

UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



PRACTICAL TRAINING REPORT (ADS667)
MATU DISTRICT OFFICE

MASLINDA BINTI IFANDI
2016669392

JUNE 2019

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

Name of Supervisor: DR. Noni Harianti Binti Junaidi

Title of Practical Training Report: An overview of Matu District Office

Name of Student: Maslinda Binti Ifandi

I have reviewed the final and complete practical training report and approve the submission of this report (Practical Training Report at Matu District Office) for evaluation.

(DR. Noni Harianti Binti Junaidi)

Date:

THE DECLARATION

Declaration

I hereby declare that the work contained in this report practical is original and our own except those duly identified and recognised. If we later find to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulation.

Signed.

ACKNOWLEDGEMENT

Praise to Allah for his blessing and for giving us the strength and health to complete this report successfully until at the end.

Completing this report practical was a challenging project for me. However, fortunately I had the help of many parties that made this project less difficult. Dr Noni Harianti Binti Junaidi kept me motivated and on course during all those moments things were going as planned. I thank her from the bottom of my hearts for being there in the moments of need. She was my supervisor and she deserves a special mention here. She was always insistent on the meetings and the deadlines. Her toughness made me work harder and for that I will always be grateful.

I would like to thank also to all lecturers, family, and who taught me in many things about practical and always support me as my backbone in term of motivation, financial and advices. I also would like to thank to Matu District Office for giving the opportunities for me to gain the best experience that I can use it in the future. I get the meaningful moments and learn a valuable lesson about practical in action

Maslinda Ifandi

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Sarawak

TABLE OF CONTENT

Chapter 1: Introduction of the Organization

1.1 Introduction	1
1.2 Matu District Office Background	2
1.3 Objective	3
1.4 Vision and Mission	4
1.5 The Client Charter	5
1.6 Core Business of Matu District Office	5
1.7 Matu District Office Logo	6
1.8 Organization Structure	7
1.9 Chapter Summary	8

Chapter 2: Schedule of Practical Training

2.1 Chapter Review	9
2.2 Introduction	9
2.3 Practical Training Schedule	9
2.4 Chapter summary	24

Chapter 3: Chapter Review Analysis

3.1 Introduction	25
3.2 Task Analysis	25
3.2.1 Handling task with various type of software	25
3.3 Swot Analysis	26
3.3.1 Strength	27
3.3.2 Weaknesses	27
3.3.3 Opportunities	28
3.3.4 Threats	29
3.4 Definition of concept	30
3.4.1 Software Application	30
3.4.2 Software Application Functions –Database software	31
3.4.3 Spread sheet software	32
3.5 Reflection of students' personal experience	33
3.6 Chapter Summary	34

Chapter 4: Recommendation

4.1 Introduction	35
4.2 Strength of the organization	35
4.2.1 Good relationship in the organization	35
4.2.2 Customer service that provided by the organizations towards the customer	36
4.2.3 Flexible and consistent cost or pricing of the process fee	36
4.2.4 Work done on respective time	37
4.3 Weaknesses of organization	38
4.3.1 The staff ethics are in low stage	38
4.3.2 Lack of motivation	39
4.3.4 Poor Communication between staff	39
4.3.5 Workplace environment	40
4.4 Recommendation	40
4.4.1 Improve in gaining more sponsors	41
4.4.2 Create good relationship with external agencies	41
4.4.3 Create high-performance work team	41
4.4.4 Improvement of their technology equipment	42
4.5 Chapter Summary	42

Chapter 5: Conclusion

5.1 Introduction	43
5.2 Summary by chapter	43
5.2.1 Summary of Chapter 1	43
5.2.2 Summary of Chapter 2	44
5.2.3 Summary Chapter 3	44
5.2.4 Summary Chapter 4	45
5.3 Report summary of overall	46

References	48
-------------------	----

Appendix	49
-----------------	----

LIST OF FIGURES

Fig 1.1:	Matu District Office	2
Fig 1.2:	Sarawak State Badge	5
Fig 1.3:	Matu District Office Organizational Structure	6
Fig 2.1:	Standardized PowerPoint of Matu District Office	10
Fig 2.2:	Qr Code e-attendance for staff Matu District Office	16
Fig 2.3:	Site Visit Project at Kampung Tian Matu	17
Fig 2.4:	“Majlis Angkat Sumpah Perlantikan Ketua Masyarakat/Ketua Kaum”	19
Fig 2.5:	Presentation Qr Code to the Administrative Officer	20

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

Final year students of Bachelor Administrative Science of Universiti Teknologi MARA (UiTM) Sarawak are required to attend a practical training as to fulfill the academic requirements and to expose the students with new experience in actual working environment. By giving this opportunity to students, they can gain other knowledge that they have studied in the classroom which about the theory and they bring the theory into the actual situation by practice it through practical training. The students was giving duration to fulfill the practical training which is about two months equal to eight weeks started from 24th December 2018 until 15th February 2019. Due to this situation, many process and procedure were need to access before attend the actual practical training which the students need to request the practical training in their selected organization. Then, they need to waiting for the response from the chosen organization either they want to approve or rejected. After that, if they are approve, the students need to accept or decline the organizations. In this situation, I was chosen the government organization which is Matu District Office and was approved by the faculty. Regarding with this, I have been assigned to be supervised by DR. Noni Harianti Binti Junaidi to evaluate on my performance throughout the practical training and also at the end of semester she need to asses and checked my practical training report. In addition, the HEA of University Teknologi Mara (UiTM) also provided the log book for each student to fill up their daily

report including of their task, their duties or their activities that have been given during the practical training.

Figure 1.1 Matu District Office



1.2 Matu District Office Background

Matu District Office or also known as Pejabat Daerah Matu was established in 1991 whereas Matu was declared the 48th full district on 5th May 1991. Before that, originally Matu was a small district in Sarikei's administrative division. However, it was only temporary because the Matu District administration was later placed under the Mukah Division Administration after Mukah was declared on 1st March 2002.

Matu area is 677.28km. square covering the Small District of Igan which is the only small District under its administration. Matu District administrative area is around Pekan Matu, Igan up to Bungan, Sawai, Batang Lassa and Passin River. In general, Melanau are the majority residents of the Matu District as well as other races such as Malays, Iban, Chinese and others.

The Matu District Office (PDM) is the pulse, leader and driver in planning, coordinating, implementing and monitoring development for the prosperity of Matu District society. The cooperation and support all parties especially the Government agencies, Non-Governmental Agencies (NGOs), Community Heads, Local Heads are indispensable and should together to discuss and find solutions to issues arising. Creative and innovative are used to stimulate and transform physical and spiritual development. This is according to government expectations and policies for people with high incomes and towards developed countries in 2020.

1.3 The Objectives

Every organization has their own objectives, which these objectives will be used to measures, their performance in delivering the task they do. There are objectives of Matu District Office:

- i. Plan, coordinate, implement, monitor and evaluate development projects at the district accordance with government policies
- ii. Transform district into a more developed town which improves the welfare and well-being of the people
- iii. Providing better access for the people to prompt them with efficient also effective services which align with their needs.
- iv. Become the main catalyst in bringing change which implement and enforce legislation in the area for the better future.

1.4 Vision And Missions

i. VISION

- Be an excellent administrative center in managing sustainable development towards improving the quality of life and well-being of the people.

ii. MISSION

- We are committed to providing quality, efficient and transparent working culture to bring development and meet customer needs.

iii. SLOGAN

- “An Honour to Serve” and “Your Smile is our priority”

1.5 The Client Charter

They are committed to providing effective, efficient and transparent services to all customers dealing in the offices.

- i. Process and issue Power of Probation / Probate Assignment within 14 working days.
- ii. Processing application for adoption Registration within 7 working days.
- iii. Process a Probate / Life Assured Registration application within 1 working day and submit a Decision-Making (Pass/ Not Approved) decision within 3 working days.
- iv. Processing application for buying Guns for shotguns within 30 minutes.
- v. Processing Business Name Registration within 7 working days
- vi. Processing Renewal of Business License within 7 working days
- vii. Completed Statutory Declaration Letter within 15 minutes.

- viii. Implementing a Rural Small Project (MRP) Grant State and Federal Grant / Outright Grant within 30 working.
- ix. Implementing the Rural Small Projects Physical Project (PKLB) Federal Reserve within 4 months.
- x. Processing Payment Voucher within 7 days.
- xi. Process Polling Revenue from the public within 10 minutes.

1.6 CORE BUSINESS OF MATU DISTRICT OFFICE

There were various services that provided by Matu District Office which accordance to the needs of the people. It is include of services in probate matters, business name registration, registration of adoptions, ammunition permit purchase, transfer of shotguns registration of native customary marriages and all of matters regarding of the native courts. In addition, Matu District Office also provides the consultation to the people especially the senior citizens and Head of Villages.

1.7 Matu District Office Logo

Figure 1.2 Sarawak State Badge

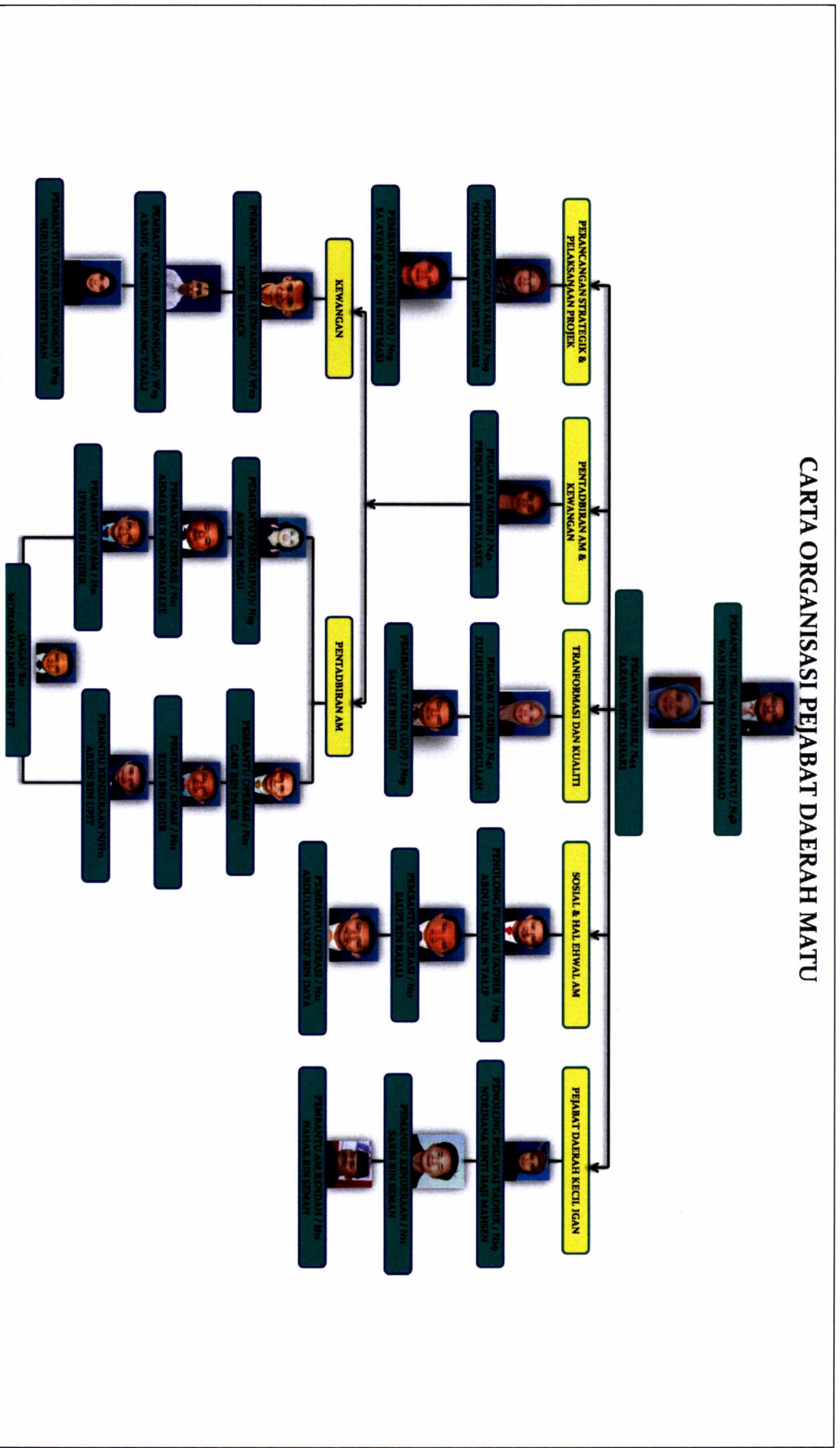


The district office also uses Sarawak State symbolizes as the official logo of the office and in official affairs. The state symbolizes displays of “Bumi Kenyalang”, flying high with the aspirations and achievements in all fields of business which is based on political ideology of development. The state logo also distinguishes Sarawak’s reputation from other states in the world.

The State Logo is a Hornbill bird that develops its wings with a shield that has a state flag on his chest. Its wings have 13 fur points representing 13 states in Malaysia. Hibiscus is the national flower of Malaysia located on the right and left leg of the bird. This hornbill bird is perched on a ribbon featuring the motto of “Unite, Strive, Devotees”.

1.8 Organization Structure

Figure 1.3 Matu District Office Organization Structure



1.9 Chapter Summary

Chapter 1 discuss mainly about the background of the organization which comprises of the following section. It is include of background of the organization, vision and mission, the client charter, the objectives of the organization, the slogan of the organization and include of the core business of Matu District Office. It also discusses about the organizational chart and logo of the office.

CHAPTER 2

SCHEDULE OF PRATICAL TRAINING

2.1 Chapter Review

This chapter is focused on the schedule of practical training which has been recorded in the log book by trainee during the practical training. It is begins with the introduction of the chapter 2. Then continued to explains more to the task that create in the log book, scope of the works and the daily activities while undergo the practical training in the organization. Last but not least, in section it will explain the chapter summary of overall.

2.2 Introduction

During the practical training attachment, as the trainee, I am Maslinda Binti Ifandi was given a practical training log book which the trainee need to make the report and summarize the daily task that has been done while undergo for the two months of practical training which is from 24th December 2018 until 15th February 2019. Thus, this chapter will focused more on the tasks executed throughout the practical training which have been undergoing at the Matu District Office. Furthermore, I was allocated at Administrative Section. There was the practical training schedule of the daily tasks that has been carried out by the trainee during their practical training which were in weekly order.

2.3 Practical Training Schedule

Before the time of practical training, I was provided with practical training log book by UiTM Kota Samarahan, Campus Sarawak. All the task that given by the supervisor has need recorded by the trainee in the log book and all the recorded activities had been signed and approved by the supervisor, Madam Priscilla Binti Palasek every week.

Week 1 (24 – 28 December 2018)

24 December 2019 - Monday

Introducing session with ADO Pn Zariana which she brief shortly include of introduce the background of Matu District Office or also known as *Pejabat Daerah Matu* and she also briefing about the roles and task of each employee in Matu District Office. After that, meet and greet with one of officer that was handle in Magistrate Section SAO Pn Nordiana and she was briefing their duties and add one of the task that need to be handled for coming Wednesday. Next, at the counter service section one of employee show how to key in customer evaluation and information into system. ADO also asks the help to distributing the incoming mail accordingly follow name that was given. SAO Pn Nordiana asks for help to make the slide presentation of Report Asset Matu District Office and she need for immediately. Duties at the counter service which is key in the customer evaluation and information and mostly there was the customer come to office for the reason of making the probate of their matters include of their land, request for *e-kasih* form, PBR form to repair their PPRT house (*Program Perumahan Rakyat Termiskin*).

26 December 2018 – Wednesday

I was given the task to identify the office equipment or as known as office asset. It was need to put into some categories which required by the Resident Office of Mukah District. I was giving the task to handle the categories of creating list down the Science equipment by SAO Pn Nordiana. SAO Pn Zulhilsyam ask me to do a task which is creating analysis survey of customer including of internal and external of customer survey and apply it into Microsoft excel. Regarding with this I need to apply the subject of CSC into this task which is need to identify the grade of percentage using the 'vlookup' formula. Another task given by her was to key in the awareness of digital considered of 30 respondents that

was chosen randomly and key in the data of literacy digital which 30 respondent randomly chosen from October to December and key in it into the excel and sum-up. After that continue work at the counter service which is key in the customer information into the system

27 December 2018 – Thursday

Figure 2.1 Standardized PowerPoint of Matu District Office



I was given a task to standardized PowerPoint or slide show of Matu District Office for coming next year 2019. SAO Pn Zulhilsyam ask for help to create PowerPoint template that must shows the identify of Matu District Office and need to put of their slogan which is “*Senyuman Anda Keutamaan Kami*”. One of co-worker of Matu District Office introduce and show us about the rule and regulation that need to follow up which is compulsory to write down the attendance at the accurate time of coming and back to work.

28 December 2018 – Friday

I was given the task to key in data of one co-worker information and he teaches on how to apply leave in SARAWAK Portal System. Then, SAO Pn Zulhilsyam again asks for help to adding up the slide presentation for the previous of Matu District Office activities and programme. She also briefs shortly what I need to do and ask me to take note in the

slideshow must contain of the details about each program which is need of time, date and also place of the program. Each of the programs which is considered of 32 program that organize by the Matu District Office from the year before and each of one program need to put into 1 slide for each program. Next, I also had given a task as the Committee for program of *Cabut Undi Tender* repairing program, Rumah Rakyat Termiskin Sarawak (MRP-PPRMS) of Matu District 2018.

Week 2 (31 December 2018 – 4 January 2019)

31 December 2018 – Monday

Today I only had the task at the counter service which is doing the key in information into the system that office had created. Then, continued updating the presentation slide about the program that conducts by Matu District Office. Then I was listening to one of co-worker briefing on how to manage their MRP-PPRMS include of the cost that given for one project. The issue that always occurs when handle the project

2 January 2019 - Wednesday

Continuing update the PowerPoint slide for *Program Mega-Mega Matu 2018* which is updating the slide, edit the timeline, transition and animation accordingly. Arrange and manage it until it only can show in 10 minutes accordingly. One of co-worker Pn Sa'ayah giving a short discussion about the process to pay out the payment for tender under program of PPRT repair under FELCRA. She say that, before process of pay-out, the developers will ask the contractor to come at the place that was set by them which is meeting room to attend the process of "Cabut Undi" project. The contractor that was success in first step will be giving offer letter and work description which is the specification of project bill of quantity. There is 2 section of specification which is Section 1 considered of pre limitation and general -RM1000 and the amount of process are

RM14, 000. Then JKR will making the approving before continued to the next step. The developers will go to check and go to the site during the process of making the project. System failing which is manages the record of return saving account “Slip Simpanan Masuk Bank” accordingly from January to December. System filing for license Renew Company manages by the month which is from January to December.

4 January 2019 – Friday

I have a task at the counter service which is give the customer the BPR Form and key in their data and information into the system. Then, continuing updating the PowerPoint slide for “Program Mega-Mega Matu 2018” which is put the picture into the slide, edit the transition, adjust for the timing and then apply it into all slide and make sure the slideshow not on the click during the presentation. Mean that’s it will play automatically during the presentation which is same as show in movie.

Week 3 (7 January 2019 -11 January 2019)

7 January 2019 – Monday

Briefing and meeting session with Pn Priscilla (SAO of Matu District Office whereas the person who in charge the student practical and administrative officer in Administration, Account and quality section. She divides the student practical into the rotation section which is including of Asset section, Administrative Section, and Social Project Section. There were 5 students practical and each of employee need to adopt one of supervises under them. She also briefing about the workers and the organization and giving us general information which is each of co-worker need to know about the general order and the circular. She ask me to understand more about general order and read the book of “perintah-perintah am”, Perkhidmatan Awam Negeri 1996 which she ask to understand more about general order .Then continue with the task help other student practical

updating information license contractor – UPKJ, CIDB, SPKK which is check for the due date of expired. List it accordingly and arrange it follow the list name.

8 January 2019 – Tuesday

Have a task at Counter service which is response and ask the customer what they need come to office. Make the services of Probate asset which is the process to apply Admin Power. Firstly, need to go to Sarawak Portal System. Click on the register in ERNDO which is click probate registration. Fill in the customer information and must have death certification to proceed for the next step. Signature by the heir is needed. Key in the data of customer into the probate system information whereas in this situation the customer probate their property and land. The process to waiting the letter for probate within 14 days. Continue to understand and read about the manual quality of general order by the state and federal government in Sarawak.

9 January 2019 – Wednesday

Updating photocopy checklist for “*fail meja*” staff of Matu District Office ask by ADO Pn Zariana. Then continue the task at counter service which customer asked for making the photocopy for updating his contractor portfolio. Updating the file of contractor information and recheck again the checklist for the information that are required to fill in. Then, Sao Priscilla asked for redo the form of Resident Mukah Office and renames it into Matu District Office. This is the process of turning the hard copy into the soft copy which is the form are included of accommodation (hotel) that can be used by the staff of Matu District Office when they need to going for a travel)

10 January 2019-Thursday

Again, had a task at the Counter service which is response and ask the customer what are they need come to office. Then, updating the file of contractor information and recheck again the check list for the information. Abg Razshid one of the co-workers teaches on how to make the report for return which is needed to submit to Resident Office Mukah. This process are using the system call SIFBAS (State Integrated Financial, Budgeting Accounting System). By using the date, there are 5 reports which are needed to print out as hard copy for the certain report need. The form must include of: Detail of collection report, Ringkasan senarai terimaan, Receipt listing, Receipt summary by account code and T.13.

Week 4 (14 January 2019 – 18 January 2019)

14 January 2019 – Monday

Have a task again at the counter service –which is key in the customer information, give the PB form and check for e-kasih of the customer, check for the customer form of PBR which is checklist the item that are need to fill in the form and one of customer need help to fulfil her name into system of e-kasih (need to fill up the e-kasih first).

15 January 2019 – Tuesday

Task at the counter service of customer information and data into the system, customer asks again for PBR form. One of customer need help on how to fill up “borang peralatan” which is the specification of each goods and item that customer need, how much they need. Then at the counter service which is one of customer complain about the service that giving to them; government compound when use land of a person who belongs to that land.

16 January 2019 – Wednesday

Make the Counter service which is ask for what customer need and give the PBR form as what are they need. Then, Site visit to Kampung Kebuaw Tian for New Project to develop the Sago industry there. This is the first step before continuing making the proposal sent to who will be handed for this project. There has a few issue and problem was founded during the process of observation which is there was a few things like window has broken and the level of security condition are very low.

17 January 2019 – Thursday

Counter service which is key in the customer information into the system and they are asked for PBR Form and also equipment form. Re check for support document for claim staff by one of co-worker, Miss Nurul Ulfah There is different type of form that need to fill in which is Kilometer form and way form. Each of claim staff need to completed with letter of document evidence to proceed for next step. Then, it will continue in process of validation by chief and send to Resident Office Mukah. Update for return report for date of 16 and 17 January 2019. Need to make the closing by one co-worker Abg Razshid.

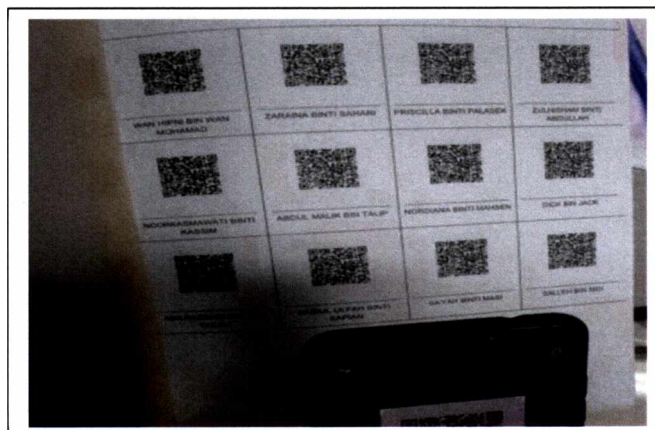
18 January 2019 – Friday]

There is general announcement that Friday is a day for staff to start a 5s program which is stand for sort, seiri, seiton, sweep, seiketsu). We have divided the task which is there is a group need to sweep floor include of moping, clean the window. Another group are systemizing the arrangement of chair in office and standardized the properties like table put it into a suitable place.

Week 5 (21 January 2019 – 25 January 2019)

21 January 2019 – Monday

Figure 2.2 Qr Code e-attendance for staff Matu District Office



Sao Pn Zulhilsyam asks for making QR Code for customer satisfaction form, *e-attendance* for the staff and the details of the Matu District Office to get the customer easy for access. There also one idea to give the villagers information about Matu District Office. Then, Sao Malik ask for the task to make a call for 30 Contractor to ask of their progression under the project improvement of MRP-PPRT. I need to ask them the percentages that they can give on their work progression of their project. At the end of the result, I was success make a call of 13 contractor and they was updated their progression.

22 January 2019 – Tuesday

Continuing update cloud and Google drive for the next step of e-attendance staff of Matu District Office. Have success in creating the Gmail for Matu District Office which is the personal email to keep the picture of program and no need to put it in other drive. Email was created as: pdmusarawak@gmail.com. Continuing the task that ask by Sao Malik and success making the call for 30 contractor and they need update their progression which is only 3 contractor has complete 100% of their repair project. Help other practical student which is update formal letter for BELB Request application.

23 January 2019 – Wednesday

Figure 2.3 Site Visit Project at Kampung Tian, Matu



Continuing update the cloud and Google drive for e-attendance staff of Matu District Office. Sao Malik asks for the task to re-check the part support by Member of Parliament which is member of DUN. If there is any support from Member of DUN, there is need to make a formal letter to ask for the support application. Need to arrange the letter accordingly follows the name of village and refers of DUN which is classifying into two; N44 and N43. Then, Site visit with SAO Pn Norkasmawati go to two places of Project at Kampung Tian Matu. First visit which is the project of handed by *Pegawai Jurutera MDMD*, Matu District Office, contractor and the person who receive the project of “*Titian Berlian*” which is the junction to connect with the side village. Second project which is the *Pegawai Juruukur* make the estimation of the condition place to put in the paper work or the proposal. This was the second step before continuing prepare budget for proposal.

24 January 2019 – Thursday

Continuing editing the letter of member of DUN for support the requesting of BELB Project. It needs to arrange accordingly as follow the DUN village which are the request for it. Sao Pn Priscilla ask help for creating the slideshow presentation which is the needed for auditing through system of ECSA. The slide needs to consist of organization management, budget controller, receive controller, receiver management, expenses

management, truthful account management, and asset and store management also motor vehicle management.

24 January 2019 – Friday

Give a task to generate the ideas of e-attendance staff of Matu District Office. Create the system of bar code for the staff attendance. 23 staff and there need to be created as refer for one bar code for one staff of Matu District Office. First trying of this project the result was successful but there was need to absorbent by the culture in staff's culture. (The appendixes had mention the proposal)

Week 6 (28 January 2019 – 1 February 2019)

28 January 2019 – Monday

Continuing with the function of each agency in Sarawak which is Sao Pn Priscilla need to put in the proposal for present in front of district officer. Then I was making the correction of a formal letter to ask for support application by Sao Malik which is change the b.p of Matu District Office as representative by Sao Pn Zulhilsyam to signature the formal letter.

29 January 2019 – Tuesday

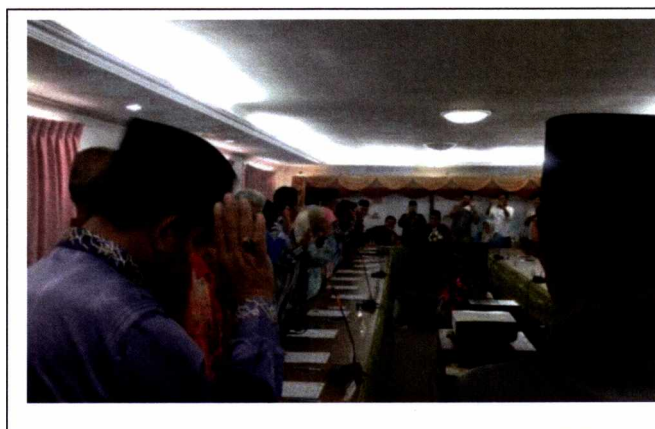
Given the general task by Sao Pn Priscilla which is making the photocopy of invitation letter to whoever is listed in the list name. Divide it by each category which is 3 invitation letters. There is the fix number of people who are inviting to the event. Invitation to "Majlis Penyerahan Cek MRP Dun N44 Jemoreng 2019" – 60 invitations. Invitation to "Mesyuarat JKKK bersama Yg Berhormat Adun N44 Jemoreng tahun 2019" – 40 invitations. Invitation to "Majlis Penyerahan Sijil lantikan KMKK Baru bagi tahun 2019" – 27 invitations.

30 January 2019 - Wednesday

General task by Sao Priscilla for organize the event on Thursday which is considered of 3 events. Making a call and confirmation to whomever person received the invitation letter. Check for their attendance. If there had the situation when they cannot attend the invitation, they need to send another person as represent on his behalf. Making the general task by Sao Priscilla which is making the list name for MRP receiver to put on the cheque of envelope

31 January 2019 – Thursday

Figure 2.4 “Majlis Angkat Sumpah Perlantikan Ketua Masyarakat/Ketua Kaum”



One of the organizers at Matu District Office program as the committee for the attendance to confirm their attendance. Attend to “Majlis Angkat Sumpah Perlantikan Ketua Masyarakat/Ketua Kaum” at meeting room office. From the observation, there were 17 people who are chosen accordingly to their specialty. Before the main event start, Yb Dato Murshid Diraja Juanda Jaya giving some speech then continued with the main event – “Angkat Sumpah” led by Penghulu Mesaleh @Che Jini from Kampung Jemoreng.

1 February 2019 – Friday

General task updating for *e-kasih* file for the year of 2019 which is put it into a file accordingly which represent their village name which is places in Matu, Sarawak. Continue at counter service – customer ask for *e-kasih* form and they want to know their status either accept or not by the system. They also check it under their children name to know about their status.

Week 7 (4 February 2019 – 8 February 2019)

4 February 2019 – Monday

Figure 2.5 Presentation with the officer



Presentation about Qr Code proposal to Administrative District Office (ADO) before she want to present to Residence Office. Generate the idea for the flowchart of role and risk each of staff Matu District Office. Old flowchart of role and task staff of Matu District Office needs to update with new decoration to giving the information to the customer when they are coming to the office. Making the general task like photocopy invitation letter for attend the meeting of “Majlis Penyampaian Kelulusan bagi Pembinaan Tabika Kemas di Kawasan N44 Jemoreng” by Petroleum Nasional Bhd (Petronas). General task, making the invitation through fax which is fax letter to head of department.

7 February 2019 – Thursday

Counter service which is response and ask what the customer needs and try to help their problem about fill in the *e-kasih* form. General task by Sao Pn Nordiana to make a photocopy of letter “Jemputan ke Mesyuarat Jawatankuasa Pembinaan Masjid Kampung Kuala Matu” which is on 13 February 2019, 0900 am at meeting room. Then continuing the invitation for the head of department example like SESCO, Jabatan Bekalan Air, Jabatan Penerangan, and 11 more through fax.

8 February 2019 – Friday

5s Program which is making the cleaning in the store of Matu District Office. Make the arrangement of office equipment by representing of each category example like: Category of SPR equipment, Category of decoration things, Category of science computer and machine. This is very important to do because to keep up the things or office equipment in the original conditions without make it broken and we can use it for recycle things also for the event.

Week 8 (11 February 2019 – 15 February 2019)

11 February 2019- Monday

Continue generate the idea of flowchart staff and their role and task. Sao Pn Diana ask for confirmation of the attendance to *Mesyuarat Ke-11 Jawatankuasa Pembinaan Masjid Daerah Matu, Bil 1/2019*. Sao Pn Norkasmawati ask the same task but make a call to difference people to get the confirmation from them. I was responsible to manage the account of Google drive which is upload the picture of 5s process which is need picture before and after the process. Each of picture need to represent the categories.

12 February 2019 – Tuesday

Update analysis attendance to Sao Pn Zulhilsham and create it using pivot table to represent it through table and statistic response. Making a general task which is invite letter to around of 300 people “Chinese New Year” celebration at Perkarangan Tokong Cina at 0800pm. continuing making general task confirm the attendance who invited to the event. Making the preparation list names that are receiving *Bantuan Sara Hidup (BSH)* for the event at dewan Serbaguna Tian.

13 February 2019 – Wednesday

Attend event of *Bantuan Sara Hidup 2019*. Secretariat for the first stage which is checks their name in the list before get the cash. Before the event start there are briefing from treasury officer about the process giving the check to the receiver. The receiver needs to check their name at first counter which is from Matu District Office. If they have name in Section 2 they need to go to next stage. At the station 2 they will be divided into 2 categories which is “penerima biasa” and “penerima warga emas/oku”. For normal receiver the range of age are from 20-59 years old. For veteran receiver range of age is from 60 and above. After that, they will continue the que to counter of BSN which is here they will withdraw the cash. Before that they need to have the requirement as condition and term needed. Last but not least, the receiver can update their BSH at the counter of LHDN. At the night, I was attend the Chinese New Year event at Perkarangan Tapikong, Pasar Lama Cina 8.00pm – celebrating Chinese New Year with Chinese Community and VIP attend by Dato’ Murshid Diraja Juanda Jaya.

14 February 2019 – Thursday

Attend the meeting with the staff in meeting room of Matu District Office. A few issues and topics are mentioned in the meeting which include: Proposal of “Sambutan Hari Integrasi dan Inovasi Pejabat Daerah Matu 2019” – 2 Mac 2019. Introduction to *e-attendance* scanner bar code to all the staff of Matu District Office. I was giving the appreciation certificate session by DO Wan Hipni as a mark of finish to the duration of student practical internship at Matu District Office. Sao Priscilla asked to create minutes of meeting with the Staff of Matu District Office

15 February 2019 – Friday

Create a Google form link with Bar Code attendance staff for the event of Sambutan Hari Integrasi & Inovasi Pejabat Daerah Matu 2019. It is asked by SAO Zulhilsyam. Recheck for the minutes meeting before submitting it to Pn Priscilla. Teach another practical student how to handle Google Drive and give them the email and password of Google Drive account. Recheck for analytic Google Drive analysis for *e-attendance* trainee of student practical Matu District Office 2019. The attendance can be practised but needs more knowledge about it and know how to control it.

2.4 Chapter Summary

As a conclusion, trainee underwent a memorable and bountiful of knowledge and experience when they undergo their practical training at Matu District Official or also known as the common acronym in ‘*Bahasa Malaysia*’ which is *Pejabat Daerah Matu*. Furthermore, trainee has made many networking with the staff and also the practical students from various departments and universities. The activities are well organized and the knowledge sharing with the staff has made the trainee more understand of the scope that she is assigned in many of sections.

CHAPTER 3

CHAPTER REVIEW ANALYSIS

3.1 Introduction

In this chapter, the trainee will explain the concept of data processing which will encompass the definition and also the functions. After that, the trainee will explained the personal experience during the practical training when they were assigned on the data processing. At the end of this chapter, it will be closed with the provided conclusion on Chapter 3, analysis review. The third chapter for the practical training will focus on the analysis of the content during the practical training of the trainee. Through this chapter, the student will explain the analysis of training in specifically which focuses on one area of task as covered by them in Practical Training Handbook. Furthermore, they will explain more on the definition of the concept which include in the theoretical part of the task, the demonstration which is what the trainee experienced hands-on the concept and lastly how the students applied the knowledge gained at workplace to reinforce the understanding on the concepts learned in classroom into the actual situation.

3.2 Task Analysis

3.2.1 Handling task with various type of software

During the trainee practical training, the trainee has experienced lots of task and also been exposed to various departments and sections. The trainee was assigned to Administrative Unit which is cover of all units of project implementation section, finance section and transformation of quality section. The most assign by supervisor to the trainee are in the part of transformation and quality section at Matu District Office or the well-known as Pejabat Daerah Matu. Although the trainee had experienced many tasks but the most task that has been done by the trainee is in term of preparing the

minutes, letter, agreement, and handling all task by using the software like Microsoft excel, slide presentations using the Microsoft PowerPoint, key in the data by using the system that has been created by the Matu District Office which is include of key in customer probate properties, key in customer information and data into the system at the counter service, key in the finance part into the system and also one of important task that I was handling was create the new system and apply it for the staff at Matu District Office which is build the *e-attendance* to replace old system of their attendance.

The making of system *e-attendance* of staff Matu District Office is the most of the task that has been assign to the trainee. Old system of attendance at Matu District Office are still using the traditional ways which is need to write down their name in attendance, put the accurate time arrived and back and also need to write the signature. New ways of *e-attendance* which is using the online system through scanning of bar code and QR Code can easily the data of staff attendance to be key-in in the system.

3.3 SWOT Analysis

SWOT analysis is a framework for identifying and analyzing the internal and external factors that can gave an impact on the viability of a project, product place or person. SWOT analysis consists of the strengths, weaknesses, opportunities and threat analysis. A SWOT analysis is often used at the start of or as part of a strategic planning exercise. The framework is considered a powerful support for decision making because it enables an entity to uncover opportunities for success that were previously to highlight the threats.

3.3.1 Strength

Strength is internal attributes and resources that support a successful outcome. In term of strength, one of great advantages that Matu District Office has is their performance in the counter service to treat the customer. They can make the service at the functional time and treat the customer in a good ways. Matu District Office has achieve the awards of APP which also known as *Anugerah Perkhidmatan Cemerlang* for overall of Mukah resident. Even though Matu District Office was in the rural area but they are always fast and quick in achieving the information to inform to people who live in Matu District. The staff that work in the counter service also has very good ways in manage many situation include of how they handle the hot tempered customer and deal with them until the things has settle. Not only needs that, the culture of customer friendly that shown by the staff is one of the proofs that they were very strength in term of customer needs.

3.3.2 Weaknesses

Next is move to the weaknesses. Weaknesses are one term that needs to be improved by the organizational in order to achieve the goals and objectives either the objectives are in the short-term or long-term. One of the weaknesses of Matu District Office is the communication breakdown between the sections, staff and also time management. Trainee realized that the communications between them are quite confusing. This is because, the top level management focus to the task that given to them without knowing the progression the staff at the bottom level in the organization. The trainee had been given the task under the project which to handle with one of employee dealing with the contractor for updating the progression of project that taken by them. The trainee did not understand more how to dealing with them and how to contact

them. Then the trainee asks the employee but they did not know how to contact with them but the trainee can settle this problem by trying other alternative. Besides, time management that been observe by the trainee of the staff are they came in the accurate time but, they are rarely stay in the office. They are always outside the office when people need them. This situation is observing by the trainee when there is one of customer need to probate the matter but the staffs that handle the task are not in the office. This is very worried because it can down the quality performance of the organization.

3.3.3 Opportunities

Opportunities were also one of the SWOT analysis. Opportunities can be define as the external factors that the entity can capitalize on or use to its advantage. These are going for outside factor that give benefit to the organization. Matu District office has own abilities and opportunities. One of opportunities that they has is the people are focus to the customer visit the office trend which other meaning of making Matu District Office as the important agent that can help them to achieve their needs. This organization from the observation of the trainee has the opportunities to create tight relationship with the people. People always refer this organization as number one medium to realize their needs and achieve what their target. For example, in Matu there was more percentage of people are live in poor life and incapable which at the certain part of them cannot live in a good condition of house. So, they come to Matu District Office to register for project of *e-Kasih* and after that focus with their needs to repair their house in the bad condition. This are the opportunities that Matu District Office has and the trainee also can feel the bonding of organization with people outside are very close.

3.3.4 Threats

Last but not least, threats are also one analysis in SWOT analysis. Threats are external factors that have no control over. It may consider putting in place of contingency plans and slow down the process to achieve the goals and objective. From the experience of the trainee, she observing that Matu District Office has their own threaten which is in term of the connecting and dealing with the contractor who are handle the project of PPRT or MRP-PPRT, the project of repair and give the house to the people who are really need. There are more than 60 total of the contractor who are responsible to get the tender for achieve one of goals under the project section in the organization. Dealing with all of them are really need a time because they are also have their own unavailable time and need something else to do. Then contractor also have their own obstacle which is lacking of the resources from the supplier and the amount are very limited. This will causing the time target are cannot be tally with the target time to finish up the project by each contractor. It is very hard to find the supplier for resources at Matu District and very limited because it far from the urban area and far in the rural area. There need take a few of hour to reach at Matu and must face a long way before arrive at Matu District. The supplier cannot reach on time if they need the resources and take time to give the things that contractor need example like wood.

3.4 Definition of Concept

3.4.1 Software Application

According to Lemly, (2005) software application consists of program designed to perform specific tasks for users. Application software can be used as productivity or also as the business tools which is to assist with the graphics and multimedia

projects, to support home, personal and also include of educational activities. Not only that, application software also referred to facilitate the communication between each other. According to Lemly, (2005) also, he explained on how to start a software application. Software applications are produce in many type of concept and one of the concepts is refer to concept of desktop. Microsoft Windows and Apple Macintosh are both of operating systems that use the concept of a desktop. The desktop is an on-screen work area with the common graphical elements such as icons, button, menus, links, windows and include of dialog boxes. A software application can be started by clicking its program name on menu or list of commands. Clicking the program name instructs of the operating system to transfer the programs instructions from a storage medium into a memory are one of the procedure or process that can be apply in software application. There is once started of the applications displays in a window on the desktop. A window is a rectangular area of the screen that is used to show the program, data and information. At the top of the window it is a tittle bar that contains the window's name.

3.4.2 Software Application Functions - Database software

As mentioned by Kim et al, (2003), a database is an organizational collection of the information. Database software is the phrase used to describe any software that is designed for creating database and managing the information stored in them. Database software tools are primarily used for storing, modifying, extracting and searching for the information within a database. Database software is used for a number of reasons in any industry from keeping the task, compiling the task to running the result of task. Generally it refers to when we use a database we mean one of that indexes article in journals. Each article in each journal is analysed by the editors and record is created that includes of the title of the article, author of the

article, and journal article, volume, issue and page number of the article. Lemly, (2005) also mentioned that database software allows us to create and manage the database. A database is a collection of data organized to allow access, retrieval and use of data. A query is used to retrieve data according to specified criteria which data must meet. The trainee needs to expose to the database software during her class in SPSS Software which originally under Statistical Package for the Social Science. This software are used by people which in related professionals for the statistical analysis. Related to the software that has been exposed to the trainee in SPSS class, she also experiences the same concept in the practical training which handle the software for the finance section and responsible to manage the report of finance through their system SIFBAS also known as State Integrated Financial Budgeting Accounting System. She need to handle the system in every week to make the financial report submit to resident at Mukah. The detail of collection, *ringkasan senarai terimaan*, receipt listing, receipt summary by account code and also T.13 are the list of report that needs to handle by the trainee. For the further information it was confidential by the organization and the trainee only can brief shortly what are the lists of that report. These are more focused to the expenses that use by the organizational in daily expenses. Another example that the trainee handle for database software at Matu District Office are the process of people registrations of probate matter which is e-RNDO and also known as Electronic Resident and District Office in the Sarawak Government Net Portal. If the people who want to make the probate things they need to register their information into the system so that they can easily to manage another process after register. The trainee has experience this things and can handle the database software that own by the organizational also apply it for the other things that required for the system in the future.

3.4.3 Spread sheet software

According to Abraham et. Al (2008), spreadsheets are among the most widely used programming system in the world. Many people include of businesses use the spreadsheet as the important software to do the task. Individuals and business use spreadsheet software for a wide variety of applications which is ranging from performing simple calculations to building the complex financial model. From the spreadsheet software, the data can organize in accordingly ways and it contain of row and columns collectively called a worksheet. A worksheet or sheet is a single page in a file created with an electronic spreadsheet program such as Microsoft Excel or Google Sheets. A worksheet is used to store manipulate and displays data. The basic storage unit for data in a worksheet is rectangular-shaped cell arranged in a grid pattern in every worksheet. The intersection of a row and column called cell which can contain a label (text), a value (number) or a formula and functions that performs calculations on data and displays the results (Lemly, 2005). In this matter, the trainee has exposed before about the spreadsheet under the subject of CSC408 management information system in part 4. The trainee accumulates all necessities detail of the data manually and key in the data into the spreadsheet software. Accordance to the cell and the label, everything is being labelled and will be not mistaken using the spreadsheet software. As the example when the trainee are giving the task to do the balances scorecard for quality performances internal and external the organization by one of officer in Matu District Office. To identify and do the overall analysis, the trainee need to apply the subject CSC in the time of doing the task in the spreadsheet software. She needs to apply the Vlookup function to identify the analysis of balance scorecard. Vlookup function is called excel searches for lookup value in the leftmost column of a section in the spreadsheet called the table arrangement. CSC are the

subject project that very helpful for the trainee because she can manage and handle the task that given by the staff at the organizational easy and not take too much time to finish it because the software will automatically give the value of the actual need by the trainee.

3.5 Reflection of Student's Personal Experience

Based on my experience as a trainee in Matu District Office, I have gained many lessons and experienced from the staffs. The staff also giving many chance to the trainee for try something new and like to help the trainee if the trainee are in not understand situation. I like to ask many of question if they give me something new like handle the software which is I have not seen before. From this situation, the trainee undergoes her practical training and she able to practically understand what she had been studying in campus at Bachelor level. Trainee has been assigned under the Administrative Section which supervised by Puan Priscilla Palasek which also the Sarawak Administrative Officer at Matu Organizational Office. During the trainee practical training period, the tasks are giving to her are very randomly but the most are related in handling the data processing which is information to the technology and software applications. It is include of the daily task that given to the trainee by the supervisor. Sometimes, the trainee needs to handle the data and key in it into the system which are from other section like Encik Malik ask to do the analysis progression of the contractor about their progression of the tender *Projek Perumahan Rakyat Termiskin (PPRT)* whereas this program are not totally under the administrative section. Basically, the staffs only brief shortly what are the tasks needs to do and the trainee need to understand more about the task. It is because they want the trainee to experience the actual situation working in that organizational. But if the

trainee is hard to understand, they are very proactive to help trainee until she further understand. The experience of the trainee in handling the software are very excited and give she more experience to apply it in the future. With that, this particular sub-topic explain to the trainee that the knowledge had being gained during her studies and during the practical side is the channel to her to practise in the practical training environment.

3.6 Chapter Summary

In this chapter, trainee had explained and identified during the practical training some concepts that had been applied to the workplace which able to help trainee to gain more understanding on the concept that already been learn during the past semester. She explained the concepts theoretically and demonstrate the concept from what she had learn before and apply during the practical training and help she to better understanding on the task she is doing with. According to that, the trainee task is specifically focused on the data processing which is more to software applications. It clearly shows that, Matu District Office also move towards the technological environment which they were also applied the system in doing their daily task and it can be said that, this organization are also in categorized of technologically advanced. Traditional ways which is barriers need to be removed, either through ensuring that access to the software can improve the quality of job performance and changing the culture that had been practical before by the organization. The experience that trainee gained are one of initiative that can be apply in the future for a better quality of the task.

CHAPTER 4

RECOMENDATIONS

4.1 Introduction

This particular chapter are focus aboit the strength and weaknessess of job or task assigned during the trainee practical as discussed in chapter 3 of this practical report. Not only that, this chapter also will encompass and recomendations also improvement for the organizations of Matu District Office.

4.2 Strength Of The Organization

During the time of practical training by the trainee, she was gained many experiences and observes many situations based on what have she saw and feel. From the observation also, she recognized that Matu District Office has their own abilities and their strength in term of internal customer to provide the service to the external customer needs. There are the strength that organization has in order to help them to achieve their goals and objective.

4.2.1 Good relationship in the organization

During the practical training, trainee has found that staff at Matu District Office has higher norms of being good in bonding and their relationship are very strong. It is because, the staff of that organizations has long experience in the contribution of their work at there and mostly of the staff also are from nearly area of Matu. This situation can be proof by the situation where the trainee has been ask for a task to handle one of customer at the counter service. The customer are very hot tempered and always show that he not satisfied with the service that provided by the Matu District Office in term of the time management at the counter service. He comment on the task that he need a help which is to probate a matter include of land and things. Unfortunately, he just

making the administrative letter a day before he came to Matu District Office which the process of approval administrative letter to probate a matter is take 14 days of working hours. The trainee can handle the situation but with helping from all staff which they work together and bring the customer to the end of a good result from settlement.

4.2.2 Customer service that provided by the organization towards the customer

One of the great feature of the organization is they have a great customer service in entertaining the customer that come to the organization. This is because the customer service will entertain the customer with smile and assist the customer on their desire of coming to the organization. This is due to the staff of the organization will be evaluate by the customer for the service that they provide in the feedback form and also it is to ensure that their key performance index (KPI) become better. Moreover, the staffs are really good in handling a stressful situation for example when the customer come for a matter regarding on their land has been trespass, matters regarding on divorce and many more. From the observation of the trainee, Matu District Office has their strength on their performance towards the customer service because in a month they are rarely achieve more bad complain about that organization. It is because, whatever situation that the workers in the difficultness, they still can handle that problem with their own abilities and sincerely in achieving the goods results after the situation. Customer also always gives the best evaluation when they are asked for the evaluation from the staff of Matu District Office.

4.2.3 Flexible and consistent cost or pricing of the process fee

One of the strength that Matu District Office has is focus to their process and services fee which is very practical to the environment of living cost of people in the Matu

area. They can get the fee in a cheap price because the processing fee has been standardized in other district office by the government. It is also in order to not put any burden for the customer to pay for high fee. Moreover, the processing time also fast and the customer do not have to wait for long for their license or shotgun renewal to be done. This will make the customer become happy and satisfied with the service provided. The cost of process some services that needed by people at Matu which provided by Matu District Office are very helpful the people and make their needs achieve in easy way of going.

4.2.4 Work done on respective time

From the trainee observation the staffs are really good in cooperating with their work done on time. This is because some of the staffs are really proactive in doing their task as they will always consult with the upper management regarding on the matters that they unsure. Moreover, the staffs are really helpful in ensuring the trainee understand and assist the trainee to do the work given. The staffs also good at managing which task or work to be done first according to the priority in ensuring that the work done will not exceed the due date for the task to be done. There were specific times that provide by the government to the workers to have done the work in the duration of time. For example, to get the administrative letter of approval the probate matters, it was taking 14 days to finish and approve the registration in the system. But, from the observation of the trainee, she was identify that this process are not taking too much time which is only take less than a week to finish get the approval of the administrative letter before proceed to another process. If the letter are has been approve by the administrative which is need a signature from District Officer, the staff which has handle this work will directly call the customer and tell

them that the approval letter of probate are ready to be collected. The work which is done before the actual time can boost up the loyalty of the customer to make this organizational as the important medium to help their needs.

4.3 Weaknesses Of The Organization

There are some issue or problem that have been identified which occurred in this organization or in other meaning which is the weaknesses of the organization. The weaknesses are something that needs to be improved by the workers in order to achieve the goals and objective of the organization. The weaknesses are the problem that slowly the process of management in organization.

4.3.1 The staff ethics are in low stage

This is due to some of the discipline attitude among the workers. The staff tends to come at the office mostly past the office hour time, which is more than 8 o'clock in the morning. This kind of attitude somehow causes the customer or people that come to the organization become unsatisfied and upset as the customer has come early to the organization but there is no one there to serve the people that come. Not only that situation, there also have a situation which the workers come early to office just only to put their name in the attendance and make a signature. Then, a whole day, they were not in office and always at the outside of office. Again, this situation makes the process to handle the customer take much time to settle. This is also one of the factor that make the customer not satisfied with the services that provided by Matu District Office. This issue also always occur due to the attitude of the worker during working hour. The organization is still using the traditional way of clock in the working our which is the only sign at the attendance book as a proved that they attend work. However, this kind of clock in working hour has become misleading and the worker

seems to be not being sincere in doing the work. Sometimes, when the staffs have arrived at the office and there are customer waiting, they did not serve the customer right away but they keep the customer waiting as they wanted to have some breakfast first. Besides, this kind of attitude which made the public service organization is not the place which is favour by the people.

4.3.2 Lack of Motivation

Lack of motivation has always become a problem when it comes to an organization. Staffs who works especially for government must emphasize on their customer service. At Matu District Office, the trainee noticed some problem which is the staff's motivation is low when delivering their service. They tend to complaining when there are many customers come to the office. Besides, when there is no customer come they will relax and chits chatting among themselves without bothering the work that still have to be done. This is where I have noticed that the staffs are lack of motivation towards their work. They also show their effort to have a good quality of work when the District Office is coming to office. District offices are always not stay at the office because he needs to attend other program and event at the outside of organization. This situation makes the staff of Matu District Office lack of motivation. They take the task in easy way because they has set in their mind, the District Officer are not in the office and there was no one person can evaluate their performance of work.

4.3.3 Poor Communication between the Staff

Another weakness that I have recognized throughout the eight weeks of practical training was the staffs are not well communicated among each other. As the trainee observed, when there was one of the staffs from different department who need some information to complete the task, however the staff was using an

inappropriate voice tone when asking for the information. Lack of communication also happened when the leader did not explain in detail about the job description and it will cause the work to be done ineffective and in poor manner. As mention before, the situation is something like there was a wall between bottom management with top level management. Top level management only focus to do their own work without knowing what happened at the outside of their room. This make bottom of management feel sorry and cannot communicated well with top level of management. Their relationship only appears when the office has organized the event at the outside of office which is in other place. Their bonding only happened at that places because there was the leader organize together with them.

4.3.4 Workplace Environment

Working environment is essential as it can develop the quality of employees and create a sense of belonging whenever come to the workplace. During the practical training, I have realized that the workplace environment at the organization was not pleasant and gloomy. Customers that come also will feel uncomfortable and unpleasant as it will deliver the negative emotion to the employees. Somehow, this is also one of the main problem or factors that related to problems in the organization.

4.4 Recommendation

Based on the trainee observation and experience throughout eight weeks of practical training in the organization, trainee has come out with several recommendations in order to ensure the organization can become better in the future.

4.4.1 Improve in gaining more sponsors

Although the event went well without any sponsorship, the event management team could attract and gain more sponsorship to support in the funding of the events. Moreover, to increase the success of any event held by the organization, they should have ask or have a good relationship with supplier investor to sponsor the event as the sponsorship would be a great medium in ensuring the betterment of the organization in the future. If they can get more sponsors, they also can make big connection and networking more to people at the outside of organization. They also can help more people who are not in a good condition while waiting for the process of government to give the helpless.

4.4.2 Create good relationship with external agencies

In running an event, the organizing committee would have to cooperate with external agencies or organization, necessarily or by choice. This is not only for the short term cause, whereby the organizing company may have to work with the external agencies in future such as the food caterers, the publishing company, local authorities and government agencies. Therefore, by establishing a very good relationship with the stakeholders can give a good impact for a long term basis.

4.4.3 Create high-performance work team

A high performance work team refers to a group of goal-focused individuals, with specialized expertise and complementary skills which is collaborative, innovative and productively produces consistent superior results. Therefore a good team management is a group relentlessly pursues performance excellence through shared goals, shared leadership, collaboration, open communication, clear role expectations and group

operating rules which also include a strong sense of accountability and trust among its member in the organization.

4.4.4 Improvement of their technology equipment

From what the trainee observe, the technology equipment at that organization is in good condition but it was too old which the computer not change from year of 2013. The system also slow down and affect the process to manage the customer. From the observation also, the software that use by some of computer at Matu District Office are very old because certain computer use Microsoft 2007 which they did not know the updating of new version Microsoft today.

4.5 Chapter Summary

For this chapter, the main highlight is to suggest a recommendation in order for the improvement or the betterment of the organization in the future. This chapter also have discussed on the matter of the strengths and weakness of the organization throughout the eight weeks of practical training by the trainee in the organization. Thus, it can enhance my knowledge on how to evaluate the tasks given by suggesting reasonable ideas to reduce any difficulties in the future.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter will further explain about the conclusion and summary for the previous chapter by highlighting its point and focus it into two sections which is summary by all chapter started from chapter 1 until chapter 5. Another section will discuss about another summary which is summary for overall report.

5.2 Summary by Chapter

5.2.1 Summary of Chapter 1

Begin with chapter 1; this chapter are discussing on the organizational background. The chapter comprises all the subtopic that can related to the background of the organization. The trainee has their own way on how to present their writing for organizational background. According to this practical report written by the trainee, she has comprise all the subtopic under background organization include of the history of organizational which is when the Matu District Office has declare their first amendment of opening Matu District Office. In addition, in this chapter also, the trainee further discuss on the organization vision and mission that they in a way to acheive a goals and their objectives. Logo and organizational chart also were including in this chapter. Organizational chart are the most things need to do in practical report because without organizational chart, another elements cannot easily to beinh manage.

5.2.2 Summary of Chapter 2

Next, moving to chapter 2, the trainee discuss further about her schedule of task which is started from 24 December 2018 until 15 February 2019 which is total of 8 weeks. Every day the trainee will update of her task which is assign by her supervisor by write it into

the log book that provided by UiTM. In chapter 2, the trainee were discuss everyday task of schedule at her practical training. From the investigation, the trainee was assign from various type of task that need being handle and the trainee fill all the day during the practical day with tasks. Trainee underwent a memorable and beautiful of knowledge and experience when she undergoes her practical training at Matu District Office.

5.2.3 Summary of Chapter 3

Moving to the chapter 3 summarry, this chapter are focus discuss about the task and also the types of the jobs the trainee involved in and how they demonstrate the work in working environment as what are required by the faculty of university. In this chapter, the trainee has throughly explained the task that he frequent undergone during her practical training experience at Matu District Office. The trainee explained further about the concept of theoritically and demonstrate the concept from what she had learned in the class and applied it into practises at the practical training place so that she can more understanding about the task that has been assign to her. Due to that, the trainee are able to compare the theory and application parts of it as well as make some analysis regarding the strengths and limitations of the task that have been selected as the main focus to prepare this report.

5.2.4 Summary of Chapter 4

In chapter 4, the main focus was to identify strengths and weaknesses as well as to provide some recommendations which have been highlighted in the chapter itself. This chapter is regarded as the extension of the analysis done in chapter 3. This chapter has focused on identifying the slips of certain tasks or area also the organizational practices. There are always issues and loop holes during this practical training that experienced by the trainee. Thus, the trainee has suggested few recommendations that can be taken by the organization to enhance the work process and improve services delivery in the future.

5.3 Report Summary of Overall

I have done my practical training at Matu District Office from 24th December 2018 until 15th February 2019 approximately for eight consecutive weeks. There were a lot of experiences that I have gained throughout the practical training in the organization especially encountered with working environment for the first time. To deal with working life for everyday which is five days a week is not an easy task. I am also able to make use most of my knowledge in my studies to be applied to the real working environment, particularly in the task of handling event. Through that, I am able to understand better on how the work process to be done through the exposure during the practical training period.

Besides, I have also gained other benefits in enhancing my personal development especially in term building self-confidence. This is due to, my confidence level increasing as well as my communication skills also becoming better. The improvement that I have obtained was through the tasks that I have to carry out during my practical training. This is because I need to communicate and discuss with other staffs in order to complete the given tasks. Thus, through this, I am able to adapt on how to use the proper language and how to approach when communicate with the staffs that are in different position in the organization. Besides, I am also able to polish my communication skills when I was assigned to contact the external agencies regarding the invitation of the events.

In addition, during the practical training, I have been involved with few department and operational meetings that has required me to give some ideas or comments on the issues that have been discussed during the meeting. Likewise, this has boost up my confidence level also I feel the sense of belonging in the organization.

Other than that, the practical training has aid me to improve my knowledge and other skills that definitely will be very useful for my future endeavours. The tasks and duties that have been performed have taught me varies of valuable lesson in terms of teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. The gain that I got throughout the practical training was very important as it will help me dealing and cope with the real life working environment once I have started to work in the future. Then, I am also able to know my abilities which this has helped me to search for the right job and planning for my career path.

Furthermore, I am able to establish good relationship and connection with the staffs in the organization. In order to be able to understand and to complete the task given, I have constantly interact and communicate with the other employees by using few modes of communication which are face to face communications, emails and also phone calls. Due to this, I am able to understand the work process and procedure that need to be done plus adding up my circles of acquaintances. Matu District Office staffs are very cooperative and helpful in many ways that had helped me throughout this practical training. In addition, the host supervisor was very concerned and professional where she would give advices and constructive comments to me for every task that I did. Finally, I am also able to learned about the organization's workplace culture as the working culture are such as values, norms, systems, process, language, beliefs and practical that has always been the gist of the organization itself. The friendly behaviour of the staffs also makes me feel comfortable and welcomed to the organization.

To sum up, all of the experienced that have been gained are very important and beneficial as it is very helpful in terms of improving my skills and knowledge as a whole and it is also as a token for me to have a better career path in the future. There are a lots of valuable lesson learnt throughout the practical training such as having good

relationship and connection with everyone that could be useful for future deeds. Hence, as a result, this practical training give a positive impact for me as it has helped me to understands the working environment and assist me in embracing the future career path.

REFERENCES

(31 October, 2017). Retrieved from Wikipedia, the free Encyclopedia:
[https://en.wikipedia.org/wiki/Anaconda_\(Python_distribution\)](https://en.wikipedia.org/wiki/Anaconda_(Python_distribution))

Abraham, R., Burnett, M., & Erwig, M. (2008). Spreadsheet Programming.
Wiley Encyclopedia of Computer Science and Engineering, 10.

Coakes, S. J. (2005). *SPSS Version 12.0 For Windows Analysis Without English*.
Melbourne:
John Wiley & Sons Australia, Ltd.

Kim, B. S., Brander, B. R., Liang, C. T., & Assay, P. A. (2003). A Qualitative Study
of
Adaptation Experiences of 1.5-Generation Asian Americans. *Cultural
Diversity &
Ethnic Minority Psychology*, 156-170.

Lemly, L. (18 August, 2005). CGS 1570W
Computer Concepts and Applications. Boulevard, United States of America,
Florida.

Lemly, H. H. (1976). Corporate Strengths And Weaknesses. *Sloan Management
Review (pre1986)*, 17(3), 51.

APPENDICES

Kertas Kerja:
Projek *e-Attendace*
Staff Pejabat Daerah Matu

Pengenalan Projek

E-Attendance merupakan sebuah sistem digital yang direka khusus untuk mengambil dan merekodkan kehadiran para staff pejabat. *E-Attendance* merupakan sebuah transformasi digital yang menggantikan sistem tradisional di mana kehadiran para staff/pekerja akan direkodkan melalui borang kehadiran staff.

Sistem *E-Attendance* telah diperkenalkan dalam agensi yang sedang membangunkan persekitaran digitalnya. Peningkatan daya digital pada masa kini amatlah menjadi tumpuan kerana pelbagai kesan baik yang dapat dihasilkan. Oleh itu, *E-Attendance* yang dicipta merupakan permulaan awal untuk Pejabat Daerah Matu sebagai langkah permulaan ke arah mengaplikasikan sistem digital ke arah yang lebih baik. Persekitaran digital yang dibudayakan akan memberikan impak yang positif kepada potensi pejabat. Seiring dengan ledakan kemajuan teknologi masa kini, *E-Attendance* diperkenalkan merupakan fungsi awal agar staff dapat membiasakan diri dengan sistem baharu.

Objektif Projek

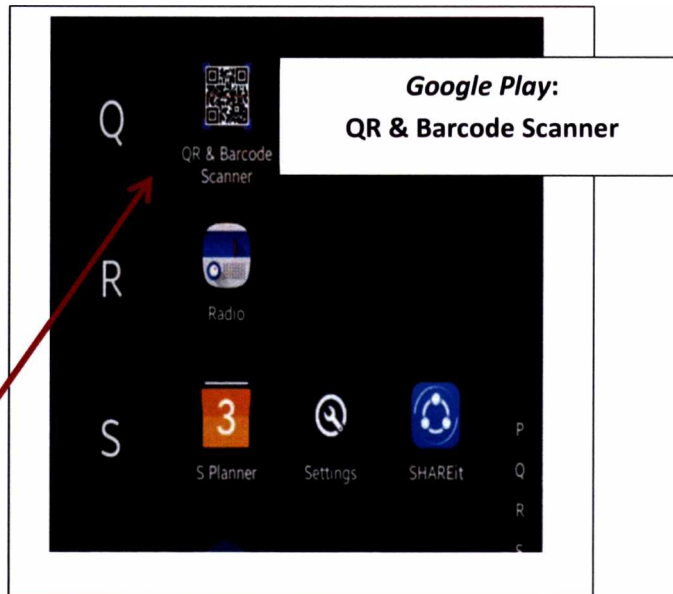
- Membudayakan staff dengan kemajuan teknologi seiring dengan kemajuan yang berlaku pada masa kini.
- Menjadikan pejabat *paperless* iaitu mengurangkan penggunaan kertas dan dapat menjimatkan sebahagian kos pejabat iaitu dengan penggunaan kertas.
- Memudahkan data/maklumat disimpan dan dapat dijadikan rujukan untuk masa yang diperlukan.
- Memberikan data yang tepat dan betul iaitu kehadiran staff yang direkodkan menunjukkan masa/tarikh yang tepat.
- Meningkatkan usaha dalam mengaplikasikan sistem mesra alam dalam sesebuah organisasi.

Pelaksanaan Projek

1. Projek telah dimulakan dengan menciptakan akaun *Google Drive* Pejabat Daerah Matu di mana akaun ini merupakan perkaitan dengan akaun *Google* yang telah dicipta.
2. *Google Drive* yang telah diciptakan seterusnya perlu diisi dengan maklumat staff/pekerja di mana beberapa proses untuk menganalisis identiti setiap staff juga perlu dilaksanakan.
3. Setelah proses ini siap, maka proses seterusnya disambungkan dengan mencipta *Qr Code/Bar Code* bagi setiap pekerja untuk menunjukkan identiti pekerja supaya mudah dikenalpasti.
4. Proses seterusnya disambungkan dengan proses meng-*Coding* tetapan masa dan juga tetapan tarikh ke dalam *Bar Code* supaya semasa staff/pekerja membuat kerja *scanner* masa akan dipaparkan dengan tepat.
5. *Drive* yang betul iaitu *Scanner* kepada *Qr Code/ Bar Code* perlulah ditetapkan supaya maklumat yang discan ketika itu sama dengan masa *scan*.
6. Kehadiran setiap staff/pekerja secara automatiknya akan direkodkan terus dalam *Google Sheet* yang telah diciptakan melalui *Google Drive*.
7. Analisis kehadiran individu bagi setiap staff/pekerja secara automatiknya dipaparkan di dalam *Google Drive* dan pentadbir tidak perlu melakukan manual pemeriksaan kehadiran staff setiap hari ke pejabat.
8. Semua rekod kehadiran staff/pekerja akan disimpan di dalam *Google Drive* bermula daripada sistem ini digunakan dan diaplikasikan oleh pentadbir.

Cara pelaksanaan dan penggunaan projek

1. *Qr Code* dan *Bar Code* akan diletakan dan dipamerkan di satu sudut atau ruang kehadiran staff.
2. Setiap staff diwajibkan untuk memuat turun satu aplikasi yang digunakan sebagai *Drive-Scanner* untuk mengimbas maklumat staff. Kehadiran staff secara automatiknya akan terus direkodkan ke dalam *Google Sheet*.



3. Staff akan menggunakan aplikasi seperti di atas untuk mengimbas kehadiran dan secara automatiknya maklumat kehadiran akan direkodkan ke dalam *Drive* dan boleh diperiksa oleh pentadbir aplikasi.



4. Sekiranya berlaku situasi sebaliknya di mana ada staff/pekerja yang tidak mempunyai telefon pintar seiring dengan kemajuan teknologi masa kini, tidak perlu bimbang kerana aplikasi ini boleh diakses menggunakan peranti yang sama dan mengimbas maklumat staff yang berbeza.
5. Selain itu, sekiranya timbul isu di mana berlakunya kurang liputan di tempat tersebut, *Qr Code/Bar Code* yang telah diimbas akan terus direkodkan ke dalam sistem yang telah dibuat.

Kesimpulan projek

Secara keseluruhannya, inisiatif yang dicipta ini merupakan salah satu usaha yang dilakukan dalam menjadikan digital sebagai platform utama penggerak sesebuah

organisasi. Kelebihan yang didapati daripada kaedah dan sistem e-Attendance ini menjadikan perkhidmatan yang digunakan akan lebih maju ke hadapan seiring dengan kemajuan organisasi yang lain. Oleh itu, besar harapan saya agar idea yang disumbangkan ini menjadi daya tumpuan organisasi ini dan dapat memberikan percambahan idea yang lain dan yang lebih banyak lagi. Semoga usaha *e-Attendance* ini menjadi satu titik permulaan yang baru dalam menyumbangkan persekitaran digital kepada Pejabat Daerah Matu.

Sekian, terima Kasih.

Disediakan oleh,

(Maslinda Binti Ifandi)
Pelajar Latihan Industri Pejabat Daerah Matu
Universiti Teknologi MARA, Sarawak



PERBENDAHARAAN MALAYSIA SARAWAK
TINGKAT 16, BANGUNAN SULTAN ISKANDAR,
JALAN SIMPANG TIGA,
93592 KUCHING,
SARAWAK.

Telefon : 082-421333-421755-425154 (Pegawai AM)
Faks : 082-424489
E-mel : perbendaharaan@psm.gov.my
Laman Web : perbendaharaan.mam.gov.my

Ruj. Karni : PKP(8.00)577/12(15)
Tarikh : 8 Februari 2019

SENARAI EDARAN

YBhg. Dato' / Tuan / Puan,

**PEGAWAI BERTUGAS PROGRAM PEMBAYARAN FASA PERTAMA DAN
PENDAFTARAN / KEMASKINI MAKLUMAT BANTUAN SARA HIDUP (BSH) 2019 BAGI
KAWASAN PEDALAMAN SARAWAK**

Dengan segala hormatnya saya merujuk kepada perkara di atas.

2. Suuluan surat daripada pejabat ini ruj. PKP(8.00)577/12(10) bertarikh 31 Januari 2019, pegawai yang telah dipilih oleh YBhg. Dato' / Tuan / Puan adalah dijemput untuk membantu dan bertugas sepanjang pelaksanaan bayaran dan pendaftaran BSH 2019 pada tarikh dan tempat / lokasi seperti Di dalam jadual yang diampirkan.

3. Untuk makluman, tugas dan peranan petugas (Pegawai daripada Pejabat Setiausaha Persekutuan Sarawak, Pejabat Pembangunan Persekutuan Sarawak, Pejabat Residen, Pejabat Daerah / Daerah Kecil) semasa program bayaran adalah seperti berikut:

- i. Membantu pihak Urus Setia bertugas di kaunter / meja semakan di lokasi / tempat bayaran;
- ii. Membantu susun atur meja / kerusi kaunter (set-up & layout) di lokasi / tempat bayaran; dan
- iii. Tugas-tugas lain sebagai Urus Setia yang difikirkan perlu dan masa ke masa.

4. Manakala tugas dan peranan Pegawai / Anggota yang berkaitan kawalan keselamatan, lalu lintas, orang ramai (crowd control), bantuan kecemasan adalah seperti berikut:

- i. Polis Diraja Malaysia – Kawalan keselamatan semasa pergerakan ke lokasi / tempat bayaran dan semasa proses bayaran;
- ii. Angkatan Pertahanan Awam – Bantuan Kecemasan;
- iii. Jabatan Kesihatan Negeri Sarawak – Bantuan Kecemasan; dan
- iv. Jabatan Sukarelawan Malaysia – Kawalan lalu lintas dan orang ramai (crowd control).

*Osao Abdul mauli (Sdn) Anzma
Muhm Pst dan semua pegera
pembuat tugas. LP
12/2/2019*

INCOMING MAIL (SURAT MASUK)	
CACTUS: PEJABAT DAERAH MATU	
DATE	: 11/02/19
SERIES NO	: 201902/201902/11/00
REF. NO	: POMN/100-16/1
ROUTING TO:	

Sila nyatakan nombor rujukan fail pejabat ini apabila
Tuan/Puan berhubung dengan pejabat ini.



PEJABAT DAERAH MATU,
96250 MATU,
BAHAGIAN MUKAH.
www.mukah.sarawak.gov.my
Tel : 084-832231
Faks : 084-832239

Ruj Kami : (8)PDMTU/800-33/1
Tarikh : 26 Disember 2018

Kepada,

Sila Lihat Senarai Agihan,

Tuan/puan,

**JEMPUTAN MENGHADIRI CABUT UNDI PROGRAM PENAMBAHBAIKAN RUMAH RAKYAT
MISKIN SARAWAK (MRP-PPRMS) DAERAH MATU 2018**

Dengan segala hormatnya perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa tuan/puan dijemput untuk menghadiri pelaksanaan cabut undi bagi Program Penambahbaikan Rumah Rakyat Miskin Sarawak (MRP-PPRMS) Daerah Matu 2018 di atas yang akan diadakan pada tarikh, masa dan tempat seperti berikut :-

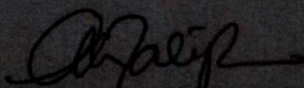
Tarikh : 28 Disember 2018 (Jumaat)
Masa : 8.30 pagi
Tempat : Bilik Mesyuarat, Pejabat Daerah Matu

3. Untuk makluman tambahan, kaedah perolehan secara undian di kalangan kontraktor yang berdaftar dengan UPKJ Kelas F, E & EX Kepala II yang sah sahaja akan dibenarkan untuk mencabut undi. Kontraktor yang menghantar wakil tidak dibenarkan untuk mencabut undi. Kontraktor yang terlibat adalah dipohon untuk membawa dokumen asal untuk pengesahan semasa mendaftar.

4. Kerjasama dan kehadiran tuan/puan amatlah diharapkan dan didahului dengan ucapan terima kasih.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"


(ABDUL MALIK BIN TALIP)
bp. Pegawai Daerah
Matu

"Senyuman Anda Keutamaan Kami"

G.4
(Form 1/86)

MEMORANDUM RASMI

DARIPADA Penangku Pegawai Daerah Matu	KEPADA Sila Lihat Senarai Agihan
PERKARA Sila Lihat Di Bawah	SALINAN KEPADA
RUJ. KAMI PDM1U/100/12/15(19) TARIKH 07.02.2019	RUJ. TUAN TARIKH

JEMPUTAN KE MESYUARAT JAWATANKUASA PEMBINAAN MASJID KAMPUNG KUALA MATU BIL. 1/2019

Dengan segala hormatnya perkara di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa Mesyuarat Jawatankuasa Pembinaan Masjid Kuala Matu Bil. 4/2018 akan diadakan pada tarikh, masa dan tempat seperti ketetapan berikut

Tarikh : 13 Februari 2019 (Rabu)
Masa : 10.00 Pagi
Tempat : Bilik Mesyuarat Pejabat Daerah Matu

Agenda mesyuarat:

- 2.1 Perutusan Pengerusi YB Dato' Murshid Diraja Dr. Juanda Jaya
- 2.2 Pengesahan Minit Mesyuarat Bil 3/2018
- 2.3 Pengesahan Pelan Bangunan Masjid Kuala Matu untuk proses Tender

3. Sehubungan dengan itu, tuan / wakil adalah dijemput untuk hadir bersama bagi melancarkan perjalanan mesyuarat. Sebarang pertanyaan lanjut, tuan / puan boleh berhubung terus dengan saya sendiri di talian 084-832459.

4. Kerjasama dan kehadiran tuan / puan dalam Mesyuarat dan Majlis ini amatlah dihargai dan didehului dengan ucapan terima kasih.

Sekian.

"BERBATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"



(NORDIANA BINTI HAJI MAHSEN)
 b.p. Pegawai Daerah Matu



PEJABAT DAERAH MATU
 96250 Matu
 Sarawak
 www.matudo.sarawak.gov.my
 Tel : 084-832231
 Fax: 084-832239

Bil Kami : PDMTU/100-12/6 ()
 Tarikh : 7 Februari 2019

Sila Lihat Agihan,

Tuan/Puan,

MESYUARAT KE-11 JAWATANKUASA PEMBINAAN MASJID DAERAH MATU, BIL.1/2019

Perkara di atas adalah dirujuk dengan segala hormatnya.

2. Adalah dimaklumkan bahawa Mesyuarat Ke-11 Jawatankuasa Pembinaan Masjid Daerah Matu Bil 1/2019, dipengerusikan oleh Yg. **Berhormat Dato' Murshid Diraja Dr. Juanda Jaya**, akan diadakan pada tarikh dan butir seperti yang berikut:

Tarikh : 13 Februari 2019 (Rabu)
Masa : 9.00 pagi
Tempat : Bilik Mesyuarat, Pejabat Daerah Matu

Agenda mesyuarat:

- 3.1 Perutusan Pengerusi **YB Dato' Murshid Diraja Dr. Juanda Jaya**
- 3.2 Pengesahan Minit Mesyuarat Bil 5/2018
- 3.3 Status Kemajuan dan pengesahan bayaran interim
- 3.4 Cadangan bagi pemasangan bekalan elektrik dan talian telefon

3. Sehubungan dengan itu, tuan/wakil adalah dijemput untuk hadir bersama bagi melancarkan perjalanan mesyuarat. Sebarang pertanyaan lanjut, tuan/puan boleh berhubung terus dengan saya di talian 084-832459.

4. Perhatian dan kehadiran tuan/puan dalam hal ini amatlah dihargai dan kami dahului dengan ucapan ribuan terima kasih.

Sekian.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

(NOORKASMAWATI BINTI KASSIM)
 b.p Pegawai Daerah Matu

st. Yg. **Berhormat Dato' Murshid Diraja Dr. Juanda Jaya**

"SENYUMAN ANDA KEUTAMAAN KAMI"