and workplace. In private organization also practised this way or working condition to ensure that their working environment in better and good condition so that the employees are working in a safe condition. As we can see all government department been practised this Kaizen 5s such as MAMPU organization and many more. In Sarawak State Library also practised 5s because it can produce quality of working environment and easy for staff to work.

4.4 Threats

Not all organization practised Kaizen 5s because it depends on the organization working conditions. It cannot be adopted to the other organization that because different organization have their own working conditions. It is depends on the organization because the organization will find way or using other theory that suit their organizational working condition.

CHAPTER 5

5.0 SUMMARY AND SUGGESTIONS

5.1 Summary

This course ADS 667 is final semester practical for students. This subject is about to prepare students in Bachelor of Administrative Science and Policy Studies (Hons) to put all their knowledge and skills that they have learned from the previous semester into the real working environment.

The spirit of teamwork and effective communication that I have learn in Pustaka gives me important knowledge on how the real working environment is really about and able to sharing new knowledge to the University as well. Besides, this programme also improve my technical skills such as communication, interaction and improve my self-confidence as well.

Besides, Pustaka Negeri Sarawak also gives many information about the real working conditions which new for me and how to tackle the situation if the problem occur and being apart of Pustaka Negeri Sarawak, i have learn many of new things.

5.2 Suggestions

To improve of this practical training, it is important for the faculty to gives more explanation about what are the objectives of practical training and the purpose of practical training for the students. Improve the duration of practical training into more spesific times also will improve the knowledge of the students as well.

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APPENDIX I



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : NUR MOHD NADZEE B. SHALSAH
NO MATRIK UiTM : 9013464086
NO KAD PENGENALAN : 920120135439
PROGRAM : AM228/AM225*
NAMA PENSYARAH PENYELIA : MADAM FADHLEEN BT. MAHMUD

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan.

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
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2				
3				

4				
5				
6				
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*** Potong yang tidak berkenaan**
Sila gunakan lampiran jika ruang sedia ada tidak mencukupi

APPENDIX II



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

1. Student's name: NUR MOHD NAZREE B. SHALSAW
2. Date & Place of Birth: 20.1.92 . Hospital Umum Kuching, SARAWAK.
3. UiTM No.: 2013464086
4. Program: AM228
5. Year: 20 Part: 5
6. Home address: Lot 552 Kampung Rampanggi, Lorong meranti, 1c
Jalan Sultan Tengah. 93050 Kuching.
7. Address during practical training:
8. Place of training: Pustaka Negeri Sarawak.
9. Name of Supervisor in-charge:
10. Duration of training: From: 20/1/15 to 27/2/15

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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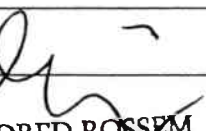
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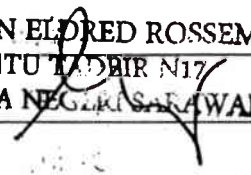
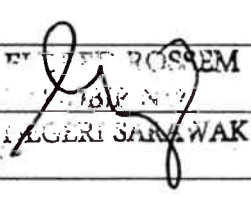
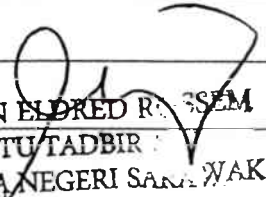
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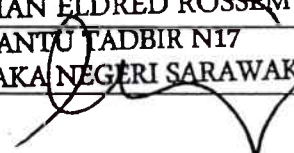
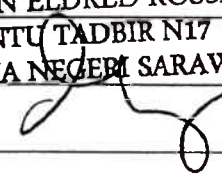
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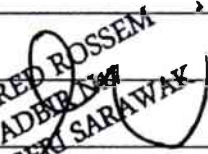
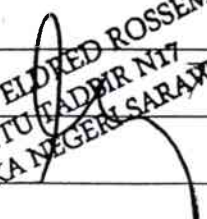
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015	1. Introduction to Pustaka.	
	2. Allocated into registry section by.	
	3 Puan Surta Sonta.	
	3 Introduction to task activities in detail.	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	eg. letter record in and out. by Mr. CYPRIAN	
	4. More explanation about what is filing	
	Process.	
2015	1. Merekod invoice (Invoice Record to financial	
	department.)	
	2. Prepare letter for post-laju Posting.	
	3. Explanation for file keeping using computer	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	and record keeping.	
	4. Sent letter to other department. eg. Human	
	Resource.	
5	1. menjalankan tugas seperti biasa	
	2. Merekod fail	
	3. Merekod outgoing and incoming	
	letter to file.	
	4. Photocopy some letter	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	5. Fax letter to other organization	
	6. Mr CYPRIAN give more explanation	
	about the invoice, outgoing and incoming	
	letter.	
	7. Listing of missing letter in file.	
15	1. Go to workplace as usual	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	2. get attendance	


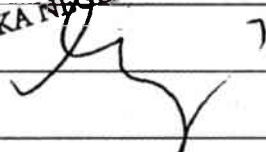

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/1/15	3. Knowledge kafe (attending) 4. Filing 1. Working as usual 2. Senam robik activities. 3. Open letter activities and record keeping of incoming and outgoing mails/letter. 4. Learn how to do outgoing fax. 5. As usual find missing letter in filing.	 CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N1 PUSTAKA NEGERI SARAWAK
27/1/15	1. Working as usual 2. Go to the stack room to find missing file in every box 3. Do listing some box containing file number. 4. Send box to the stack room 5. Prepare books/binding activities.	 CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N1 PUSTAKA NEGERI SARAWAK
28/1/15	1. Working as usual such as received incoming and outgoing letters to the file. 2. Arrange the letter to the file according to the number of files. 3. Do filing activities such as receiving activities 4. Prepare outgoing mail.	 CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N1 PUSTAKA NEGERI SARAWAK

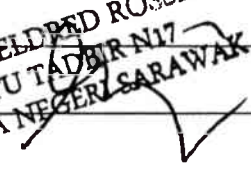
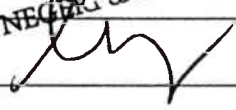

E	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15	Emergency leave.	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
5	1. Working as usual	
	2. Sent invoice to financial department and record invoice.	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	3. Binding some books.	
	4. Go to the stack room to do filing.	
	5. Do filing activities.	
15	1. Working as usual	
	2. Go to the stack room to get some boxes of file to be listing	
	3. Find missing file/letter and list the missing letter	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	4. Print and fax some document	
	5. Sent mail to financial department	
	6. Open letter to be record/filing.	
1/12	1. New task from Puan Laurena.	
	2. Doing spss on employee satisfaction and key in spss analysis	
	3. Do some filing and find missing mails.	CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK
	4. attend for workshop organized by miss Nurhailawaty.	
	5. Go to the registry room and working	

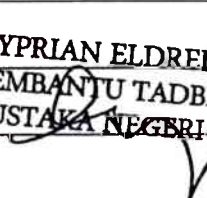
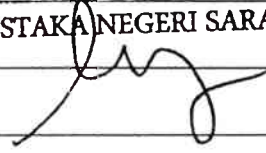
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	as usual.	
4/2/15	<ol style="list-style-type: none"> 1. Working as usual 2. open incoming mails to be checked by en CYPRIAN. 3. filing Incoming mails 4. Do SPSS on employee satisfaction given by Puan Lavrena 5. Do filing activities. 	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
5/2/15	<ol style="list-style-type: none"> 1. DO SPSS activity 2. Open Incoming mails and record incoming mails 3. Sent incoming mails to Finance department to be record in Invoice 4. Sent letter to the other department 5. Sent Boole to Puan Aini 6. Continue the SPSS on Employee Satisfaction survey for Pustaka Negeri. 7. Do filing activities 8. Finish record for filing activities on today. 	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
6/2/15	<ol style="list-style-type: none"> 1. Working as usual 2. Do SPSS activities on Employee Satisfaction 	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 

E	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>Survey on Pustaka Negeri Sarawak.</p> <p>3. Do Filing activities such as recording the missing file and check the file number.</p> <p>4. Prepare outgoing mail to be sent by En. Basrah.</p> <p>5</p>	
1/15	<p>1. Open incoming mails as usual</p> <p>2. Sent faxes to the other departments</p> <p>3. Record invoice to financial department</p> <p>4. Control buying activities at the stock room</p> <p>5. Continue filing activities</p> <p>6. Continue SPSS activities</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
1/2/15	<p>1. working as usual</p> <p>2. sent some books to puan Atmie</p> <p>3. Attends pustaka meeting about U-pustaka and explain details about pustaka e-books, Journal and member registration</p> <p>4. Handle invoice letter to the financial department</p> <p>5. Continue SPSS about employee satisfaction.</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
11/2/12	<ol style="list-style-type: none"> 1. Working as usual 2. Prepare incoming mails to be stamp. 3. Sent incoming mails to financial department 4. record data of books to be sent to Puan Aime 5. Continue SPSS activities from Puan LAURENA. 6. Do filing activities. 	<p style="text-align: right;">  CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK </p>
12/2/15	<ol style="list-style-type: none"> 1. Open incoming mails 2. sent incoming mails to EN CYPRIAN To be checked 3. Sent invoice to financial department 4. Continue SPSS activities 5. Continue filing activities 6. Preparing letter to be post. 	<p style="text-align: right;">  CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK </p>
13/2/15	<ol style="list-style-type: none"> 1. sent fax to the other organizational 2. Open incoming mails. 3. record fax number 4. Sent invoice to the financial department to be recorded as usual 5. Continue SPSS about employee Satisfaction in Pustaka 	<p style="text-align: right;">  CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK </p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	6. Record incoming magazines to be sent to Puan Annie.	
12/15	<ol style="list-style-type: none"> 1. Seramrobik activities. 2. Sent invoice to financial department 3. open incoming mails to be stamp 4. Sent incoming mails to every department that involve. 5. Continue SPSS activities 6. Do filing activities 7. record filing. 	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
12/15	<ol style="list-style-type: none"> 1. Working as usual such as open incoming mails to be recorded 2. Sent incoming mail to the other department such as financial, human resource 3. Do filing activities 4. Sent file to the stack room 	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
18/12/15	<ol style="list-style-type: none"> 1. Record incoming mails 2. Sent incoming mails to the human resource department 3. Continue SPSS on employee satisfaction in postcard. 4. Prepare outgoing mails 	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
23/2/15	<p>6. Do filing activities.</p> <p>1. Open incoming mails to be recorded</p> <p>2. Categorized letter to be sent to each department that need to be sent</p> <p>3. record invoice in financial department.</p> <p>4. Fax letter to the other department</p> <p>5. go to the stack room</p> <p>6. Do filing activities</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
24/2/15	<p>1. sent outgoing mails to Human Resource Department.</p> <p>2. Pembersihan fail activities to be sent to ^{Pustaka} Arkib.</p> <p>3. Continue spss activities about employee satisfaction in pustaka.</p> <p>4. Preparing new files.</p> <p>5. Do listing activities</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
25.	<p>1. Pembersihan fail activities. Numbering each letter in each files.</p> <p>2. Cleaning every letter to be remove dust and other particles.</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	3. Continue working in registry department	
	4. Do reception at counter.	
	5. Continue filing activities.	
12/15	<p>1. Continue numbering each letter in every files according to the number of years</p> <p>2. Separate each files according to the year, title and organized files.</p> <p>3. Continue activities in registry room.</p> <p>4. find missing files.</p> <p>5. Record invoice at other department such as financial department</p> <p>6. Continue Spss activities to be finalized and sent to Run Laurena to be checked.</p> <p>7. Continue filing activities</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 
27/2/15	<p>1. Working as usual such as opening incoming mails</p> <p>2. record every incoming books, magazines, brochure.</p> <p>3. Record incoming books to masterlist</p>	<p>CYPRIAN ELDRED ROSSEM PEMBANTU TADBIR N17 PUSTAKA NEGERI SARAWAK</p> 

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMAR

4. Sent books, magazines to Puan
Ainiie

5. Continue working in registry
room.

6. Preparing outgoing mails.

7. Help the other staff to
send fax to the other department

8. Help other staff to do briefing
activities.

9. Continue file transit.

Appendix II