



UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES (HONOUR)

**REPORT OF PRACTICAL TRAINING  
SRI AMAN DISTRICT OFFICE (PDSA)**

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JULY 2017

## ACKNOWLEDGEMENT

In name of Allah S.W.T the most gracious and the most merciful.

For this opportunity, I thank to:

**Mr. Azmi bin Morshidi**, who is in-charge and my host supervisor during internship period at Sri Aman District Office. I want to thank him for giving trainee the opportunity to internship at Sri Aman District Office. He had the kindness to accept and guide through trainee internship with advice, feedback and tips how to handle and approach situations despite his busy schedule.

**Dr Noni Harianti binti Junaidi**, my supervisor for this practical report. She helped and coached trainee student in completing this report. She always had time to answer all my questions concerning practical report. She was encouraged trainee to examine the internship environment also guide on how to complete the better report.

**Mr Fairuz Hidayat Merican**, who is coordinator management on the internship for student at faculty of Bachelor Administrative and Policy Studies (Honours). Trainee want to thank him for assist during the process of finding a suitable internship. Then, I appreciated all the staff worked with and spent good moments with during my internship. Indeed, trainee really enjoyed my internship. It is a great experience and I want to thank everybody for it.

## DECLARATION

I hereby declared that the work contained in this practical report is my own except those which have been duly identified and acknowledge. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed



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## CHAPTER ONE

### INTRODUCTION TO SRI AMAN DISTRICT OFFICE (PDSA)

#### 1.1 Introduction

Chapter One focuses on the background of the organization which is Sri Aman District Officer (PDSA). In this chapter, will discuss about the background of the organization, the objectives of the organization, mission and vision of the organization, the organization's logo, the organization client charter, the organizational structure and finally on chapter summary.

#### 1.2 Background of Sri Aman District Office (PDSA)

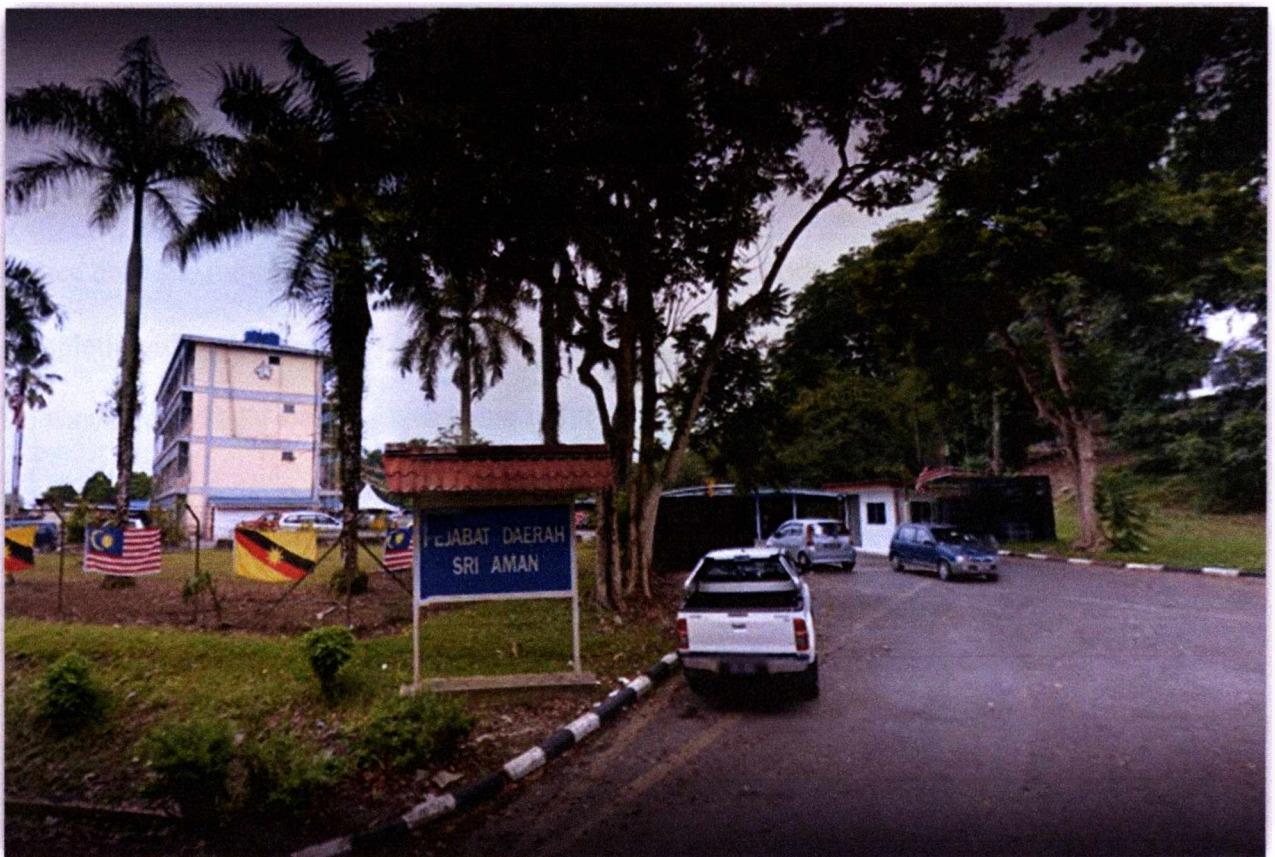


Figure 1.1: Sri Aman District Office (PDSA) building at Jalan Abg Aing Sri Aman

District Administration in Simanggang, known as Sri Aman today, may have been introduced as early as 1846 when the Lupar's territory handed over to James Brooke. Then, James Brooke built Fort James in Nanga Skrang in 1849 to face the threat of opponents. This forced the government to build a fort named Fort James in Nanga Skrang in 1849. Fort James in Skrang is the first and the beginning of the existence of the Regional Office which provides the needs of the market is much needed by the district administration. Government post in Nanga Skrang only for the short while and then left after only fort built in Simanggang Alice. Construction and completion of Fort Alice in 1864 was the basis for the government today for both parts and Sri Aman District (District Office Official Portal, January 2017).

Over the years the Office of the Resident and District Office located at Fort Alice - Resident Office and lower level of District Office. With the completion of the construction of 4-storey complex, the State Office in Jalan Abang Aing in early 1970, the Office of the Resident vacate Fort Alice and moved to level two and three newly completed complex. District officials still at Fort Alice until she moved in 1973 to occupy the entire ground floor of the new building. But with the completion of the construction of a new Resident Office in Jalan Astana in 1995, the Regional Office was asked to take over the space that will be cleared by Office of the Resident in the State Office Complex in Jalan Abang Aing. Thus, once again the Regional Office moved from the old office to the second floor and three buildings occupied now in December 1995 (District Office Official Portal, January 2017).

### 1.3 Objective of PDSA

The objective of PDSA are stated below:

- i. To convey the changes in term of improvement and prosperity in the region through the programs of socio-economic;
- ii. To established the effective and efficiency in the administration service.

### 1.4 Vision and Mission

It is ordinary for every organization to have the vision and mission to measure the organization performance. This is because with having direction through mission and vision, the organization able to set up the future planning to achieve the goal. Within clear expected capable to assist the officers enhance or improve the reputations as well as consistent in rapid growth from time to time and the result will give benefits to organization itself. Sri Aman District Office is not excluded from having the mission and vision as a symbolic productivity for the officers. .

#### 1.4.1 Vision

The vision of PDSA is ‘to become the organization an example of delivering quality services to the public’.

#### 1.4.2 Mission

The mission of PDSA is ‘to be committed to deliver statutory services, social and economic development effectively for the benefit of the people of Sri Aman Division’.



## 1.5 Logo of PDSA



Figure 1.2: The logo of State Government of Sarawak  
Source: Official portal of Sri Aman District Council

**“The State Crest signifies the proud "Land of the Hornbills" flying high in aspirations and achievements in all field of endeavor, guided by the ideology of the 'politics of development'. The State Crest also serves to distinguish Sarawak from the rest of the world”**

The logo of PDSA is adopting from the State government that consist of ‘Kenyalang’ is demonstrate the greatest of the freedom to achieve the goals through the effort based on the consistent of ideology in term of social, economic and politic stabilization. Therefore, it is suitable for the mission as well as vision at PDSA that emphasized the quality of management in the service to achieve the better performance to attain the greatest of customer satisfaction. The symbolic on the Kenyalang consist of the main color of flag in Sarawak which is yellow, red and black that describe the uniqueness of Sarawak state are able to develop in the future. The logo of PDSA emphasized the historical value where all area state that has its own meaning or definition.

## 1.6 Client charter of PDSA

Client charter is necessarily for each an organization as it assists to develop the performance of the organization, reputation achievement as well as to improve the great customer perspective or recommend towards the organization. Hence, to achieve the quality in administration management in an organization, PDSA also has formulate the promise or client charter to guide service operation to the customer in pertaining the core business at department and division unit. The client charter is as shown below in table.

### 1.6.1 Management Service/ Core Business

Table 1.1: Sri Aman District Office Client Charter, 2017

Source: Sri Aman District Office Data

Bil	Plan Quality	Quality Description
1.	Counter Service	<ul style="list-style-type: none"> <li>- To issue the promise ensure to provide quality, efficient, trustworthy, fair and friendly at all times</li> <li>- Always willing to help and give advice when needed</li> <li>- Any complaint or Customer Feedback will be taken within two (2) weeks from the date of receipt, subject to the Complaints and Customer Feedback is relevant to the services provided by this office</li> <li>- Request for change of title shotgun will be processed immediately, provided it is accompanied with complete documents for Sri Aman District Office</li> <li>- Application for permit to buy a bullet will be deal with immediately for Sri Aman District Office</li> <li>- Issuance of 'Sabong' will be issued within one (1) weeks from the date of receipt of payment accepted for Resident Office, Sri Aman</li> </ul>

2.	Business Licensing	<ul style="list-style-type: none"> <li>- Make sure the public Collections License will be issued within two (2) weeks from the date of receipt of the payment received by this office, subject to the applicant submitting a complete application and supporting documents relevant to the Resident Office, Sri Aman</li> <li>- Application for Registration Extract, Amendment and Revocation Names Business will be completed within one (1) weeks, provided they are accompanied by complete documents for Sri Aman District Office</li> <li>- Application for Discharge Port will be completed within one (1) day for Sri Aman District Office</li> </ul>
3.	Iban Customary Marriage	<ul style="list-style-type: none"> <li>- Application for a Special Marriage License will be issued within one (1) from the date of receipt, subject to the applicant submitting a complete application with supporting documents relevant to the Resident Office, Sri Aman ;          Marriage License Application for a girl under 18 years of age but has completed 16 years will be issued within one (1) day from the date of receipt, subject to the applicant submitting a complete application and supporting documents relevant to the Resident Office, Sri Aman</li> </ul>
4.	Child adoption	<ul style="list-style-type: none"> <li>- Promise that Adoption Application to be completed within three (30 DAYS, provided all parties concerned to attend and bring complete documents for Sri Aman District Office)</li> </ul>
5.	Probate	<ul style="list-style-type: none"> <li>- Application of Article Probate will be completed in two (2) weeks from the date of application, provided they comply with the Probate Case management procedures for Sri Aman District Office</li> </ul>
6.	Government quarters	<ul style="list-style-type: none"> <li>- Service on the application for quarters will be decided within one (1) MONTHS from the date of application</li> </ul>
7.	Native Court	<ul style="list-style-type: none"> <li>- Registration of new cases and cases Native Court appeal will be made within one (1) day for Sri Aman District Office</li> </ul>

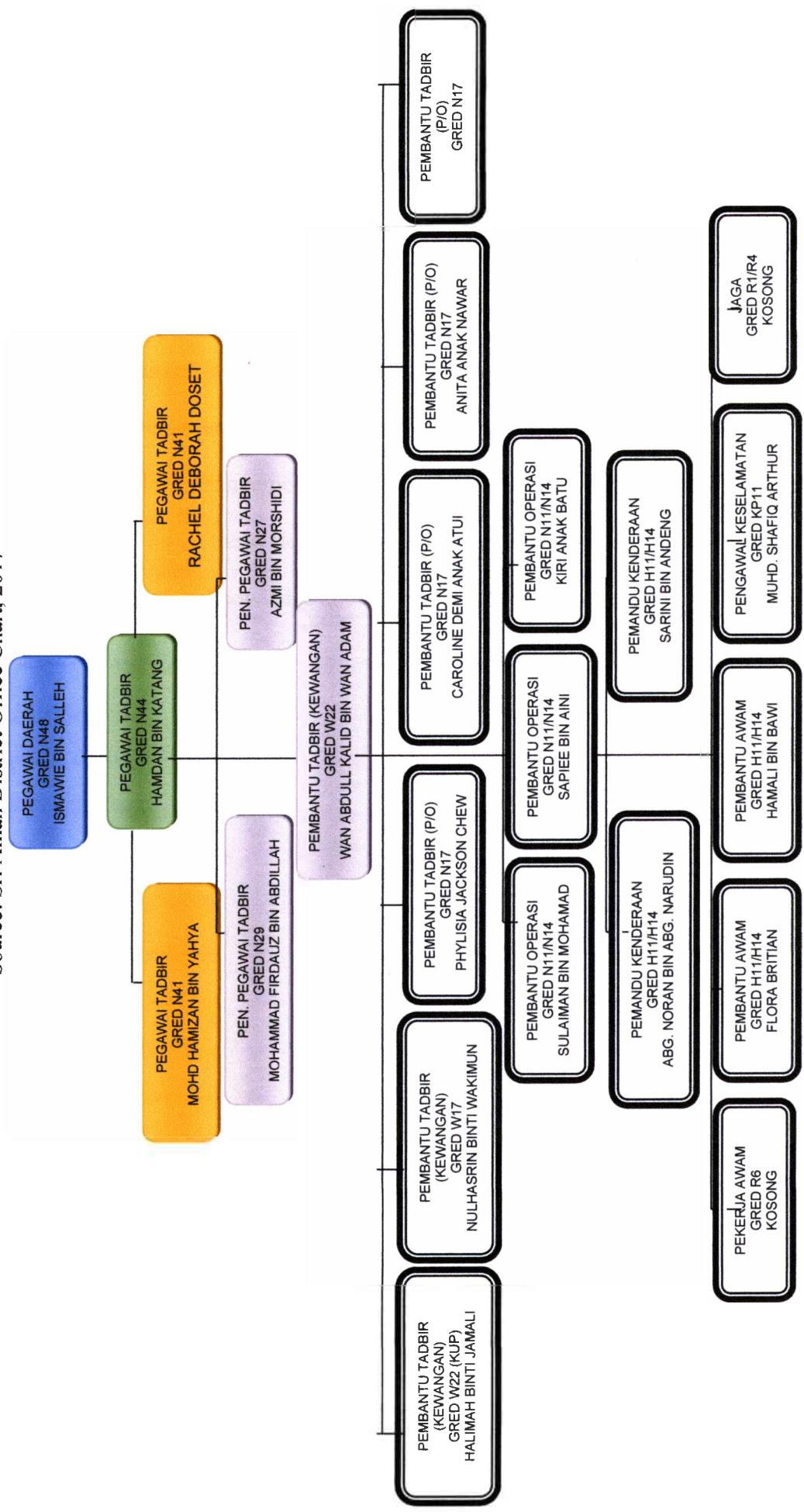
<b>8.</b>	<b>Treasury/ Financial</b>	<b>- Billing / Payment invoice will be sent to the Accountant, the State Treasury within three (3) weeks from the date of receipt, subject to the bill / invoice complete and relevant supporting documents, and there is provision for expenses</b>
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1.7 Organizational Structure of PDSA

To become a good governance, PDSA has also establish the organization structure to specify the division of the officer function and units. Organization structure will assist the employees to identify the own specific or scope of the task to reduce task overlapped then able to make the officer enjoy with assigned task that they need productive and accountable as well as promote the officer expertise and skill in specific task. In addition, all the staff status is permanently in position and will receive the pension benefit when they terminate later. The figure below illustrates the organization structure of the organization.

# ORGANIZATION CHART OF SRI AMAN DISTRICT OFFICE (PDSA)

Figure 1.3 PDSA's Organization Chart  
 Source: Sri Aman District Office Chart, 2017



## 1.8 Chapter Summary

As a conclusion, PDSA has its identity and history. In this chapter has demonstrate in which all about the organization background, vision and mission, objectives, client charter, as well as the organization structure. These elements are very important, whether to the organization itself or to the public. It will assist in giving the information to the public and able to eliminate the overlapping of the task and responsibility to the all staff that all the operation is functioning well in specific position in an organization. However, each division or unit in the organization will emphasized and focus a common vision and have a linkage from each other. Means that, there exist close relationship between upper management and lower position management in order to maintain the operation quality. Without all these elements, the organization might not be as successful as now and the public will also not acknowledge about the organization function.

## CHAPTER TWO

### SCHEDULE OF PRACTICAL TRAINING

#### 2.1 Introduction

Chapter two discovered on the schedule of practical training that has been prepared by the trainee host supervisor. The trainee has been assigned with several tasks that regarding on the core business of the organization. Each day has been filled with tasks, whether doing task that is newly assigned or task incomplete that needs continuation for completion. Thus, this chapter demonstrate more detail on the schedule of the practical training from 23<sup>rd</sup> of January 2017 until 17<sup>th</sup> March 2017 in accordance with the log book. The trainee was assigned more to Administration Management Service in an organization.

Thus, under this chapter will discuss about the schedule of assigned task done by the trainee on first week, second week, third week, fourth week, fifth week, week six, followed week seven and finally on week eight.

#### 2.2 Schedule of Assigned Task

The trainee was assigned with various tasks during practical training period. The tasks assigned are mostly routinely done, although the tasks are routine. Then, instead of the normal routine, the trainee was exposed a new experience and amazing task that required of the physical as well psychological strength aspect. For instance, in District Office has been exposed with the Native court procedure of hearing, visit the site task, and learned on Iban norm marriage. Furthermore, at the first internship registration, the trainee was reported duty by 8:30 a.m. to Sri Aman District Officer, Mr. Ismawi Bin Salleh at District Office (PDSA) that purpose for interview and icebreaking about the office background as well as structure of organization. At the same time, the

trainee was meet Admin Officer, Mr Azmi Bin Morshidi who acted as my host supervisor and in-charged for internship. The peaceful environment practices at the office and the host supervisor that very open-minded that trainee's confidence in briefing session. In addition, after a short formal conversation, the trainee then required to meet all the staff at District Office to acknowledge the staffs and their specific position or responsible in an organization. Thus, at the same time have been the five colleague such as from UiTM, Linton University College and Advance Technology Training Centre (ADTEC) Kulim namely Nisma Syamimi binti Iman (UiTM), Afikah Binti Abdul Rahman (UiTM), Liss Marcellyn Anak Honde (Linton U) and Sarrinda Binti Kamat (ADTEC).

#### 2.2.1 Week 1 (23<sup>rd</sup> – 27<sup>th</sup> January 2017)

On the first day arrived at the District office, trainee was registered on practical attendant and meet the DO as well as my host supervisor. With the first assigned at the counter service, some of the staff was explained about the forms are related on office business for the public. There are listed of the form such as Probate Registration Checklist Form, Application of Adopted Child form, Application of Sabong License form, Examination of the Shotgun Application form, E-KASIH Registration form, Application Abstract of business requirement, Form of Adding Field for Business and Quarters for public servant. Apart of learned kind of form, the trainee was disclosed on how to use the specific office equipment such as fax machine, photocopy machine, desktop and given on the venue during practical period. However, without waste the time, the trainee was petrol around the office and try to understand the structure, vision, mission, client charter as well as 5s practices in the office. Thus, it can assist to learned the norm of task at the office. For instance, the letters or file that had been received and delivered and operation hours in an organization.

Started on my second day of practical training with continuing arrived at the Native Court which is learned on the court procedure in the hearing session. The civil case number is (DNC/



SA(PU)2/2014(c)) pertaining land distribution and defendant failed to pay RM500 for the punishment. The action claim by plaintiff to bring the case into the court due defendant reluctant to pay after judge was declared he was lose in the case. After involved in hearing session, the trainee was assigned in filling system in the office which is how manage the various kind of the letters received in the office. It task lead by Madam Anita Anak Nawar acted as a Clerical and Operation N17.

Trainee was doing a small work such as update the staff chart either there are available at office or outstation. At the same time, it surprising when have an opportunity to learned on how to open the new JKKK and NGO group account book that must having the certain requirement to made it. The chairman of the village must be prepared on the minute meeting that show the all members are agree with the chairman action.

Continue a routine at service counter to deal with the customer who come to PDSA with their various needs. It was learned on how to communicate, should fully knowledgeable on the core business to solve the question and issues appear by the customer. Furthermore, trainee was assigned to key in the child adopted data into the portal system called 'Website of Electronic Resident and District Officer System (e- RANDO) and assist by Ms. Caroline Demi Anak Atui that responsible to deal with Probate as well as adopted matter. The consequences towards the responsible it was enjoyed the task given. However, the trainee was learned of the adopted statistic case in year 2016 when understand and acknowledge on how to calculate it. At the same time, trainee and other practical members was called by the Assistant District Officer, Mr. Handan bin Katang to see on how to 'swear' by the customer pertaining with specific matter.

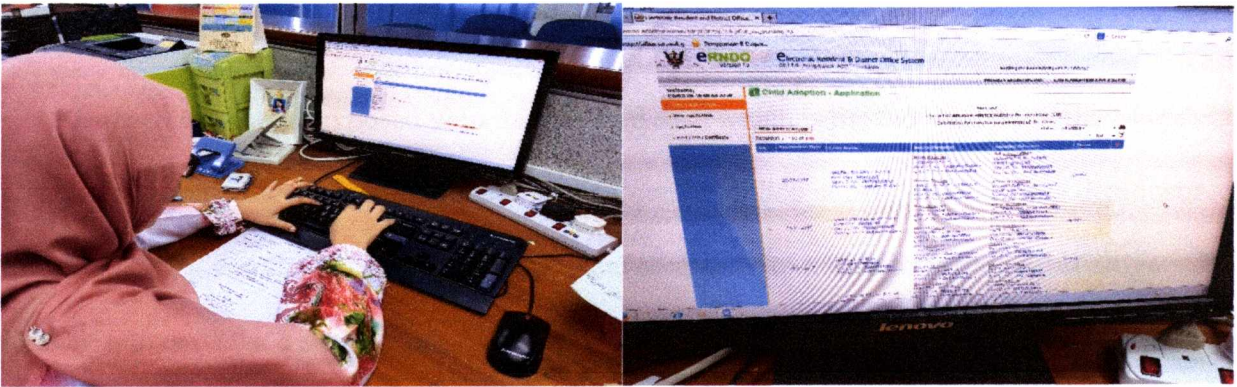


Figure 2.1: One of the assigned task is child adopted portal (e- RANDO System)

On the last day on the first week, trainee was cooperated with the officer who responsible to manage court hearing session for the second case and conduct the ‘swear’ of every witness from the both party who are unable to read and there are required to accompany me to read the promise. The case also relating the land dispute. Thus, trainee has been given a new job relating Probate matter which is learned on how to key in manually the Probate or property registration of the death people into ‘Registration Probate Book, Vol 86, R. 49’.

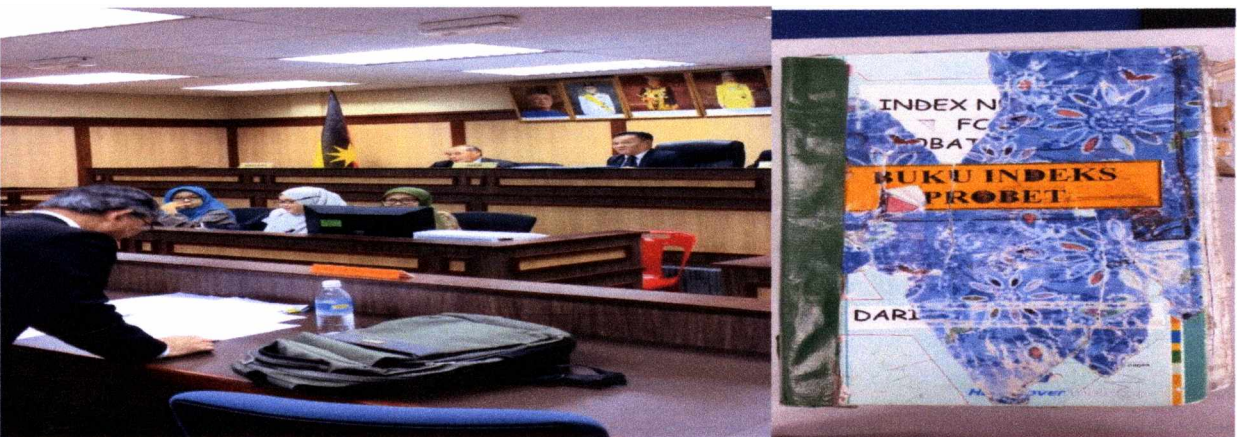


Figure 2.2: At Native Court and Probate Index Book

### 2.2.2 Week 2 (31<sup>st</sup> – 3<sup>rd</sup> January 2017)

On this day, trainee was exposed with the criminal case which is the responsible of the Magistrate Officer 'remand' of the defendant that was detained by police at Sri Aman. It was demonstrated the defendant given the extent period of remand to assist the police to make an investigation or inquiries towards the case. At the same trainee was assigned at the counter service to deal with the public need. For instance, public asking for Sabong License and E- Kasih registration. Regarding E- Kasih matter, the service has been conducted by Mr. Azmi bin Morshidi to negotiate and decided the public application in term of various requirement in assistance term and condition.



Figure 2.3: Defendant during remand

The day started by carry out the routine at the counter service. Trainee was doing the simple task that received and filing the report of the JKKK annually activities. The activities consist of year 2016. Besides help the staff in counter service, trainee was assigned to update the business registration of year 2016 and 2017. The main purpose is to check of the payment made by the company and manage their document properly. The file running number from 001 to 050, 051 to

100, 101 to 150 and 151 to 200. At the evening, trainee was managed the letter or file received then classified the file by follow the filling system procedure based on specific codes or title of the file at PDSA. However, there were several codes such as 100 (administration code), 200 (land and infrastructure code), 300 (Asset), 400 (Financial and Treasury), 500 (Human Resources), 600 (Statutory), 700 (Functional Development), 800 (Community) and 900 (Various Functional).

The next day started by doing the trainee routine at the counter service. Besides, trainee also required to makes phone calls to who had apply for the business license application and who had renewed the shotgun license as well. At the same time, trainee was doing the simple task such rearrange the application shotgun form into a new file. It such the application of change ownership during the life of the shotgun for Probate purpose year 2016 until 2017 and transfer the ownership of the shotgun after criminal filters by the police year 2016 until 2017 at PDSA.

On the last day on this week, trainee was assigned with the simply task and responsibility. It was continued the task at counter service and trainee had taught and acknowledge about the core business at PDSA as well as how to control the emotional when deal with customer. Within a task given, it really enjoyed because trainee can expose the various impression and reactions of the public if their un-satisfaction or failed to settle their need when the upper management not available at office to make a verification on their specific application. Trainee was challenge in the professionalism on certain circumstances. However, trainee also required to makes phone calls to the customers when their application complete and done also by using facsimile machine the document to the other organization. Then, the officer ask trainee to rearrange the form of the license registration application that consists of three pages such as checklist requirement of the form and condition (page 1), List of the owner background of business (page 2) then the business names ordinance registration form (page 3).

### 2.2.3 Week 3 (6<sup>th</sup> – 10<sup>th</sup> February 2017)

On the beginning of the third week, trainee was doing the simple task at the counter service which is deal with public. It really benefits to the trainee which is easily understand how to explain the issue appear by the public especially when customer has been asking requirement to apply for the new business license. The trainee was also make a call and received the call that able to give me a knowledge how to interact with the customer through the phone. Thus, the trainee was doing my routine with mange the files into a specific desk then key in the document received or out into a filling system.

The next day, trainee was assigned to involved in the hearing session at Native Court that the case of land dispute at Tembawai Lop, Selepong Sri Aman. Trainee was noticed that the case of false measurement of the land so that can appear the unsatisfied claimant or owner towards defendant. Besides, the claimant was brought a lawyer to act on his behalf but some of the devident are clash with the information that has given by the witness. The case was dismissed at 12: 10 pm then both parties only waiting for the result.

Normally on this week, trainee mostly assigned at the counter service because some of the officer are not available at the office due need to attained the meeting at Kuching. Trainee responsible to deal with the customer and really enjoyed of the task. At the 2:00 pm, we have attained for the meeting at the PDSA meeting room at level 3 pertaining the celebration of the Chinese Festival such as 'Sarawak Chinese New Year'. The meeting as conducted by PDSA and headed by ADO Mr. Hamdan Bin Katang to discuss and announce for the budget as well as the NGO group involved in that festival. They were decided on 11st February 2017 are suit date to implement this event due who all the people come are agree with the result. For instance, the people or organization involved into a meeting such, Police, Road Transport Department (JPJ),

Radio and Television Department (RTM), Health Department, Ministry of Tourism and Culture (JKKN) and many more. District office only responsible to protocol purpose as well to evaluate the run of the event the ensure all the programmed are smoothly and achieve the goal.



Figure 2.4: Chinese New Year Celebration meeting

On Thursday, trainee was continued the task with the filling system. At the time, the officer was explained and asking to manage or key in the document or letter received at the office. Before proceeding on the filling, the trainee required to update the drawer sticker codes for every drawer. It became more attractive. Some of the officer encourage trainee on how to understand regarding on the procedure to key in the received and delivered the letters or document in or out organization. For instance, trainee was learned that the blue pen use for the received and keep the file to write the number to identify how much have the letter in a file. Means that, the blue pen of the letter is come from the PDSA office itself. While, the red pen color use to write the number of letter are received from the other organization. In addition, trainee was surprising on mandate were the officer offer to adjust the form of outstation of the officer matter (PDSA/BKS/01/2010). At the

same time, trainee was altering the claimed for the overtime form based on the requirement of the existing form.

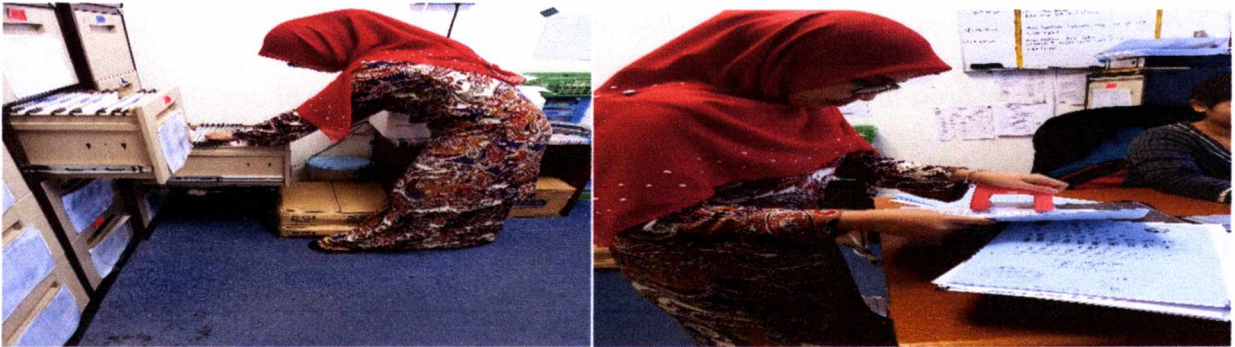


Figure 2.5: Filing system management

On the last day in the third week of practical training, trainee was assigned a new task regarding filing which is more detail on how to keep the document or letter. At the same time, trainee was learned on how to open a new file or closed the file at the office. For instance, to closed the file, a specific requirement that must to accompany. However, for every 4 cm and attained 100 folios that file need to closed. In addition, the purpose to closed the file is to eliminate the crowded file in a specific desk. Beside learned of the keeping file, trainee was exposed on the confidential file that only District Officer can open on it. The confidential files such as the disciplinary to hire head of village and the staff and the project quality by the contractor. In addition, trainee also continued routine by key in the name also all be related of death into the probate index book from year 1985 to 2016.

#### 2.2.4 Week 4 (13<sup>rd</sup> - 17<sup>th</sup> February 2017)

Started the wonderful day when trainee involved into hearing session at the Native Court. The case of land dispute that trainee was taught more on how to tackle the situation that both of party was uphold their interest. In the evening, trainee was deal with customer at service counter then at the same time do the simple thing that photocopy on the 'completed task of the contractor'. Means that, the contractor is succeeded to carry out the project based on formalized prospect of requirement.

Trainee was very surprising on the wonderful morning were exposed with the outside environment task instead staying at the office. Trainee students visited and to evaluate the complete project by the contractor at Bakong, Pulau Seduku and Lingga area. Besides, the quality of the task is vital to ensure all the project are valuable to the public especially rural area for the daily life. The project such as maintenance of the mosque, PPRT house and many more. when arrived at office on evening, trainee was assigned to makes phone calls to invite all contractor who are involved in 'balloting meeting' on 17<sup>th</sup> February. It is the one tradition or the process to maintain the fairness. The balloting meeting named 'Balloting Invitation of the PB program year 2017'.



Figure 2.6: Go to site at Pulau Seduku



Then, trainee was doing the simply routine at the counter service to deal with the customer with difference needs. At the same time, the next task was required to update the data of JKKK at Sri Aman. Besides, trainee was continued practical routine makes phone calls to all contractor on the balloting event. At the same time, trainee was doing updated on the filing data of employee's voucher form year 2016 until 2017 in PDSA. It such the payment of SIFBAS and i- Claimed PDSA 2017.

At the end of the third week, trainee was assigned to handle the contractor attendance registration before the event. The purpose registration is to check the validation of the Sarawak Contractor & Consultant Registration unit (UPK) and Construction Industry Development Board (CIDB) certificate license period and status to ensure there can join the balloting session at the meeting room at PDSA. For instance, the CIDB status or period such as look on the code BO4, CE21, and G1. At the time, the trainee was learned and have a chance to acknowledge the real process on the balloting among the contractor at Sri Aman.

At 2:00 p.m. on the evening, the new assigned task was looking with the new task that relating on the BR1M 2017. Trainee was arranged the BR1M based on the specific area such as Lingga, Sebuyau, Meludam, Simunjan and Sri Aman but all that area is still under parliament N201 Batang Lupar. Therefore, trainee taught and understand every area are totally differenced to collect or claimed the BR1M. For instance, at Banting area the people claim the voucher of BR1M at Lingga Sub- District Office.

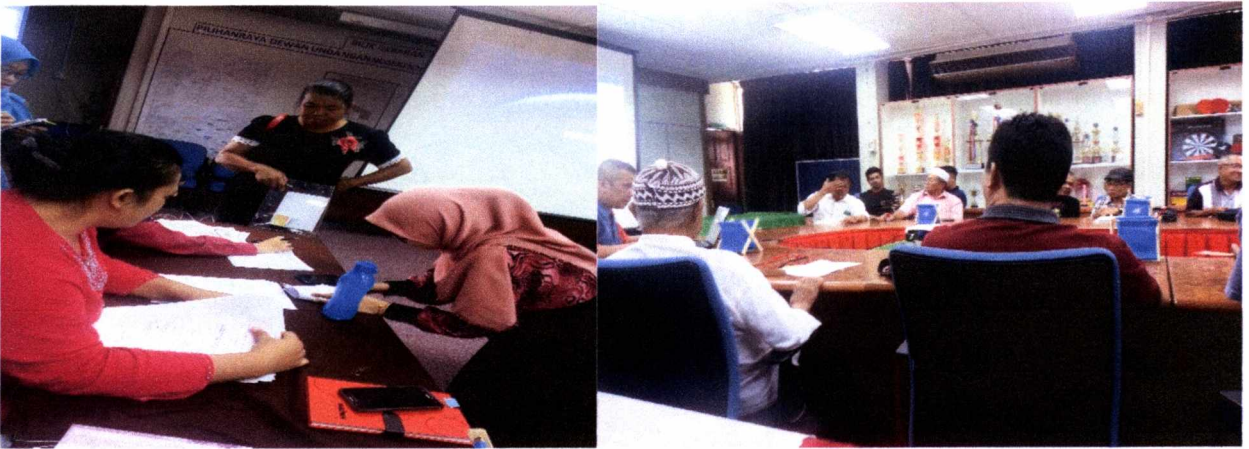


Figure 2.7: Contractor registration during project balloting session

#### 2.2.5 Week 5 (20<sup>th</sup> - 24<sup>th</sup> February 2017)

Trainee was assigned regarding on reporting for the flood issue to JKM at Sri Aman area. Besides, trainee was received the news from the Tuai Rumah through the phone conversation in the morning. It considers as a serious issue due the public unable to go outside their house due the flood condition was become extreme.

The day was continued as usual with the simple task such as makes phone calls to village headman and counselor from all area at Sri Aman. The purpose is merely to invite them to participate in the 'conference to conserve crocodile habitat' at Sri Aman Civic Center. However, the Ministry of Forest is responsible to led the conference and cooperate with Distract Office at Sri Aman. The conference was attained around 70 people at all.

On 22<sup>nd</sup> February 2017, trainee was attained for the conference and understand on the important of crocodile habitat at the river. At the time, it was enjoyable and able to maintain a good relationship with the PDSA office as well as the Resident Office officer because that time both district officer responsible to handle that program. It occurred when strong teamwork cooperation spirit.



Figure 2.8: Crocodile habitats conference conducted by Sarawak Forest Ministry

The routine was assigned with more towards to outside task. At the morning, trainees were joined the SAO to visit at Sebuyau and Simunjan area to delivered the BR1M into a suitable area to ease the people to claimed it later. The total number of BR1M are distributed around 254 at the both area. Furthermore, the trainee was understanding on how to interact with another branch of PDSA. Generally, trainee was summarized that each of the department or organization having their own style and environment id depend on how the officer enjoyed with the task and acknowledge why need to socialist among the staff in every level of the organization.

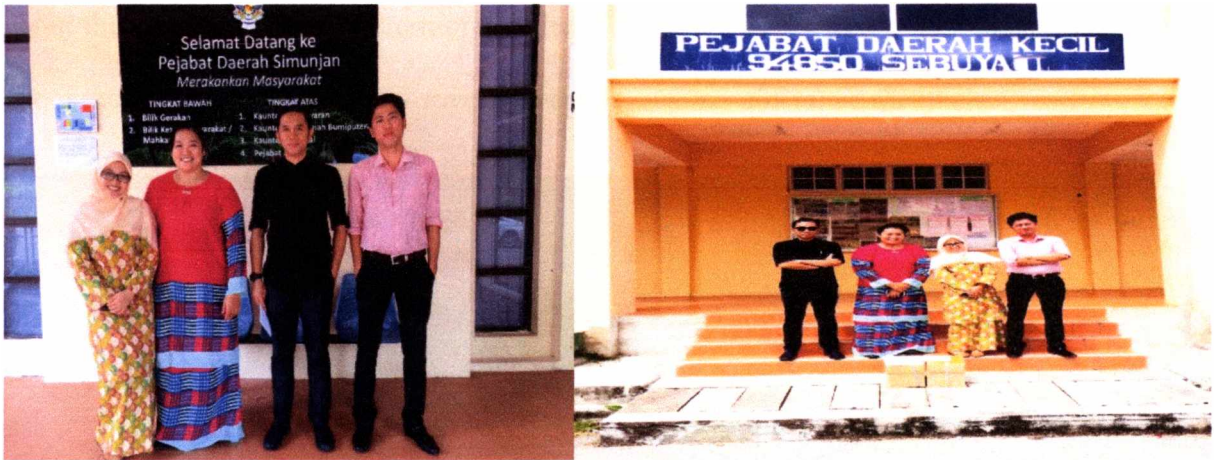


Figure 2.9: Br1m purpose at Simunjan and Sebuyau area

On the last day of this week, trainees have been attained for the meeting. The purpose is Lingga Sub-District Officer intention to invite Sri Aman and Pantu District Office to joined the 'Gotong- Royong RANDO RIA'. However, at the time was surprising on my host supervisor has been hired the practical students are responsible to handle that event. Means that, each of the practical student must be having a position and acted as a teamwork to launched the event. The conformation date to implement that program is on 3<sup>rd</sup> March 2017.

#### 2.2.6 Week 6 (27<sup>th</sup> - 3<sup>rd</sup> February 2017)

Trainee was continued the task at counter service to deal with the public regarding their own specific need. At that time, trainee was busy with the voucher that claim by the public from various area at Sri Aman. However, it was assists trainee to acknowledge on how to explain the procedure to claim for the success application as well explained to who are failed to receive the BR1M. In short, trainee was really learned on how to communicate with people especially senior citizens

about the BRIM matter. Furthermore, at the evening the task was proceed with discuss on detail about the needed to the Gotong- royong event among my colleague members.



Figure 2.10: Trainee and colleague negotiate of Rando program at Lingga

Trainee was doing the task at counter service. At the same time trainee was required to involved the remand session of the police case. It was enhancing the understanding on how the magistrate power conduct the task especially need to be professional to ensure the decision are suit and able to assist the police make a research on the case from the defendant itself. As usual, the time was continued for the practical student's members to negotiate on the matter for Gotong-goyong event.

On the 1<sup>st</sup> march, trainee team members decided to finalize the preparation of the discussing on the Lingga program. The team are responsible to manage the schedule of event as well as allocate the budget that are needed for the decoration and hampers. However, trainee also need to be prepared on the slide show for the birthday celebration for the staff who are born on February and march. In the program tentative list, trainee also required to prepare on the aerobic for the staff during the program on 3<sup>rd</sup> March in the morning.

The routine was continued at the counter service to deal with the customer. Besides, trainee was assigned makes phone calls to all public who was ask for the business new registration license as well the abstract matter. Without waste a time, in the evening we were struggling on the aerobic practice as well as prepare all the gifts.

Trainee has been started the day with purchase the good or ingredient for the purpose during the event. We decide to collaboration in making the food at Lingga. In the evening, trainee and colleague going to Lingga and the ways take around one hour to arrive. When arrived at Lingga, we are doing on the decoration or photo booth as well surprising on the game for the all are invited. In addition, the trainee was surprising when assigned acted as a 'emcee' at the night. It was give trainee opportunity how to be confident to communicate with the public. The program was run smooth and successfully as what we expected. The invited people was attend around 50 peoples at the night.

In the morning on 4<sup>th</sup> March, we acted as led to the aerobic and after that help to the other people in 'gotong-royong'. This kind of the activity was open our mind on how to collaboration as a teamwork and the important to manage the time to reach up the plan.



Figure 2.11: Trainee as an emcee of the program and lead aerobics

2.2.7 Week 7 (6<sup>th</sup> – 10<sup>th</sup> March 2017)

Trainee was continued the routine at the counter service as well as have an opportunity to cooperate in remand session that conducted at the DO room. Then, trainee was at Native Court to involved in the hearing session of the case land dispute. Therefore, it enhances the trainees to learned more on the court procedure as well as learned on how to communicate to explain an instruction at Native Court to the public as well. Then, the hearing session was take around three hours. After the court matter, the trainee was continued the routine makes phone calls to all the receiving the BR1M at Lingga area and give an explanation to attend the event on 19<sup>th</sup> March 2017 that will conducted by Datuk Seri Rohani Karim at the formal submission of the BR1M. Furthermore, trainee was doing a simple task were joined the 1AZAM Program to verify their personal data or conforming the 1AZAM application at Sri Aman Civic Center. It was conducted by PDSA officer Mr. Gerang that working at 1AZAM unit.

As usual, trainee was continued the routine at the counter service. However, the task assigned to joined Mr. Azmi visited E-Kasih applicant house either she is eligible on the list to receive the maintenance the house under PPRT program. At the evening, trainee was serve the food for the meeting about the BR1M at Lingga. Then, proceed the routine attained for the meeting at 2:00 pm. It has been beneficial and positive consequences on the understanding and acknowledge on what the priority thing to discuss during that time. However, trainee was asked for prepare on the minute meeting.

On this day, trainee went to Sub- District Office at Pantu with DO, Mr. Ismawi Bin Salleh to make an evaluation towards the office condition as well to identify the damage of the office. It has been enhancing an understanding the core business at Sub- District Office at Pantu due explained by the DO itself.

Trainee was assigned with the filling system to key in the letter received at the office. Trainee was acknowledged that each letter is received have they own specific purpose. Each of the officer are having their own responsible to the letter or document then need to take an action towards the document. However, trainee was continued the day to joined on the remand session that conducted by the DO. At the day, the task is very simple included photostat the document, fax the letters feedback and arranged or update the desk file of the staff.



Figure 2.12: Some of trainee's task involving fax and photostat document

#### 2.2.8 Week 8 (13<sup>rd</sup>- 17<sup>th</sup> March 2017)

Trainees were assigned at the E-Kasih unit at level three in the district office. This unit responsible Mr. Gerang as well Mr. Henry that they waere shared the knowledge pertaining the assistant. However, there is very open-minded and kindness when was explained about E-Kasih matters especially how to deal with the customer with higher level of confidence as such during the interview to conform the public application about asking of their background. It makes trainee aware about the important of interaction skill and knowledgeable so that encourage to tackle task



easily with various behavior of the customers. In short, to handle the E- Kasih must no bias and personal interest in every decision done to eliminate corruption.

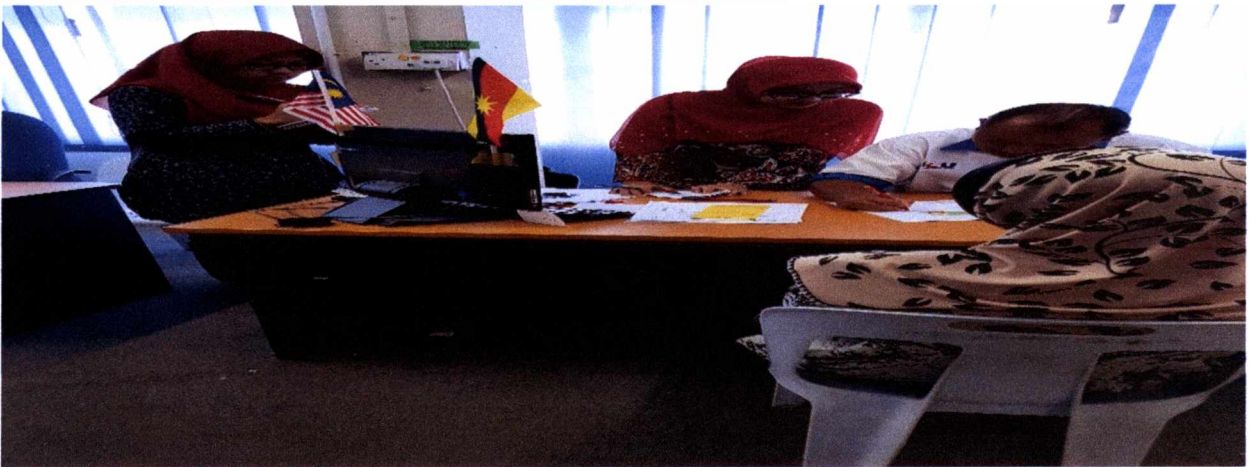


Figure 2.13: Interview session with E-Kasih applicants lead by Mr. Henry

Trainee was assigned at the counter service and do on the slide presentation preparation for farewell event.

Besides, trainee and colleague required to present at the farewell program regarding what we have learned about the District Office business during practical training. Also, trainee need prepare all the thing include setting up the layout and projector. The event was run smoothly and success explained clearly about the presentation matters.



Figure 2.14: Group presentation and farewell program

During few last day of practical training, there was not much work to do, trainee was doing simply routine by entertained internal customer and received the letter from the customer. On the last day practical training, trainee was attained for the meeting at Engkilili District Office pertaining on the Pan- Borneo talk that appear with the specific issues of compensation of graveyard. The event was headed by Sri Aman Residence and another NGO and Public Department such as Sri Aman Land Survey, CMS contractor and many more. There are several areas was emphasized in the meeting is San Panchor, San Demam, Piasok Skrang and Sedarat. Furthermore, the talk also was attained by the claimant of the graveyard to solve the issue and understand the payment procedure by the government.



Figure 2.15: Pan- Borneo talk at Engkelili District Office

### 2.3 Chapter Summary

In this chapter, trainee have been explained detail my routine task at PDSA. There are several tasks that is link with subject that trainee have taken throughout my Bachelor degree. Besides, the tasks have link with some of the subject it also makes trainee able to understand more detail in the concept or theories in my previous subject such as Total Quality Management, Human Resources Management, Public Relation, Public Policy and Organizational Behavior. In addition, trainee was aware towards the real environment and experience at the workplace that make me realize on how important to adopt the knowledge then able to gain the understanding on how to relate the concept with reality environment.

## CHAPTER THREE

### ANALYSIS

#### 3.1 Introduction

In this chapter, consists of the scope of administration, task related on the office administration recover organizational structure and personality, sub- section on perception and working value, teamwork and communication, followed by task analysis of file management, core business flow at Sri Aman District Office and lastly on chapter summary.

During of the practical training, there are a lot of tasks that has been assigned to the trainee. With the experience at the workplace as well as while conducting the given tasks. Trainee realized that the experience and tasks are related to several subjects that have been studied in classroom or more specifically, related to the subject that have taken in Bachelor of Administrative Science. However, through the experience during internship when carry out a specific and delegated of task, these make the trainee more acknowledge and understand the concept and theories that has been link with the working environment that need to be emphasized to ensure the trainee able to apply the situations in the future when the trainee graduated. Therefore, in this chapter the trainee mostly highlighted the scope of task especially in administration management in Sri Aman District Office.

#### 3.2 Scope of Administration

Administration management is related to the organizational behavior which is essential to adopt a good system that will focus on stakeholder or public satisfaction. Next, the suitable employee in the right position is necessary having understand on how to deal and public priority is vital for manager and the value of delegation of task. Thus, the internal officer need to play their own role or principle to maintain the good public relations. The internal officer emphasized on the excellence delivery service to achieve their goal as a stated in mission and vision. There are several

elements regarding on the office administration such as office administration, file management and process flow at each core business in an organization.

Administration can be defined as the activities of groups cooperating to accomplish common goals (Simon H.A, 2016). This is because, the manager acted as organizational driven to make the stability of organizational environment such as effective policy maker as well to ensure all the employees interest are protected. Since the right of the employees is protected, their will enjoy doing the work and productive to enhance the organizational reputation in the future. Instead effective leader in an organization, the employees also important agents to play the role and responsibility in the administration matter to gain the customer satisfaction through their expertise. Thus, this situation will develop a sustainable competitive among the employees that will create a good image especially in public sector.

### 3.3 Task analysis of office administration

#### 3.3.1 Organizational structure and personality

In the organization, the employees have their own style to carry out the task. This is because, each of them having a self-concept which is totally difference from each other. The consequences of managerialisation of the public sector has brought along with it attitudinal changes toward the private sector and the public at large. For instance, self-enhancement is promoting and protecting positive self-view and self- verification is affirming the existing self-concept, self-evaluation is evaluating themselves through self-esteem, efficacy also social self is defining themselves in term of group membership. It was alarming on the trainee previous studied in Bachelor of Administrative Science. However, personality of the employees related on the CANOE model which is consist of conscientiousness is stronger personality predictors of performance,

agreeableness referred to effective in jobs requiring cooperation and helpfulness, then neuroticism cover the behavior anxious and low of emotional stability, openness to experiences is linked to higher creativity and adaptability to change and extraversion related to social interaction and persuasion.

By applying into a reality scenario, the trainee was at the front counter then some of staff having demonstrate on how to deal or conversation with the difference customer various behavior. The trainee was communicated and must be clear explanation pertaining the core business to assist the customer solve they interest or problem. At the same time, trainee was aware on the core business that the trainee acknowledges their role and responsibility at PDSA such e- Kasih, child adopted, shotgun examination, probate and government quarters. Trainee was applied the technique to deal with public and to avoid frustrated toward office management. How does employee's practices normally demonstrate their productivity and ability in multiple task.

However, the government emphasized the right person at right position is reasonable because the challenge or risk of task is also difference. The trainee has been experienced most in administration management at Sri Aman District Office. During the practical period at PDSA, the trainee responsible to updated the organizational chart. Even though the trainee is not involved to make it reality, but has been done in softcopy project. At the same time, trainee was explored to understand the position and function at the upper level, middle level as well as lower level. Furthermore, the chart normally assists the customer and employee to identify their own role and responsibility that describe on the specific position and task. Besides, District Office was applying on the open-system. Through this system, mostly there are relationship or linked between the internal and external environment. The effective and efficiency of the task can measure by the customer feedback either the public services was achieved their satisfaction or failed to fulfill their

requirement. During training period, trainee was received a call regarding flood was occurred in the certain area in Sri Aman. After few minutes, the trainee prepared for the emergency report and then that circumstances were report and inform to upper authority. Within a few hours, the responsible authorities are immediately reached to that area. Indeed, the government are seriously concerned to the public security, welfare and health. It was demonstrated the efficiency of service when the agency directly involved to assist the community such as Sarawak State Government (JKM), Malaysia Civil Defense Force (APM) and Resident Office.

### 3.3.2 Perception and working value

Perception can be defined as a process of interpreting the information. It is categorical thinking which mostly non-conscious process of organizing people and objects into preconceived categories that are stored in our long-term memory. The model involved in this term is mental models. It also can be defined as broad world-views that assist people to immediately make sense of the situations. However, the model related towards working value is Schwartz's model which is consist of openness to change, conservation, self- enhancement and self- transcendence.

On 13rd March 2017, the trainee was assigned to E-Kasih unit that assist by Mr. Henry make a call then invite the applicants to meet the officer to make an interview regarding the applicant necessarily update and verify their own personal background. The challenge task is when skill is needed on how to be confident in front of the public to ask the questions that show the trainee and employees professionalism in meeting session. Trainee has been trained on how to evaluate the applicant asset or house environment to ensure either their qualified to get the assistance. Besides, trainee view simply looks for physical situation but normally not easy what the trainee have think because the wide challenge to reach people especially in rural area and how to plays on the professionalism also fair to all situation to eliminate bias in laying qualification of

the applicant. The officer need to consistent their perception and professional when carry out the analysis. Thus, the officer is not merely to complete the task but the vital is enjoyable during carry out the task to build a motivation and excellence attitude on how struggling to solve any unsatisfied result by the customer.

Furthermore, trainee was experience on certain circumstances which is some of the customer unsatisfied with the service management of public sector. The customer or public not really like to wait for a long period because is wasting their time. It was occurred at the PDSA when the customer come to the office early without concerned on the lunch time. Moreover, that issue regarding of the system does not functional well in temporary use to serve to buy a bullet, claimed compensation, abstract, child adopted registration and many more. However, some of the customer impress their emotional behavior to the trainee and other officer at front counter. The challenge situation for the trainee when dealing with public. The important is trainee need to accept the situation because the customer right must be protected and customer often as a king.

In other words, trainee and officer must be professional in handling stress due to maintain the good organizational performance. This is the harmonious value that employee need to motivate themselves as a 'good servant' to bring comprehensive benefit to public and organization. District Office emphasized the customer satisfaction towards the service management in order to achieved and consistence with the mission as well as vision to dealing with task effectively and efficiency for the organizational future reputation. Trainee was accepted that situation is more likely the norm or workplace culture.



### 3.3.3 Teamwork and communication

In the organization, the effective communication is when the information success admitted to the receiver such as the customer understand the information given also the employees able to transform the instruction from the upper level management by applying it to the action. During practical period, trainee was assigned to dealing with the office operation task that need strategy communication such as greeting and communication culture also how to handle verbal conversation the issues appear by the customer as well as need immediately action to solve their need. For instance, trainee was assigned to call all the contractor for invite them to involve in balloting session on 17<sup>th</sup> February 2017. Trainee was clearly explained to them the date, time, venue and requirement document during that time.

The time of balloting day, trainee was assigned to handle in registration part that need to check their certificate such Construction Industry Development Board Malaysia (CIDB) or UPK certificate. The purpose on that situation is to ensure the certificate having the requirement or condition to allowed them in balloting day such B04, G1 and CE21 codes. At the same time, trainee was assigned to announced for the queue to the contractors to get their turn on balloting. Furthermore, all the protocol must be followed in the session. Trainee should able to communicate well in front of the audience.

In administration, the organizational merely consider to the public interest. Trainee was learned that the teamwork strength is also vital to develop the plan or activities become reality. By working interdependently, team members collaborate and adjust to each other effectively (Edmondson and Nembhard, 2009). There are four models' relating to teamwork effectiveness such as organizational and team environment is referring the leader autonomy and responsibility towards goal that consist on how the organizational system influence the employee productivity.

Secondly, team design which is categorized of task characteristics that need to independent and interact to each other to complete. The stronger team is depending on the size of the cooperation because consider more expertise. the task. Thirdly, team processes consist of team development such as forming, storming, norming, performing and adjourning. It is pertaining the successful stage of the team forming. Lastly, team effectiveness. This can measure through the satisfaction of members itself and able to maintain the team survive at the long term.

On 3<sup>rd</sup> March 2017, trainee and colleagues was assigned to handle the tentative and game for the Gotong-Royong Rando Ria at Lingga. Before the program, we were build the teamwork as a AJK to the program. The delegating of the task is vital to ensure all the activities will implemented well to achieve the staffs and inviter satisfaction and benefit to our get a lot of the experiences. At the same time, the allocation budget will give effect towards the program activities such as to purchase the materials for the program purpose. Each of AJK are really committed with the position and conduct well in the group task. We have been using both verbal and non-verbal communication such as through email, meeting and telephone channel before and during the program implemented. Then, teamwork is also the important term in administration to ensure all the management are successful achieve because not necessarily to work alone to gain more ideas and great output. It was really related on my course in Bachelor in Administration.

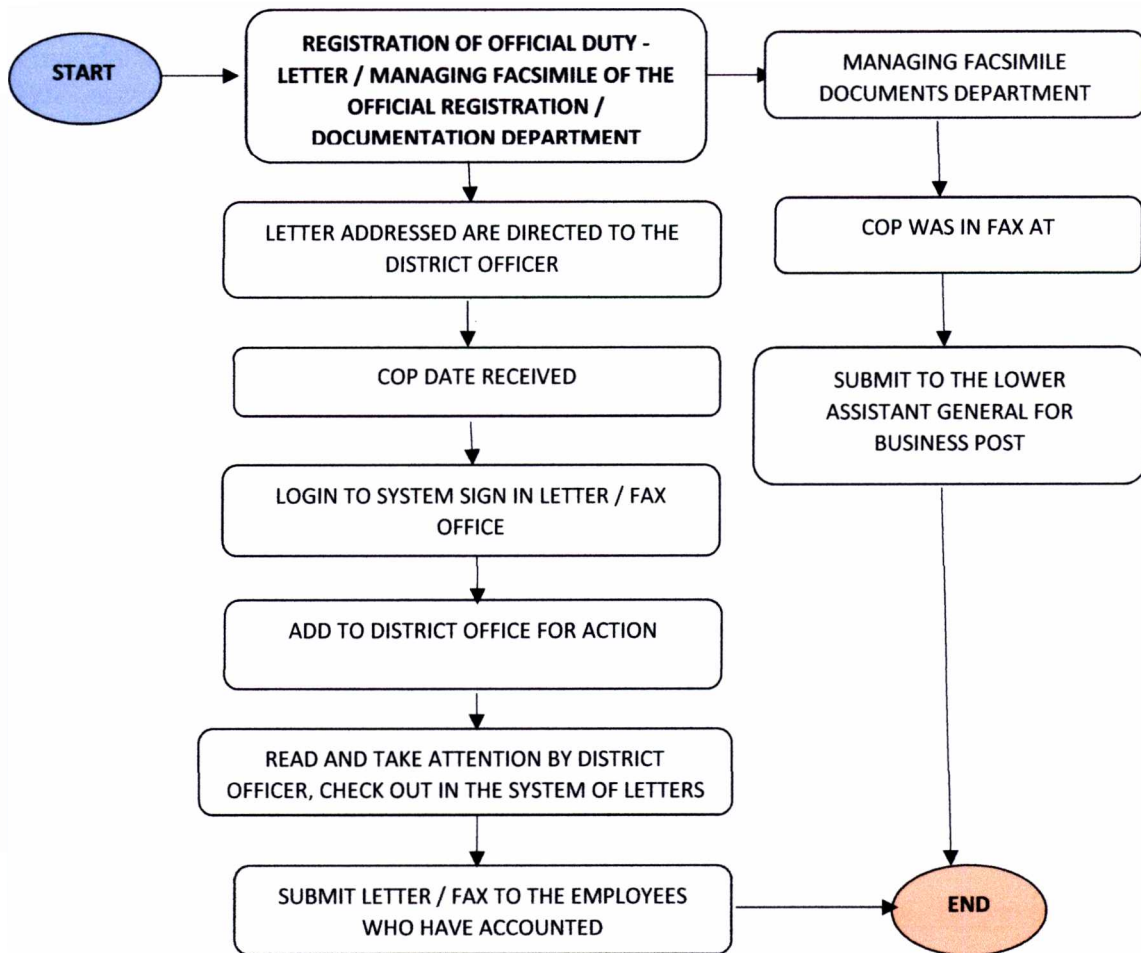
#### 3.4 Task analysis of file management

To be successful, the organization must develop system for handling core business tasks. Historically, such system was often manual, paper and pencil system. Typically, this was accomplished through a system of file folders and filing cabinets. As long as a collection of data was relatively small and an organization's business users had few reporting requirements, the manual system served its role well as a data repository. However, as organizations grew and as

reporting requirements became more complex, keeping track of data in a manual file system became more difficult. Therefore, the government was transformed the new operation by using computer system for help to achieve the effective and efficiency. During internship period, trainee was learned on how to open and closed the file such every 4cm or attained 100 folios. At the same time, trainee was key in the receiving the document or latter into a filling system. It very important to help the officers to speedily, reduce a burden in managing task. Due enjoy with the assigning task, it encouraged in understanding towards the concept of filing system and link with the administration that continues keep the document receiving in the office.

3.5 Core Business Flow at Sri Aman District Office

Figure 3.1: Receiving letter or document process  
 Source: Sri Aman District Office Data



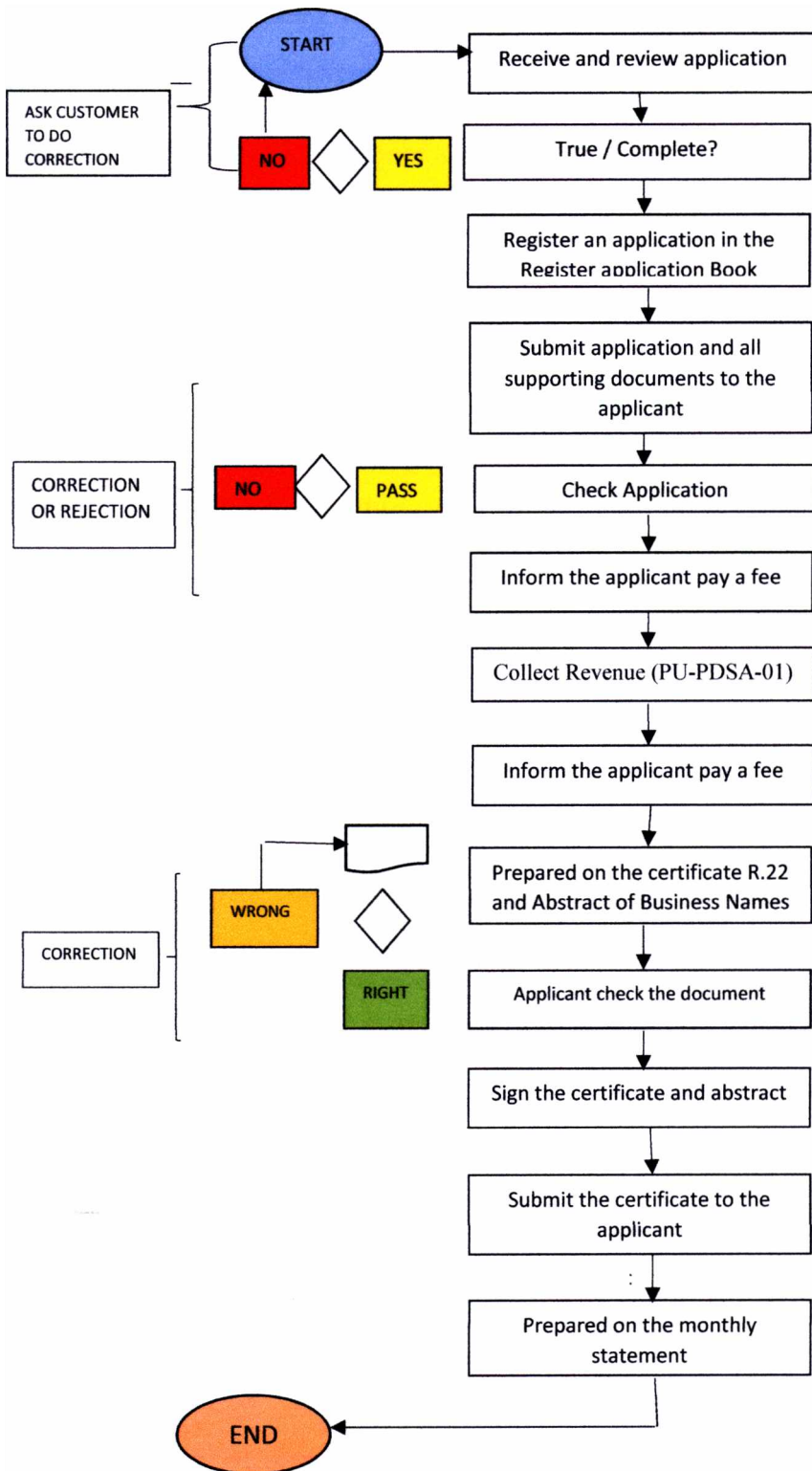
Based on figure 3.1, trainee was learned on how to receive the letters from public or other organization. The latter immediately verify with office stamp that consist of the receive date as a prove the letter was receive at the certain time. Then, the letters received was put into a black box or file and the personal assistance of District office Mrs. Anita will responsible and distribute the letter to who are required to take an action. However, before the letter will submitted to the staff, it must be key in into the filling system followed by the specific title of the letter. Next, the process is required to ensure proper categories in managing of the letters.

Furthermore, after complete the process, the letters will be put into the specific desk. Such as the code from 100 to 900. The code of desk is required to enhance appropriate management and give comprehensive benefit that easy to found the task when it is required for the reference purpose later. If urgent and confidential latter, it must be submitted to Mr. Kiri acted as a deliver the latter by hand submitted. Any loss of the latter, that staff are responsible to explained everything to upper management. In other words, the officer need to accountable in any action taken to enhance the transparency during the task management.

Next, instead on learning in filling management, trainee was leaned on how to use the facsimile machine. After delivered the latter or document through fax, the letter need to facsimile stamp to prove the letter was deliver in the particular date or time. However, it will ensure comprehensive security or confidential letter have been protected.

Figure 3.2: Registration of New Business process flow

Source: Sri Aman District Office Data

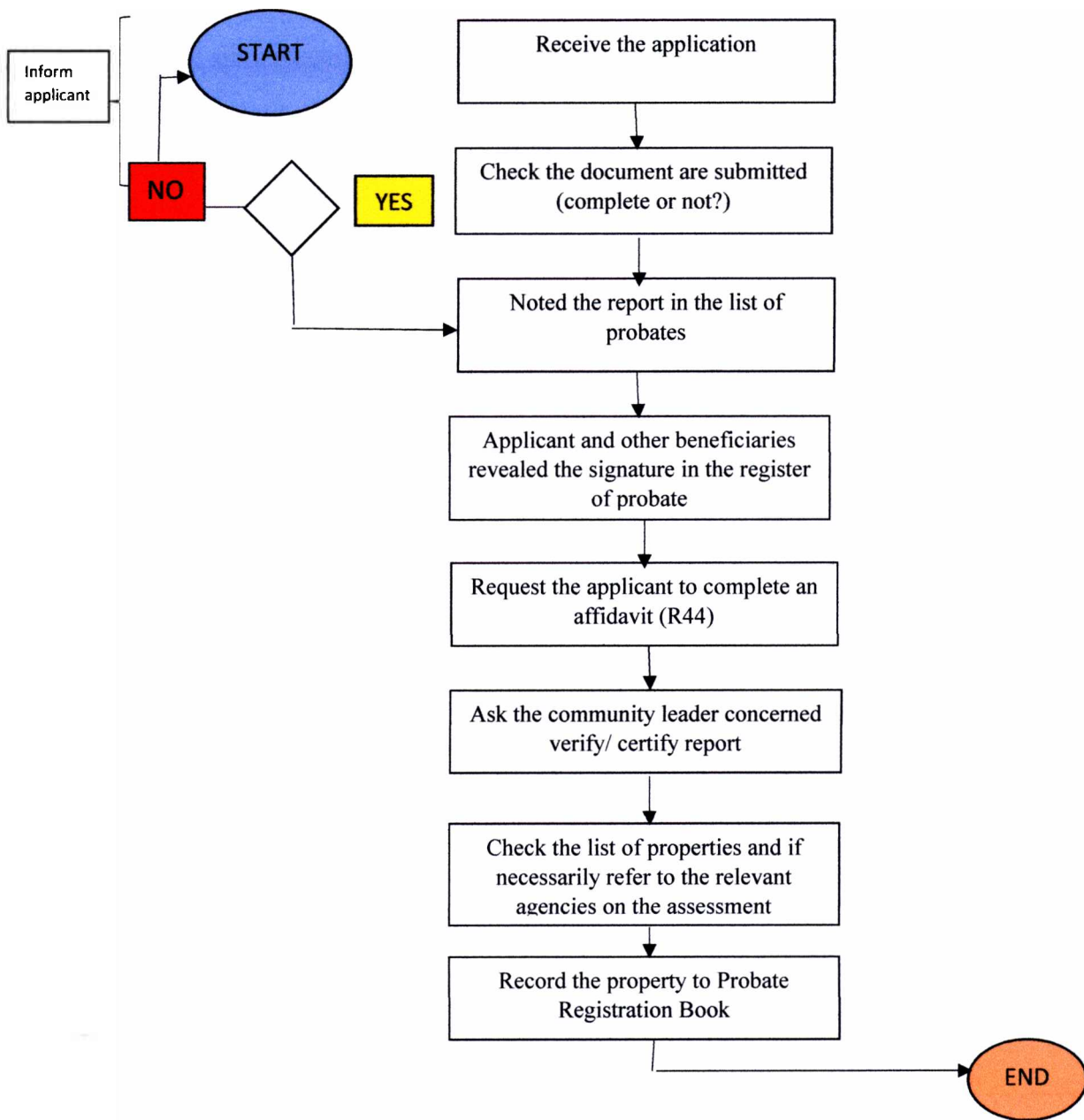


Based on figure 3.2, the applicant must have to followed all the requirement to apply the business license such as venue or building, name of the business, and owner background of the business. The applicant is required to complete all the form such business share, signature, owner background and so on. It to ensure the form able to proceed to next process. Trainee was acknowledged the applicant cannot apply for the license if their failed to state their own location of the business such as at the house in the village. This is because, the applicant must have specific premise to run the business. Apart on that, the applicant must able to specify the core business either catering, boutique and many more. Then, as stated in client charter the process to complete the business applicant is two weeks from the date of receipt of the payment by District office subject to the applicant submitting a complete application and supporting documents relevant to the Resident office.

In addition, after completing on the business certificate the employee who in charge will contact to the applicant to make a payment then submitted the business license certificate to the applicant. Before left the office, the applicant is required to review and check the mistake in term of spelling the business name or owner background. Trainee was learned on which the organization are emphasized the effective communication when the applicant understands all the information given by the employee. Thus, it must achieve the applicant satisfied with the service provided by District office.

Figure 3.3: Probate Process Flow

Source: Sri Aman District Office Data

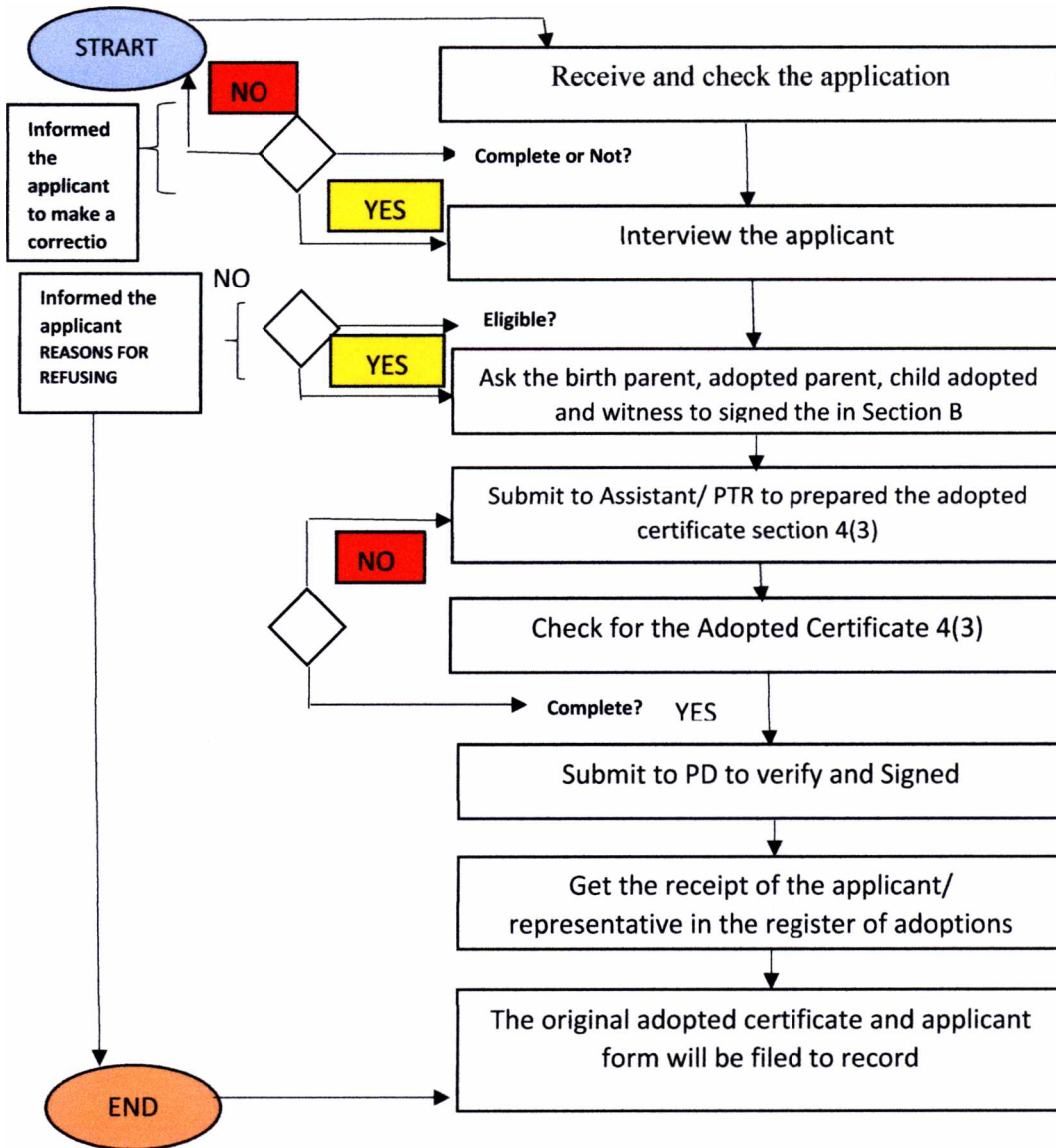




Based on figure 3.3, the applicant of the probate must be from the closed relationship with the deceased to claimed for the right to the property. Before register, the officer will review in index book to eliminate for the twice registration. As stated in client charter, the process of application will be completed in two weeks from the date of application. The applicant also can request for agreement form of siblings. After submitting and completing the probate certificate, the applicant come and bring the witness to signed the probate registration file.

Figure 3.4: Child Adopted Process Flow

Source: Sri Aman District Office Data

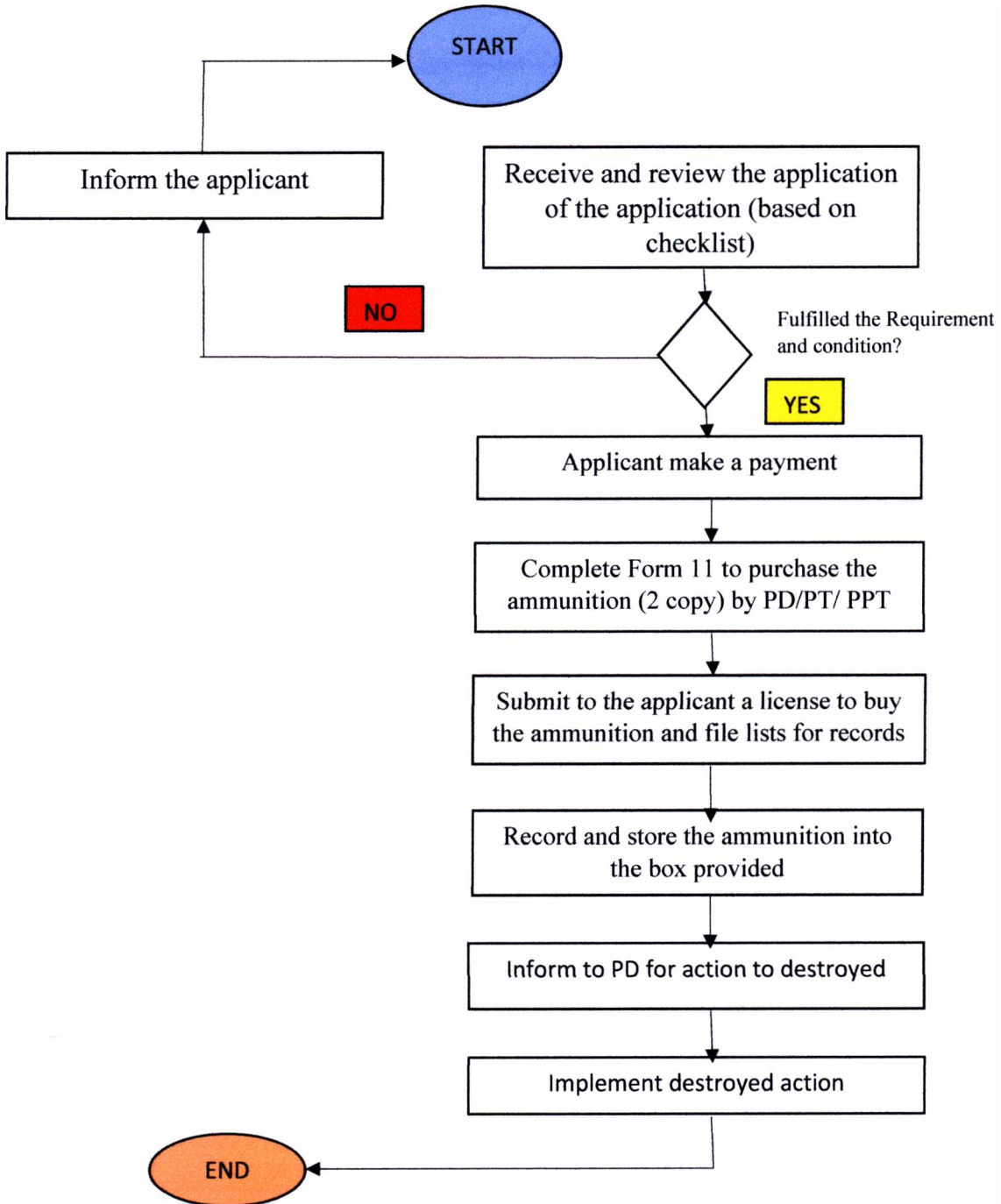


Based on figure 3.4, trainee was learned the procedure that adopted parent cannot adopt the child age above 21 years old and single parent especially unmarried cannot adopted women child. The important also if adopted family at Sri Aman want to adopt the child from the other area, automatically the application will be rejected.

This is because many case that the child was Indonesian and perhaps abduction or deception. The trainee was acknowledged the case, when the parents willing to give their child to adopted parent but his grandmother did not allow but the adopted was registered and certificate already complete. Then, normally the certificate will review and recheck by the applicant before left from the office. As an ethical trainee must accepted the emotional environment when the applicant unsatisfied and the application was rejected. However, the employee need to explained well to the applicant all the reasons. The managing emotional and stress have been link with my previous subject in Bachelor degree in Administration. Means that, the trainee and employee cannot fight for the emotional but struggling to release the situation. Regarding the name of adopted child, the adopted parent can provide a new name for the adopted child. But the biological father name is still appeared in the adopted child since to follow the adopted law and to avoid the fraud cases.

Figure 3.5: Shotgun ammunition Process Flow

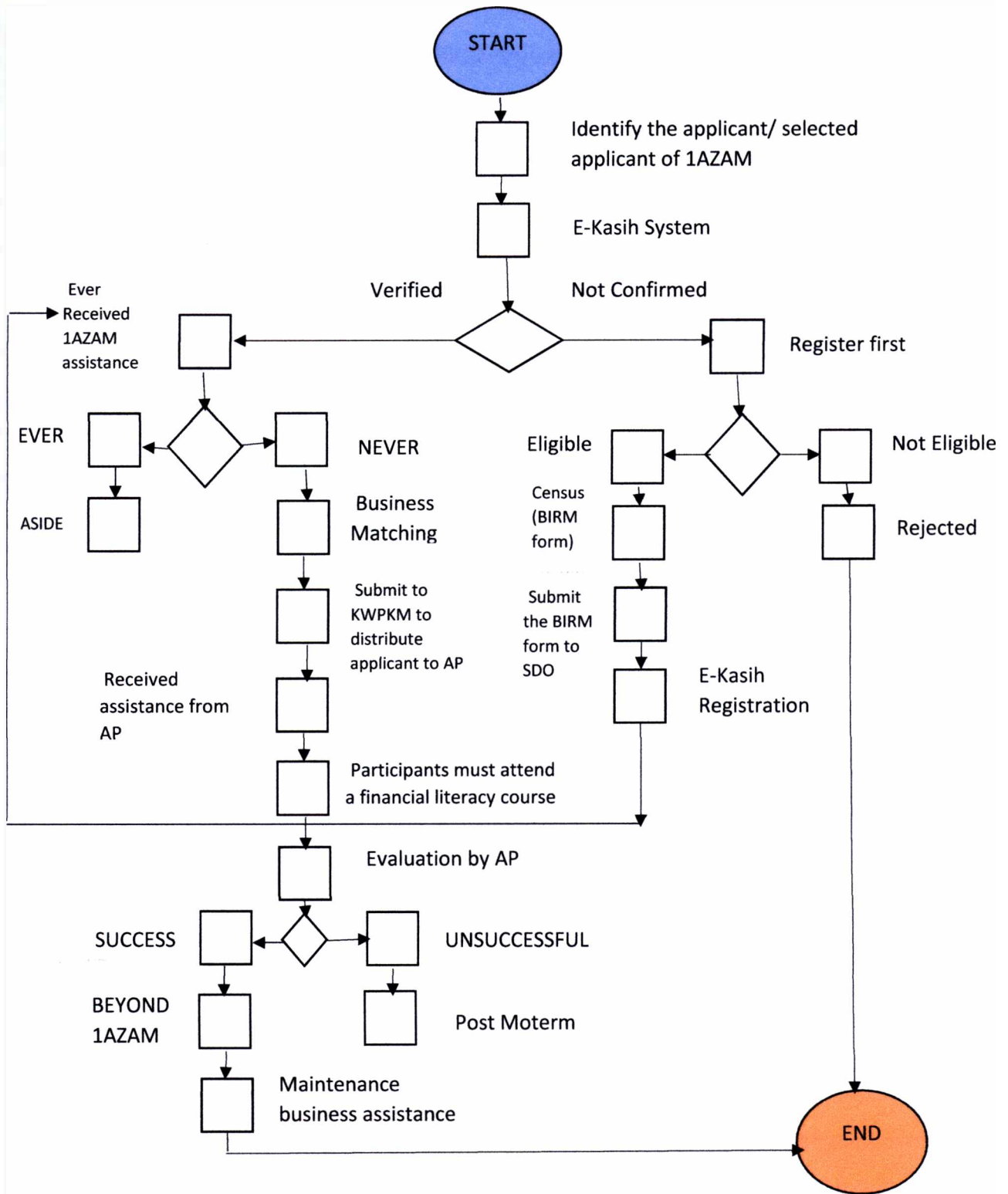
Source: Sri Aman District Office Data



The process of purchasing the bullet are immediately unless the system is down. The applicant usually come to the office and show the license, there is eligible to buy. The period on 25 bullets around 1 month then the applicant can repurchase the bullet. The applicant must bring along the bullet had been used because as a prove and either qualified or not to purchase a new bullet. District Office is responsible to keep the bullet until the suitable period that must disposal. Normally, the bullet will keep into a store and after three or four year it must be disposal after allowing by the upper management.

Figure 3.6: 1AZAM Process Flow

Source: Sri Aman District Office Data



Referring on figure 3.6, trainee was dealing with the public pertaining on the 1AZAM assistance unit. As stated in a flow above, 1AZAM program conducted by the government to assist the needed or poor to increase their income or living of standard. Firstly, the applicant who want to request for the 1AZAM must be register at the portal system. It is because to verify and link the applicant either their ever get the assistance or the name in the 1 AZAM. In short, if the applicant is eligible under 1AZAM program their necessarily interviewed by Mr. Azmi bin Morshidi to acknowledge and verify the background also identify the application of requirement document under this program. Then, Mr. Azmi also refer the applicant status in e-Kasih portal to review the interviewed information is match with the e-Kasih data.

The applicant must be specific inform what kind of the assistance their need to eliminate a doubt and deception. Mr. Azmi ask for Mr. Henry that who responsible in charge into e-Kasih unit to make evaluation and access the people at the long house if it necessarily. Thus, successful application when all the information is match and their will called by the staff to make a verification to the assistance.

Lastly, 1AZAM program emphasized to assist and motivate the people that the government concern towards public welfare and to increase the living of standard. However, trainee was acknowledged this kind of the program implemented by the government is relevant with the administration in good governance. In other words, the government response in any circumstances that occurred by the public and willing to help to eradicate the public problem to achieve the living of standard in order to create a happiness among public.

### 3.6 Chapter summary

To conclude this chapter, there are several tasks that is covered in Bachelor Administrative Science. The trainee was learned on the concept and theories with the real working environment. However, the organizational structure in every department is priority to acknowledge the specific function with the specific scope of task. Within appropriate statement in the organizational chart, the trainee was recognized that each of the employee will expert in specific task in an organization. Thus, the trainee was use all the information and experience for my understanding to relate my previous subject and the office environment. The advantages on the task flow as a guideline to the customer or employee and to enhance the effective and efficiency on the operational process.



## CHAPTER FOUR

### RECOMMENDATION

#### 4.1 Introduction

Chapter four explains about the recommendation for the problem that has been discussed and what trainee had been observed during my practical training period. In this chapter covered on understanding of SWOT analysis, discussing on strength of organization, the effectiveness of the service quality in administration, area of improvement that recover sub-section discuss on punctuality, electronic system does not functional well, followed by recommendation towards issues, recommendation towards the Faculty of Administrative Science and lastly on chapter summary.

This chapter highlighted about the strengths and weaknesses of task assigned in an organization during practical training. The good evaluation and trainee perspective is important to enhance the improvement or changes as well to acknowledge about the certain adjustment to give better understanding regarding working environment to achieve the concept of good government in public sector. Furthermore, trainee has been adopted the working environment were able to give more experiences on how the theories is related with the reality scenario. However, trainee has given the opportunities to explained any adjustment and improvement in the assigned task during practical training. Thus, it will show the trainee is really understand on the assigned task whether the trainee able to evaluate and comments on certain issues during practical. It will assist trainee make an analyzing knowledge for the effective experiences also assist on how to overcome the working issues for the academic purpose.

## 4.2 Understanding of SWOT analysis

SWOT analysis is a framework for analyzing strength, weaknesses, opportunities and threat. The developing of SWOT as a simple and effective method for analysis within the strategic planning management process in marketing. SWOT analysis determines what may assist the firm or organization in accomplishing its objectives, and what obstacles must be overcome or minimized to achieve the desired results (Singh, 2010). It has been adopted by the companies who emphasized the competitiveness for the sustaining performance in the future.

The SWOT facilitates in understanding on the reality plan not only applicable in internal and external audit but it also essentially at the whole difference and specific working areas such as within organization to another organization, organizational and clients, suppliers and clients and suppliers and shareholders. However, SWOT analysis can assist the organizational when the scenario such as poorly structured, vaguely hastily exercise that produce unverified and inconsistent inventory of factors regarded by proposing personnel as important key asset components in the organization to develop better strategic management plan for the organization achievement itself. According to study conducted by Singh (2010), SWOT is a basic and candid model that assesses what a business can and cannot do, as well as its potential opportunities and threats. The method of SWOT analysis is to take the information from an environment analysis and separate it into internal strength and weaknesses and external issues such opportunities and threats. According to Villinger (2009) state that SWOT along with other managerial frameworks to understand how organizations form their mission and strategies in public service focusing on two non-profit organizations.

Once this is completed, SWOT analysis determines what may assist the organization in accomplishing the goal and what obstacles must be overcome or minimized to achieve the desired

results in the future. SWOT are consists in both internal and external environment in the organization. According to Hill & Jones (2004) stated there are important the organizational emphasized involved both external and internal determination the will help to identify strategic opportunities and threats in the organization's operating that will affect how it pursues the mission. Then, the all level management in organization should be able to measure and determine the performance to enhance the productivity and guarantee a successful result can be achieved.

Strength refer to the internal asset which is the key agents in the organization is the employees. A study conducted by Whalley (2010) stated that the employee has been a specific knowledge and skill is the benefit for organization. However, difference organization is difference resources capability to accomplish the quality management in the performance. In addition, financial management is also the one strength to enhance the competitiveness in the such able to be launched a lot activities for the employee welfare.

Weaknesses is also internal constrain or failure often occurred in the organization. By evaluate the organization failure or weakness it may pursued the employee more motivation such to reduce the failure rate such as discipline problem, complaint, inappropriate operation system, poorly relationship and uncomfortable office environment. It will gain the opportunities of innovation or to improve the organization by take a lot of external information or sources as a guideline and support to growth the scenario.

Next, opportunities are the chance for the organization to grow up when occurred failure in the various activities. It can be developed the strategic competitive advantages of each organization by conducted such as research or determining the weakness of the another organizational as a consultant to achieve embrace such factors as external circumstances like

trends, attitudes and approaches. However, it will allow a firm to take benefit of organizational strength also to overcome the organizational weakness and neutralize environmental threats.

Lastly, threats can be defined is a condition in the general environment that may hinder a company's efforts to achieve the strategic competitiveness. It is also known as a condition in the external environment that may stand in the way of organizational competitiveness or the achievement of stakeholder satisfaction.

#### 4.3 Strength at PDSA

Strength can be defined as an internal asset or property as a driven to achieve the main objective in the organization. It rarely for the various company because each of key agents or employees is totally difference in term of talents, skill, knowledge, capabilities and experience. Then, based on the concept of strength, PDSA is the one organization are directly dealing with public welfare within a specific interest. However, trainee selects to emphasized the employee's quality of administration management area such as business registration license application, child adopted, probate, filing management and e- Kasih or 1Azam assistance management system.

##### 4.3.1 The effectiveness of the service quality in administration

The officers who are in charge in counter service is very dedicated towards this assigned task. There are several related tasks such probate, business application license, child adopted, filing system management and E-kasih or 1Azam service management. The way officers explain the requirement to the applicant is very clear and using the simple word to communicate instead the certain officer able to speak well in English, Malay, Iban also Chinese language. Their also immediately key in the data into the government system after the customer submit the completed

applicant based on queue without delayed the task unless the system is not functional. The customer need to wait three days for the reviewing and verification form from upper management.

This is important stage to ensure the task is immediately conducted by the officers to approve and verification by the upper management. All the certificate will issue to the customer by inform them through telephone and ask for the specific payment or required them to come into office. However, if some of term in certificate is wrong, the officer immediately makes the correction that the customer not need to wait for the long period. The effectiveness of the assigned task is occurred when it can reduce officer burden by using the electronic system. Thus, it can create the legal business and pursue the community to cooperate in business matter.

The quality of the personnel at PDSA is the organization strength that need to maintain and improve their productivity by giving the officers' training. To reduce recruit more employee because is very costly, the human resources management unit simply to determine the organizational condition especially towards human resources planning. The good management will ensure the number of employee are consistent that assist to avoid over staffing in an organization. Therefore, necessarily to develop the existing officer's skill to enhance the productivity in various scope of task. During practical period, trainee was make an evaluating on the organizational culture the officers at PDSA has been good cooperate which is willing to assist each other when dealing with the customer since some of the officer not available at office. Thus, the officer not necessary stick with the current achievement, but must understand the comprehensive operational function or core business in an organization to ensure the effective and efficiency of the service.

#### 4.4 Area of improvement

The issues or problem in the organization must be improved to eradicate the corruption and poor performance among employee. Furthermore, the role of the officer is important to overcome the constraint situation that will also effect on the organizational image. Instead the problem involved the personnel, the working environment and office equipment also as driven to attained the successful of task and harmonious relationship among internal officer. There a several suggestions need to reform in the public service.

##### 4.4.1 Punctuality

Trainee has been evaluated the office scenario during practical period. However, the trainee able to identify the problem pertaining breaking the working hours at PDSA. Some of the employee was ignore the office period when their early leave the office before at 5pm. The environment was demonstrated the poor attitude and not fair while the other officers struggling to complete their own task also deliberate to delayed in completing the assigned task. Besides, the launch hours also modified by some of the officer to early leave the office. This situation makes the customer emotional and unsatisfied because their need to wait until evening to settle their own interest. Next, it can categories on the disciplined or behavior problem that need to change and aware to penalizes unethical officers. To overcome this problem, the officer need to transform the operational system and discuss the new approach to the all employee in the organization.

##### 4.4.2 Electronic system does not functional well

The government District Council electronic system is link with all District Office in all area in Sri Aman. Once the system is down, all the assigned task in all the organization cannot be run smooth and sometime need to stop the task because mostly the task is required carry out through online

system. However, the customer normally has higher expectation when their come into the office that they predict the office are able to solve or fulfilled their requirement. The customer not accepted the certain circumstances and make them not satisfaction towards the office management. The corruption of the system normally takes a long time to solve and make the employee bored to wait. However, this situation will enhance the employee to early leave from the office. The effect on this situation which the employee low motivates and not productive to completed their task early and will made the low quality of the task result. Thus, the poor consequence of the organization performance will be affected because the customer will manipulate or express bad perception towards government service.

#### 4.5 Recommendation towards issues

Concept of development is a process of applying scientific, engendering and business knowledge to produce functional design that meets both customer needs or service delivery requirement. It includes the process for discovering customer requirement and highly creative activity that can be enhanced by using techniques as a brainstorming and potential ideas by higher officer position. By referring to the first issue, PDSA should practice and adopt the new structure in the organization such as 'thumb-print' culture. The effort to develop the thumb-print in the organization is to reduce the employee discipline problem then it can enhance the motivation and awareness among the employee. However, it also can change the employee attitude to obey the working hour due need to boost the quality in the management. It merely emphasized the strategic management which is look for the private sector style to gain more profit.

Apart from that, their focusing on the quality in management to create a customer trust and loyalty to maintain the relationship as well as rapid good competition in the future. The value it is to enhance the integrity in the public servant that bound by the rule and regulation in draft the good

performance in the operation system. Then, the public sector also adopting ISO9000 policy as look such in private sector. The quality in management especially in public sector most focusing both the internal and external customer because it known as appraisal the employee commitment. Thus, it can develop the health competitive among the employee to achieve the government reward such 'Anugerah Perkhidmatan Cemerlang' that conducted by all government agency.

Secondly, the government must be adopting office automation and information system technology. This infrastructure covered the effort of the government improve the quality in management by adopting the computerized system for the officer as well as the customer. By using the technology the government able to perform speedily and broadly to create the external relationship to boost the performance as an aspiration in the future. It also reduces the burden of the public servant in carry out the task because using internet the task able perform very effective and efficiency in term software use especially relating on the accounting system. The transformation introduced by MSC (Multimedia Super Corridor) as a recognition by the government through the Malaysia Digital Economy Corporation (MDEC) for IT- facilities to use in technologies that emphasized to develop the performance in public sector. Therefore, it the time for public sector compete with the private sector in order to accelerate the service such as e-government service. To recover unfunctional well the internet, the government must cooperate with the TELEKOM or TMNet company in order to gain the relationship benefit to each other. In other words, it will promote the consistent of the public servant management and achieving the total quality in management.

#### 4.6 Recommendation to Faculty of Administrative Science

Recommendation to the faculty also important to enhance the quality of the internship outcome of the trainee's experience. The improvement analysis is valuable for the future trainee to gain more



working environment knowledge and skill. However, it more batter predictor outcome from the training experience if do some improvement towards the trainee such as opportunities to raise more knowledge pertaining work environment.

#### 4.6.1 Extend the internship period

Faculty of Administrative Science and Policy Studies should extend the period of internship due previous period is too limited to gain and expose the working environment. Besides, eight weeks is not adequate to the trainee gain more the experience and learn more knowledge as a worker in the future. The organization difficult to manage the schedule to assigned more task for trainee because limited of the time. With the short time, trainee just prepared the simple task then lack appropriate information for the trainee as a guideline to the future. To become a good trainee, must assigned the challenge task such as cooperate in protocol on the mega event or election but during the internship period no mega event implemented due the first of the month that government not ready prepared for the budget. On the trainee suggestion, the internship at least above three months is adequate to expose the knowledge in working environment. Thus, it will enhance the trainee more experience and ease prepare the own internship report due a lot of assigned task given by the organization.

#### 4.7 Chapter Summary

This chapter consist of the recommendation regarding SWOT analysis that will assist the trainee determine the experience in working environment. It is useful to the trainee in benchmarking and brainstorming of the government on how to manage the service management. The trainee acknowledges the strength and opportunities of the organization as assets of the organization to sustain the performance in the competitive advantages. It also can prove to the trainee that the theories are connected to the working environment such as administrative development, total quality management and strategic management in organization. Furthermore, weaknesses in an organization also teach the trainee on how to overcome the market failure, discipline problem and stressful during working. The innovation organization structure is vital because the customer is a priority in government sector to create the good governance. Thus, the recommendation part also important on the transformation process to assist the organization in productive to adopt the new environment in operational management flow to overcome the issue in the organizational itself.

## CHAPTER FIVE

## CONCLUSION

## 5.1 Introduction

In this chapter, consist on the summarization the all practical training historical from chapter one which is introduction to Sri Aman District Office (PDSA) background, chapter two include schedule of the practical training that regarding explanation on the internship logbook, followed by chapter three which is practical analysis that focusing on the scope of administration task, then chapter 4 is recommendation and development of the organization. The purpose of this chapter is to highlight the important statement in each chapter to enhance the understanding on the important statement.

## 5.2 Summary of Chapter 1

Chapter 1 consist of the organizational background, mission and vision statement. The trainee able to understand the PDSA establishment that able to create interested to study more on it. Besides, the trainee has an opportunity to learned the core functions of the organization to the public. The performance also based on the organizational promise as stated in the mission as well as vision of PDSA. Furthermore, the important statement such as the logo, organizational charter and client charter. The Logo of PDSA is applying by all the state government that described 'Kenyalang' is the greatest of the freedom to achieve the goals through the effort based on the consistent of ideology in term of social, economic and politic stabilization. Then, it is suitable for the mission as well as vision at PDSA that emphasized the quality management in the service to achieve the better performance and attain the customer satisfaction. The logo of PDSA brings the historical value where all part in logo has its own historical story. Client charter act as a guideline to PDSA to achieve the quality to fulfilled the customer need. Next, the organizational structure is clearly

mention the specific of division position of the officer to understand their responsible towards the specific of the task.

### 5.3 Summary of Chapter 2

In this chapter, the trainee required to highlight the schedule of assigned task based on internship logbook. All the statement stated in chapter 2 is related to the assigned task from the beginning until the end of the practical training period. The task arrangement by weekly from 23th January until 18<sup>th</sup> March 2017 that mostly at administration management area at PDSA. The trainee able to understand and explore the function of the organization especially when dealing the task in counter service. For instance, the administration management such as probate matter, business licensing, child adopted, shotgun bullet purchasing, filing management and e-Kasih and 1Azam assistance. The trainee has been adopted the experience in working environment especially the officer must deliver the service effectively to enhance the quality in management. Thus, the trainee was enjoyed with the various task due have connected with the theories of the previous subject.

### 5.4 Summary of Chapter 3

In this chapter, the trainee tends to select the scope of administration task because it is mostly assigned task during the practical period. The administration scope task consists of filing management, office management and process of flow at PDSA. The analysis of the task is related to the course of Administrative and Policy Studies that consistent the concept of the administration course. The trainee able to understand the role of the government merely to assist the public to attain their needs. The government focusing on socio-economic development and protect the right of the public to promote the good governance of public service.

## 5.5 Summary of Chapter 4

Chapter 4 discuss on SWOT analysis in the organization. It is very important to the public servants determine the strength of the organization instead to improve their own internal assets. Besides, the performance is based on the key agents of the internal assets which able to carry out the task effectively and efficiency to achieve the organization objective. The role of the manager is to transform the operational structure become more competitive in the good performance. The good ethical practice will affect the quality in management which is the officers willing to take a risk, assurance, responsive, reliability and empathy. However, the excellence organization created when the officer able to obey the rule and regulation such as punctuality in working hours. This is to eradicate the discipline problem among the officer and to improve the quality in management. The scenario will become a moral to trainee as well as to gain the understanding that being a promoted officer to receive the government rewards. Thus, suggestion also to the faculty that has been highlighted to develop and become consideration to another trainee in the future.

## 5.6 Chapter Summary

This report consists of eight weeks of internship period. The trainee able to identify the organizational structure environment that critically required and related to the theoretical aspects in previous subject in Bachelor of Administrative and Policy Studies. Besides, the trainee has been gained a lot of useful knowledge and experience to preparation in the reality working environment in the future after the trainee graduated soon.

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APPENDIXES



Figure 1: Recognized practical training certificate

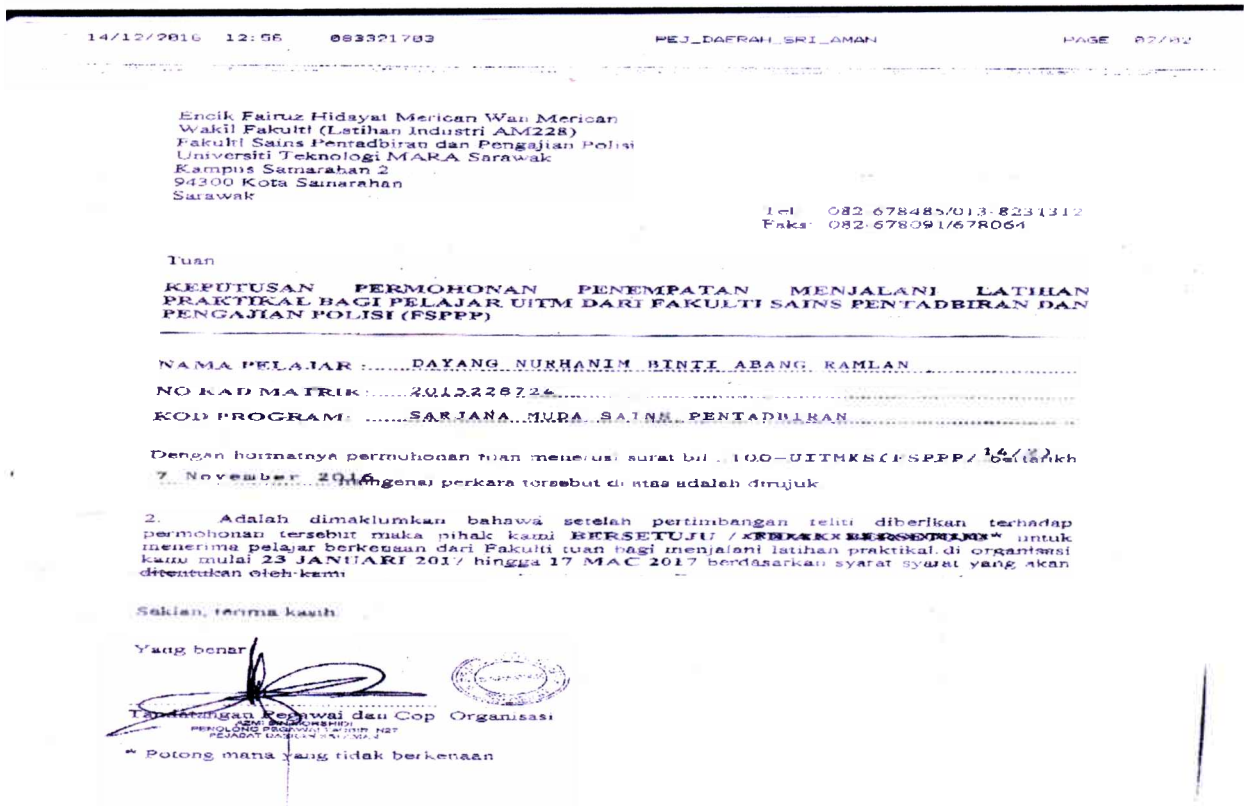



Figure 2: Training placement at District Office



PEJABAT DAERAH SRI AMAN,  
JALAN ABANG AING,  
95000 SRI AMAN,  
NO. TEL : 083-32013/32101/321091  
NO. FAKS : 083-321703  
www.sriaman.gov.my

**SENARAI PERMOHONAN PENDAFTARAN PROBAT**

**KEHADIRAN WARIS - WARIS (WAJIB)**

1. Bahu ( Suami / Istri ) kepada Allahyarham / Allahyarhamah / Mendiang
2. Anak - anak kepada Allahyarham / Allahyarhamah / Mendiang
3. Ibu Bapa kepada Allahyarham / Allahyarhamah / Mendiang
4. Adik - Beradik kepada Allahyarham / Allahyarhamah / Mendiang
5. Cucu - cucu kepada Allahyarham / Allahyarhamah / Mendiang
6. Ketua Kaum @ Ketua Masyarakat Dari Kawasan / Kampung / Rumah Panjang Allahyarham / Allahyarhamah / Mendiang beserta Cop Rasmi

**KEHADIRAN WARIS - WARIS (WAJIB DISERTAKAN DOKUMEN INI SEBANYAK DUA SALINAN)**

1. SURAT PERSETUJUAN yang mesti DINAIKIKAN OLEH KETUA KAUM @ KETUA MASYARAKAT DARI KAWASAN / KAMPUNG / RUMAH PANJANG ALLAHYARHAM / ALLAHYARHAMAH / MENDIANG BERSERTA COP RASMI (boleh diambil daripada Pejabat Daerah berdekatan ataupun Surat Rasmi daripada waris-waris)
2. Salinan KAD PENGENALAN dan SIJIL LAHIR waris - waris kepada Allahyarham / Allahyarhamah / Mendiang.

**DOKUMEN SOKONGAN YANG DIPERLUKAN (SILA BAWA DUA KEPING SALINAN FOTOSTAT BAGI SETIAP DOKUMEN YANG DIPERLUKAN)**

1. Sijil Kematian / Surat Sumpah Kematian Allahyarham / Allahyarhamah / Mendiang
2. Sijil Kahwin ( sekiranya Allahyarham / Allahyarhamah / Mendiang mempunyai suami / isteri )
3. Kad Pengenalan dan Sijil Lahir Bagi Waris-waris berumur 13 Tahun ke atas
4. Sijil lahir bagi Waris-waris berumur 12 tahun ke bawah
5. Geran Tanah ( PRINT OUT OF TITLE - diambil daripada Jabatan Tanah Dan Survei )
6. Perjanjian Jual Beli Rumah / Kotor
7. Perjanjian Jual Beli Kenderaan / Motorikal
8. Green Card Kenderaan / Motorikal
9. Buku Akaun Simpanan Yang Telah Dikemaskini atau Yang Terkini ( Jika Ada )
10. Huku Saham-saham ( Cd : ASB, ASN, ASSAR dan lain-lain - Jika Ada )
11. Insurans Nyawa ( Penyata Insurans Dari Pihak Insurans )
12. Penyata PERKESO / KWSP Terkini
13. Lesen Senapang Patah (SILA SERAHKAN SENAPANG PATAH KE BALAI POLIS SEBELUM PERKES PROBAT DI BALAI )
14. Salinan Bil Elektrik Terkini ( Jika Ada )
15. Salinan Bil Air Terkini ( Jika Ada )
16. Penyata Cukai Harta ( Diambil daripada Muftis Daerah Sri Aman )
17. Surat P.T.I.A ( Jika Ada )
18. Dokumen-dokumen lain yang berkaitan dengan Allahyarham / Allahyarhamah / Mendiang ( Jika Ada )

**DIAGAM PELANGGAN PEJABAT DAERAH SRI AMAN**  
Permohonan PROBAT akan diproses dalam tempoh 14 HARI MASA BEKERJA dari TEMPOH PERMOHONAN DITERIMA dengan SYARAT hanya MEMATUHI PROSEDUR PENGURUSAN PERKARA PROBAT.

Figure 3: Probate form

NAMA PEMOHON: ..... NO PERMOHONAN: ...../20.....(SRI AMAN)

NO KAD PENGENALAN: .....

NO TEL: .....

**SENARAI SEMAK UNTUK PERMOHONAN MENUKAR NAMA HAKMILIK SENAPANG PATAH**

**(I) JENIS PERMOHONAN**

Menukar nama hakmilik senapang patah daripada ayah / emak kepada anak lelaki / perempuan secara probat

Menukar nama hakmilik senapang patah daripada ayah / emak kepada lelaki / perempuan secara pindah hakmilik semasa hayat

**(II) TUJUAN MEMILIKI SENAPANG PATAH**

Pertanian  Sukan  Memburu  Menjaga Diri/Harta  Harta Pusaka

Catatan: Sila pangkah ( / ) dalam patah yang berkenaan untuk bahagian ( I ) dan ( II ).

**(III) DOKUMEN-DOKUMEN SOKONGAN YANG DIPERLUKAN**

Dua (2) keping gambar permohonan berukuran saiz passport.

Bayaran proses permohonan sebanyak RM2.00 sahaja.

Salinan Kad Pengenalan Pemohon.

Salinan kad pengenalan pemegang lesen / pemegang probat / waris terdekat.

Salinan Sijil lahir pemohon / surat sumpah.

Salinan lesen senapang patah.

Salinan surat probat / surat tadbir kuasa (letter of administration).

Surat persetujuan daripada pemegang lesen / pemegang probat / waris terdekat.

Salinan surat penyerahan senapang patah daripada polis (pindah hakmilik secara Probat)

1 salinan geran tanah (untuk permohonan berkaitan dengan tujuan pertanian di bahagian II di atas)

Dokumen lain yang berkaitan (nyatakan).....

Catatan :  Berkaitan  Tidak Berkaitan

**(V) CATATAN KETUA JABATAN YANG BERKAITAN**

Surat pengosahan pemeriksaan senapang patah oleh Pegawai Daerah/Daerah Kecil

Surat pengosahan pemeriksaan senapang patah oleh Ketua Polis Daerah /Daerah Kecil

Surat pengosahan kesihatan oleh Pegawai Kesihatan.

Surat pengosahan pemeriksaan keselamatan oleh pihak polis

Komen/sokong Pegawai Daerah

Komen Residen Bahagian (LULUS/TIDAK)


Catatan :  Disokong  Tidak Disokong

*Proses: 14 hari bekerja*

Figure 4: Conversion of shotgun ownership



**PEJABAT DAERAH SRI AMAN  
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95000 SRI AMAN  
TEL : 083-322012 / 083-322013  
FAKS : 083 - 321703**



**PERMOHONAN LESEN PERNIAGAAN**

**SILA KEPILIKAN DOKUMEN-DOKUMEN SEPERTI DIBAWAH BERSAMA BORANG PERMOHONAN**

1. 1 Salinan Kad Pengenalan bagi setiap **PEMOHON / PEMILIK BERSAMA/ PEMILIK KEDAI**
2. **COP SYARIKAT / KEDAI** mesti mengandungi **ALAMAT PERMIS / TEMPAT PERNIAGAAN**
3. Sila bawa salah satu salinan dokumen di bawah:
  - A. Surat Penyewaan kedai ( Tenancy / agreement ).
  - B. Surat hakmilik tanah bagi yang mempunyai tanah persendirian untuk berniaga.
  - C. Surat Perjanjian jual beli ( Sale & purchase ) bagi yang memiliki kedai persendirian.
  - D. Surat Tawaran / Surat Kebenaran Menggunakan Tempat Untuk Berniaga

**SYARAT SYARAT PERMOHONAN**

1. Merujuk Perkara **D** Di Borang Pendaftaran Ordinan Nama-Nama Perniagaan ( R.20-Pind. 1/86 ), Tempat-Tempat Perniagaan Hendaklah Bersesuaian Dan Tidak Berdekatan Dengan Kediaman Awam.
2. Pemohon Hendaklah Memastikan Jenis Perniagaan Yang Dipohon Sesuai Dengan Tempat Perniagaan Beroperasi.
3. Urusan Perniagaan Bukan Di Rumah Kediaman Kerana Ia Bertentangan Dengan Peraturan PBT ( MDSA ).
4. Permohonan Hanya Akan Dipertimbangkan Untuk Keputusan Jika Pemohon Mempunyai Premis / Kedai Perniagaan.

- Setiap permohonan perniagaan baru akan disiasat terlebih dahulu sebelum diluluskan.
- Permohonan perniagaan mengambil masa 14 hari bekerja.

Figure 5: Business license application form



SALINAN

No.: .....

**ORDINAN PENGANGKATAN [BAB 91]  
SIJIL ANAK ANGKAT  
[Seksyen 4(3)]**

Adalah dengan ini disahkan bahawa (nama kanak-kanak) .....  
 (No. Kad Pengenalan/Sijil Kelahiran) ..... (umur) .....  
 yang telah dilahirkan pada (tarikh lahir) ..... dan merupakan  
 anak lelaki/perempuan kepada:

(1) ..... (No. K.P./No. Pasport) .....  
 (umur) ..... dan (2) ..... (No. K.P./No. Pasport) .....  
 (umur) ..... beralamat di .....  
 (alamat tempat tinggal), pada hari ini telah diangkat oleh:

(3) ..... (No. K.P./No. Pasport) .....  
 (umur) ..... dan (4) ..... (No. K.P./No. Pasport) .....  
 (umur) ..... beralamat di .....  
 (alamat tempat tinggal), mengikut peruntukan Ordinan  
 Pengangkatan [Bab 91], dan ibu bapa angkat tersebut telah bersetuju untuk menanggung anak  
 itu semasa masih bayi serta mengadakan peruntukan mengenai kebajikan masa hadapan kanak-  
 kanak tersebut ..... **YANG  
 KINI DIKENALI SEBAGAI** .....

Bertarikh pada ..... haribulan ..... 20 .....

.....  
 ( Nama dan Tandatangan Pegawai Daerah  
 Daerah .....

**Note:** (1) Bapa kandung  
 (2) Ibu kandung  
 (3) Bapa angkat  
 (4) Ibu angkat

Figure 6: Child adopted certificate

**SULIT** **BANCIAN ISI RUMAH MISKIN MALAYSIA**  
**JABATAN PERDANA MENTERI**

**BUTIRAN TEMUDUGA**

Lawatan: Pertama, Kedua, Ketiga  
 Tarikh: 18/02/13  
 Masa Mula: 9:45  
 Masa Akhir: 10:40

Nama Responden: **HERRY ANAE KARIN**

**A BUTIR-BUTIR PENGENALAN**

1. No. Batch: [ ] [ ] [ ] [ ]  
 2. Negeri: [1] [3]  
 3. Daerah Pentadbiran: [0] [7] - Sri Aman  
 4. Daerah Banci: [ ] [ ] [ ] [ ]  
 5. Blok Pengirangan: [ ] [ ] [ ] [ ]  
 6. Strata: [ ] [ ]  
 7. No. Unit Bangunan: [ ] [ ] [ ] [ ]  
 8. No. Tempat Kediaman: [ ] [ ] [ ] [ ]  
 9. No. Isi Rumah: [0] [1] [0] [1] - 2 bilik tidur, 1 bilik air, 1 bilik tamu, 1 bilik dapur, 1 bilik bilas, 1 bilik simpanan, 1 bilik bilas, 1 bilik simpanan  
 10. Parlimen: [0] [2] [0] [1]  
 11. DUN: [N] [3] [0]  
 12. PBT (CMA): [ ] [ ] [ ] [ ]  
 13. Bandar: [ ] [ ] [ ] [ ]  
 14. Mukim: [ ] [ ] [ ] [ ]  
 15. Kampung JKIK: [ ] [ ] [ ] [ ]

16. Nama Ketua Isi Rumah (KIR):  
 H E R R Y A N A E K A R I N

17. No. Kad Pengenalan Baru (KIR): [8] [4] [0] [7] [2] [3] [1] [3] [5] [9] [1] [3]  
 18. No. Kad Pengenalan Lama (KIR): [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

19. Alamat lengkap: No. Rumah / Nama Jalan / Tingkat / Blok  
 K U M A R M U S L I M S E N R A I M E R A H  
 P A N T U 9 5 0 0 0 S R I A M A N

20. No. Telefon (tetap): [0] [1] [7] [5] [0] [0] [0] [0] [0] [0] [0] [0]  
 No. H/P: [0] [1] [7] [5] [0] [0] [0] [0] [0] [0] [0] [0]

Untuk Kegunaan Pejabat  
 Jumlah Pendapatan Kasar Isi Rumah (Setahun)  
 (Sila dapatkan daripada Bhg. F. F14)  
 Jumlah Ahli Isi Rumah (termasuk KIR)  
 RM [1] [9] [2] [0] [0]  
 [0] [3]

Figure 7: E-Kasih evaluation form

**JADUAL PENEMPATAN LATIHAN INDUSTRI PELAJAR**

NAMA: DAYANG NURAHANIM BT ABANG RAMLAN (940322-13-5558)  
 TARIKH II: 23 JAN - 17 MAC 2017  
 TEMPOH: 8 MINGGU  
 KURSUS: BACHELOR OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES (Hons.)  
 KOLEJ: UTM SAMARAHAN CAMPUS

Bil	Tarikh/Tempoh	Fungsi Utama	Tugas/Urusan/Unit	Pegawai Rujukan	Catatan
1	23.01.2017 - 03.02.2017	PERKHIDMATAN STATUTORI	<ul style="list-style-type: none"> <li>• Urusan permohonan Surat Kuasa Memantau/Probet Si Mati</li> <li>• Proses Permohonan Pengangkatan Anak Angkat</li> <li>• Urusan Surat Sumbah/Surat Akuan</li> <li>• Urusan Permohonan Pertukaran Hakmilik Senapang Patah</li> <li>• Mahkamah Bumiputera</li> </ul>	<ol style="list-style-type: none"> <li>1. Caroline Dem: Ak Atui</li> <li>2. Phylisa Jackson Chew</li> <li>3. Mohd Jiwa Bin Ayup</li> </ol>	
2	06.02.2017 - 17.02.2017	PERLESENAN & PERMIT	<ul style="list-style-type: none"> <li>• Urusan Pendaftaran Nama-Nama Perniagaan</li> <li>• Urusan Pembatalan Nama-Nama Perniagaan</li> <li>• Urusan Pengeluaran Lesen Perdagangan</li> <li>• Urusan Permohonan Lesen Sabong Ayam</li> <li>• Urusan Perlesenan Senjata Api (Senapang Patah)</li> <li>• Urusan Pengeluaran Permit Membeli Peluru</li> </ul>	<ol style="list-style-type: none"> <li>1. Phylisa Jackson Chew</li> <li>2. Mohd Jiwa Bin Ayup</li> <li>3. Nul Hasrin Bt Wakimun</li> </ol>	
3	20.02.2017 - 24.02.2017	PERANCANGAN, PENGURUSAN & PELAKSANAAN PROJEK KECIL LUAR BANDAR	<ul style="list-style-type: none"> <li>• Pelaksanaan Projek Peruntukan Kerajaan Persekutuan</li> <li>• Pelaksanaan Projek Peruntukan Kerajaan Negeri</li> <li>• Projek kemudahan luar bandar</li> </ul>	<ol style="list-style-type: none"> <li>1. ADO Hamidan Bin Hj Katang</li> <li>2. Mohd Hamizan Bin Yahya</li> <li>3. Azmi Bin Morshidi</li> <li>4. Anita Ak Nawar</li> </ol>	
4	27.02.2017 - 03.02.2017	PENGURUSAN HAL EHWAL INSTITUSI KEMASYARAKATAN	<ul style="list-style-type: none"> <li>• Urusan Perkhidmatan Ketua Masyarakat &amp; Ketua Kaum</li> <li>• Urusan Jawatankuasa Kemajuan &amp; Keselamatan Kampung (JKKK)</li> <li>• Urusan Hal EHWal Lembaga Amanah Kebijakan</li> <li>• Urusan Perkhidmatan Pegawai-Pegawai Masjid</li> </ul>	<ol style="list-style-type: none"> <li>1. Mohd Hamizan Bin Yahya</li> <li>2. Azmi Bin Morshidi</li> <li>3. Anita Ak Nawar</li> </ol>	
5	06.03.2017 - 10.03.2017	URUSAN KEURUSETIAAN & SEKRETARIAT/PROTOKOL	<ul style="list-style-type: none"> <li>• Urusan Sambutan Upacara/Perayaan Rasmi Kerajaan</li> <li>• Urusan Lawatan Orang Kenamaan</li> <li>• Urusan Protokol</li> <li>• Urusan Penerimaan</li> <li>• Urusan Banci Penduduk</li> <li>• Urusan Program-program Kelolaan Kerajaan</li> </ul>	<ol style="list-style-type: none"> <li>1. ADO Hamidan Bin Hj Katang</li> <li>2. Mohd Hamizan Bin Yahya</li> <li>3. Azmi Bin Morshidi</li> </ol>	
6	13.03.2017 - 17.03.2017	PERKHIDMATAN PERBENDAHARAAN KECIL	<ul style="list-style-type: none"> <li>• Urusan Pembayaran/ Penunahan Cek-Cek Kerajaan &amp; Badan Berkanun</li> <li>• Urusan Pembayaran Gaji</li> <li>• Urusan Penerimaan Kutipan Hasil</li> </ul>	<ol style="list-style-type: none"> <li>1. Wan Abdul Kaid Bin Wan Adam</li> <li>2. Halimah Bt Jamal</li> <li>3. Nul Hasrin Bt Wakimun</li> </ol>	

DISYOROK OLEH:  
  
 AZMI BIN MORSHIDI  
 PENOLONG PEGAWAI TADBIR N27  
 PEJABAT DAERAH SRI AMAN  
 TARIKH: 23.03.2017


DISAHKAN OLEH:  
  
 HAMDAN HJ KATANG  
 PENOLONG PEGAWAI DAERAH SRI AMAN  
 TARIKH:

Figure 8: Trainee task schedule

**DAYANG NURAHANIM BT ABANG RAMLAN,**  
Pelajar Praktikal,  
Universiti Teknologi Mara (UiTM),  
No 13 Kampung Hillie,  
95000 Sri Aman,  
Sarawak.

**SAO AZMI BIN MORSHIDI,**

Pejabat Daerah Sri Aman,  
Jalan Abang Aing,  
95000 Sri Aman,  
Sarawak.

*Dayang Nurahanim Bt Abang Ramlan*  
  
SAO AZMI BIN MORSHIDI  
PEJABAT DAERAH SRI AMAN 9527  
PEMBANTU DAERAH SRI AMAN

21 JANUARI 2017

Tuan,

**MEMOHON CUTI BAGI URUSAN PENDAFTARAN KOLEJ SERI SERAPI (UTM SAMARAHAN, KUCHING SARAWAK)**

Dengan segala hormatnya merujuk perkara di atas:

2. Sukacita dimaklumkan bahawa saya seperti nama yang tertera di atas ingin memaklumkan kepada tuan untuk memohon cuti bagi urusan pendaftaran kolej pada **27 Januari 2017 (Isnin)**. Tujuan membuat pendaftaran kolej pada tarikh tersebut untuk mengelakkan kepadatan bilik-bilik di kolej memandangkan sesi sebenar kuliah bermula pada **03 Mac 2017**. Tambahan pula, kekangan masa memandangkan tarikh tutup pendaftaran **11 Mac 2017**.
3. Oleh itu, saya ingin memohon maaf atas ketidakhadiran pada tarikh tersebut. Keprihatinan dari pihak tuan amatlah saya hargai dan diucapkan ribuan terima kasih.

Yang benar,

  
(Dayang Nurahanim Bt Abang Ramlan)  
2015228724  
Pelajar praktikal UiTM Sarawak.

Figure 9: Trainee ask for leave



**SOALAN KERAP DITANYA (FAQ)  
Buaya Katak**

**Disediakan oleh:  
SARAWAK FORESTRY Corporation**

Figure 10: Attend for the crocodile protection conference



Figure 11: The speech text

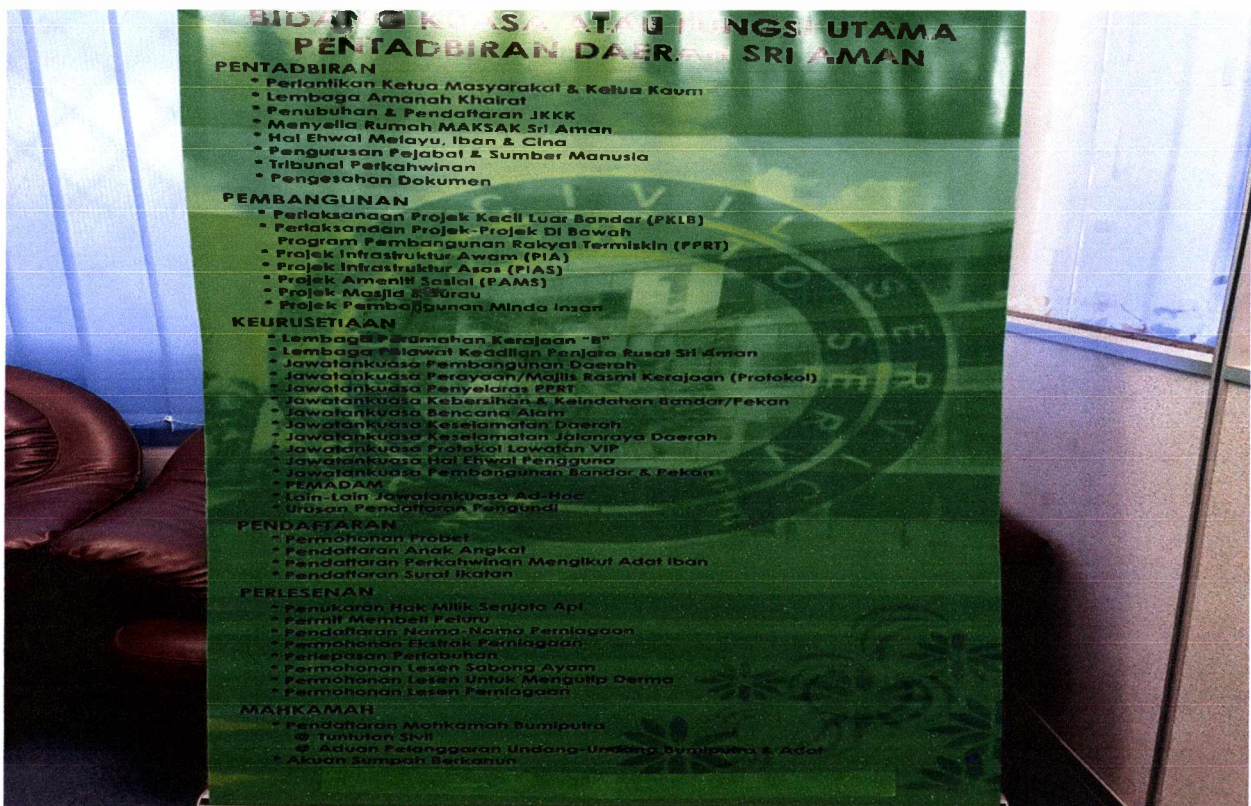


Figure 12: Core business at District Office



Figure 13: 5s

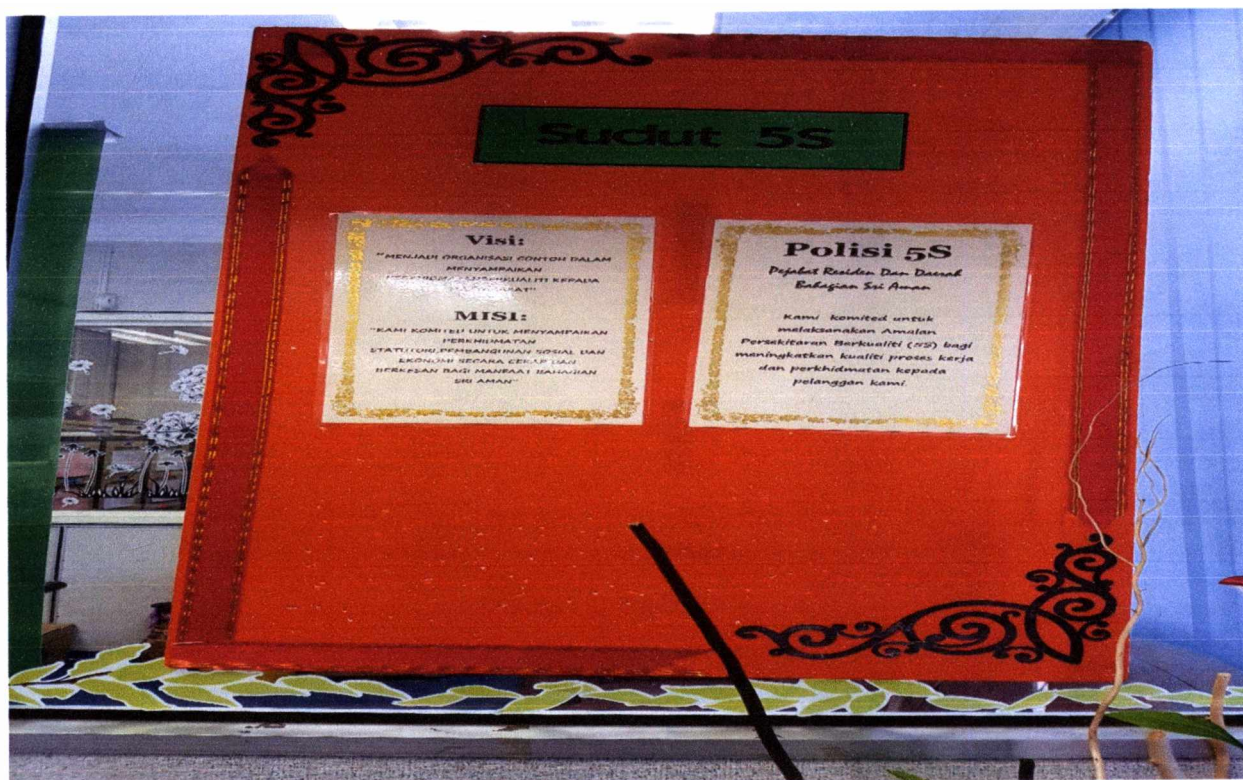


Figure 14: The District Office Vision & Mission



Figure 15: Front Counter Environment



Figure 16: Waiting area



Figure 17: Gotong Royong at Lingga



Figure 18: Some of the staff cooperation in the event at Lingga