



UNIVERSITI TEKNOLOGI MARA SARAWAK

**FACULTY OF ADMINISTRATIVE SCIENCE AND
POLICY STUDIES**

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT (ADS666)

DALAT DISTRICT OFFICE

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THE DECLARATION

Declaration

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

Signed.

MACGYVER BIN BOI

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CHAPTER 1

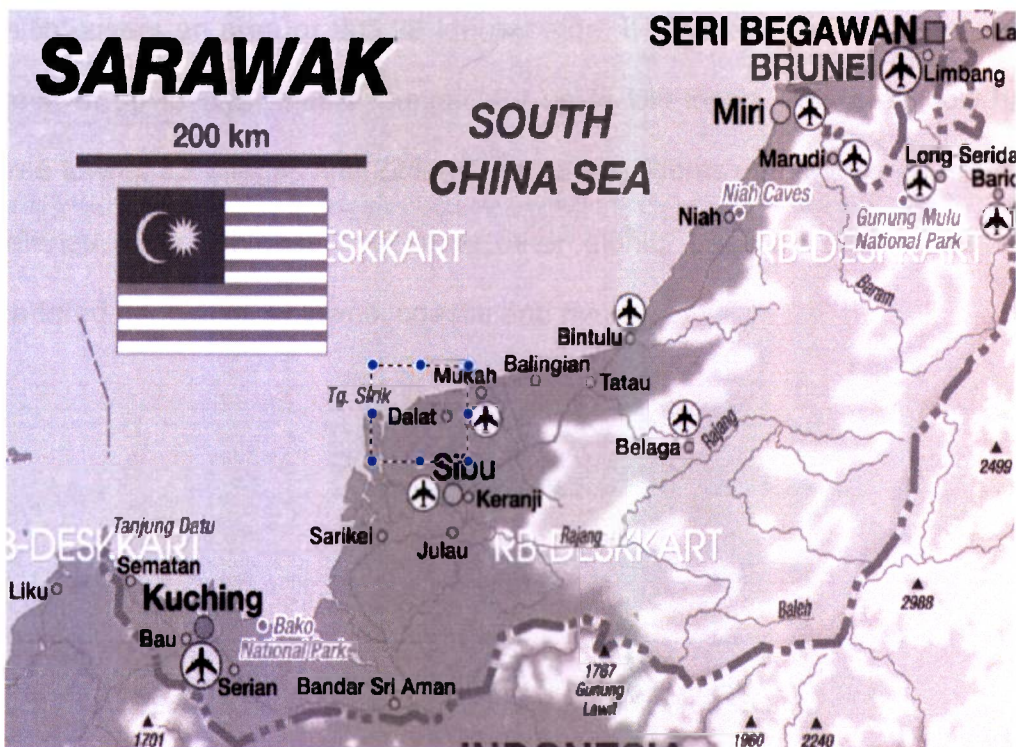
INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

Chapter 1 discusses background of the organization of the practical training. This section also may includes organizational's logo, vision and mision, core business, policy, organizational's structure and other relevant information regarding to the organization.

1.1 Dalat District Office (DDO)

Figure 1.1: Dalat Map



Dalat area has been declared as a district on 2nd April 1974, which covers an area of 2210.1 square km. Starting in 1974 until February 28, 2002, the territory is under the administration of Sibiu Division.

The district administration at the time it covers an area of up to Ulu Oya Oya Pakoh such as; Dalat Proper, Nanga Baoh, Tamin, Stapang, and Nanga Pakoh Sekuau Scheme. During that time, Dalat area has four towns, 23 villages and 115 longhouses.

But on March 1, 2002, after Mukah declared to be part of the 10th Sarawak division, this area was placed under the administration of the Mukah Division which covers an area of 905.29 km per side. It covers an area of Kampung Penat of up to Oya, Muara Sungai Kut up to Ulu Baoh. This area now has three towns, 23 villages and 22 longhouses. Residents of this area consists of Melanau, Iban, Chinese and some other ethnic. Location settlements are scattered population of towns, coastal and river.

Figure 1.2: Melanau people and Dalat's panoramic view



Dalat district administration is under the jurisdiction of the District Office, headed Dalat District Officer and assisted by some staff. Meanwhile, the district overseen by the Office of Small Oya Oya Sub-District, led by an Assistant Sarawak Administrative Officer and assisted by some staff.

Dalat area can be reached by road and air. Road access can connect other regions except Baoh area. The water transport is the best alternative to get to areas unreachable by road. Most of the population lives in Dalat district riverine areas. Water transport is also still used by speedboat miners to go to Sibu with a journey time of two hours.

This area is an agricultural area known for its cultivation of sago palms and pineapple 'Pada / Palm' in addition to the local fruit crop to another. It is also the largest producer of Lemantak and sago flour. Most of the population engaged in agriculture, logging and fishing as well as private and government services.

Most popular local's product would be Sago Medong, which the most famous sago brand which has been exported to outside of Sarawak, apart from it there is Tebaloi production, Terendak and rattan basket production, traditional biscuits, dried fish and pickles would be main dish signature of Dalat and Mukah. It is a must buy product to be souvenir for the tourist or visitors that come here.

The legendary story full of emotions and teaching related to this area ever documented in the English literature curriculum high school a long time ago. The legendary story titled "How Dalat Got Its Name" by famous writer Heidi Munan be part of the curriculum essence of English literature to be studied by all Malaysians.

1.2 ORGANIZATIONAL LOGO

Figure 1.3: Sarawak Civil Service Logo



1.2.1 Outer Circle

The beginning and end come together signifying CONSENSUS in Sarawak Civil Service.

1.2.2 Middle Circle

The EMBEDDED VALUES of Sarawak Civil Service.

1.2.3 Inner Circle

UNITY of Sarawak Civil Service and the State as a whole.

1.2.4 White

Light, goodness, faith and purity:

SERVICE WITH SINCERITY

1.2.5 Sarawak State Crest

Symbolise that the Sarawak Public Service are upholding Sarawak State image.

1.2.6 Black

Richness in diverse culture as each of the Sarawak's Public Servant is coming from multi-race and religion.

1.3 VISSION AND MISSION

1.3.1 Vission

“To be the administrative center of excellence in the management of sustainable development towards improving the quality of life and welfare of the people.”

1.3.2 Mission

“We are committed to provide quality service through work culture, transparency and efficiency in bringing development and meet customer needs.”

1.4 CLIENT CHARTER

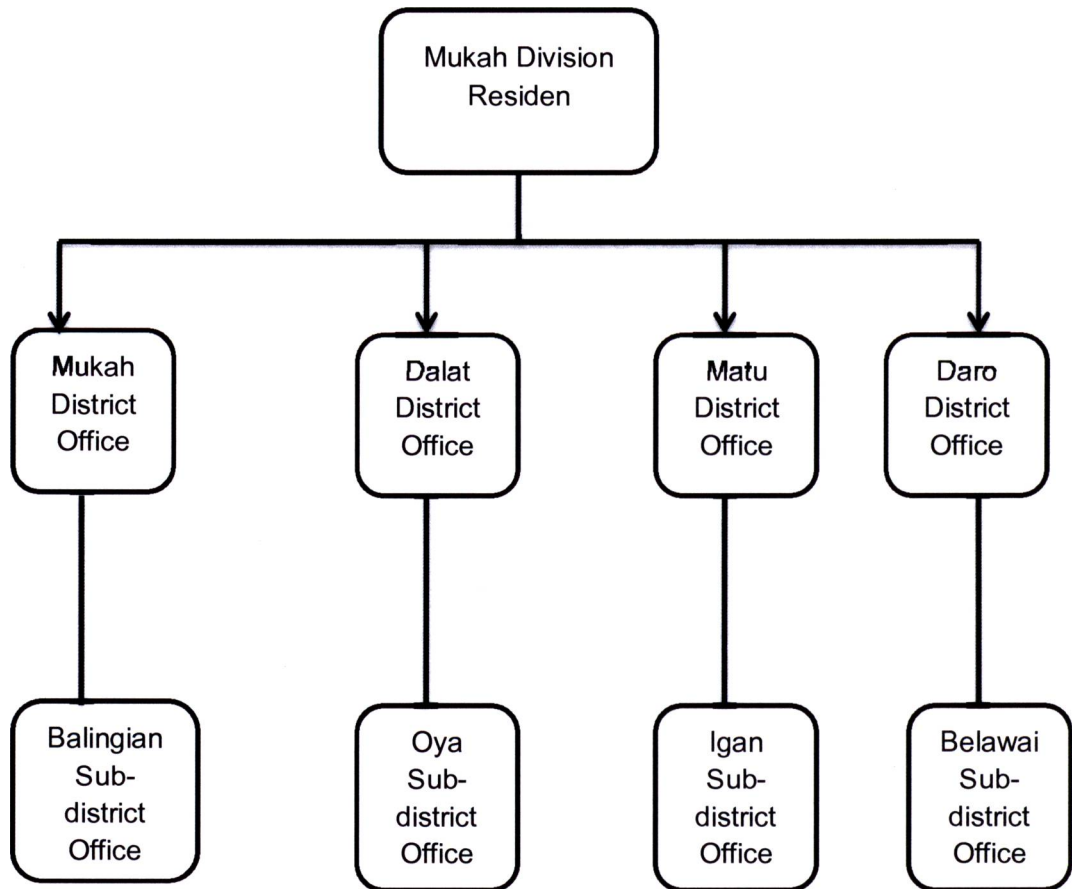
We are committed in providing effective, efficient and transparent to all customers who deal in this office.

- 1.4.1 Processing and issuance of Letters of Administration of Estate / Probate within 14 working days.
- 1.4.2 Lift the processing of applications for registration of children within 7 working days.
- 1.4.3 Process for Registration of Ownership Shotgun In Probate / When life within 1 working day and deliver the results (Pass / No) Ownership Short gun within 3 working days.
- 1.4.4 Buying Ammunition Permit application process Short gun within 10 minutes.
- 1.4.5 Processing Business Names Registration within 7 working days.
- 1.4.6 Renewal Application Process Business Licenses within 5 working days.
- 1.4.7 Registration Process Agreement (Deeds) within 7 working days.
- 1.4.8 Enhance Statutory Declaration in 15 minutes.
- 1.4.9 Implement Minor Rural Project (MRP) the provisions of the State and Federal Grants In / "Outright Grant" within 30 working days.
- 1.4.10 Project Implementing Physical Minor Rural Project (FAR) Federal Provisions within 4 months.
- 1.4.11 Processing the Payment Voucher within 7 days.
- 1.4.12 Processing Revenue Collections from the public within 10 minutes.

1.5 ORGANIZATIONAL STRUCTURE

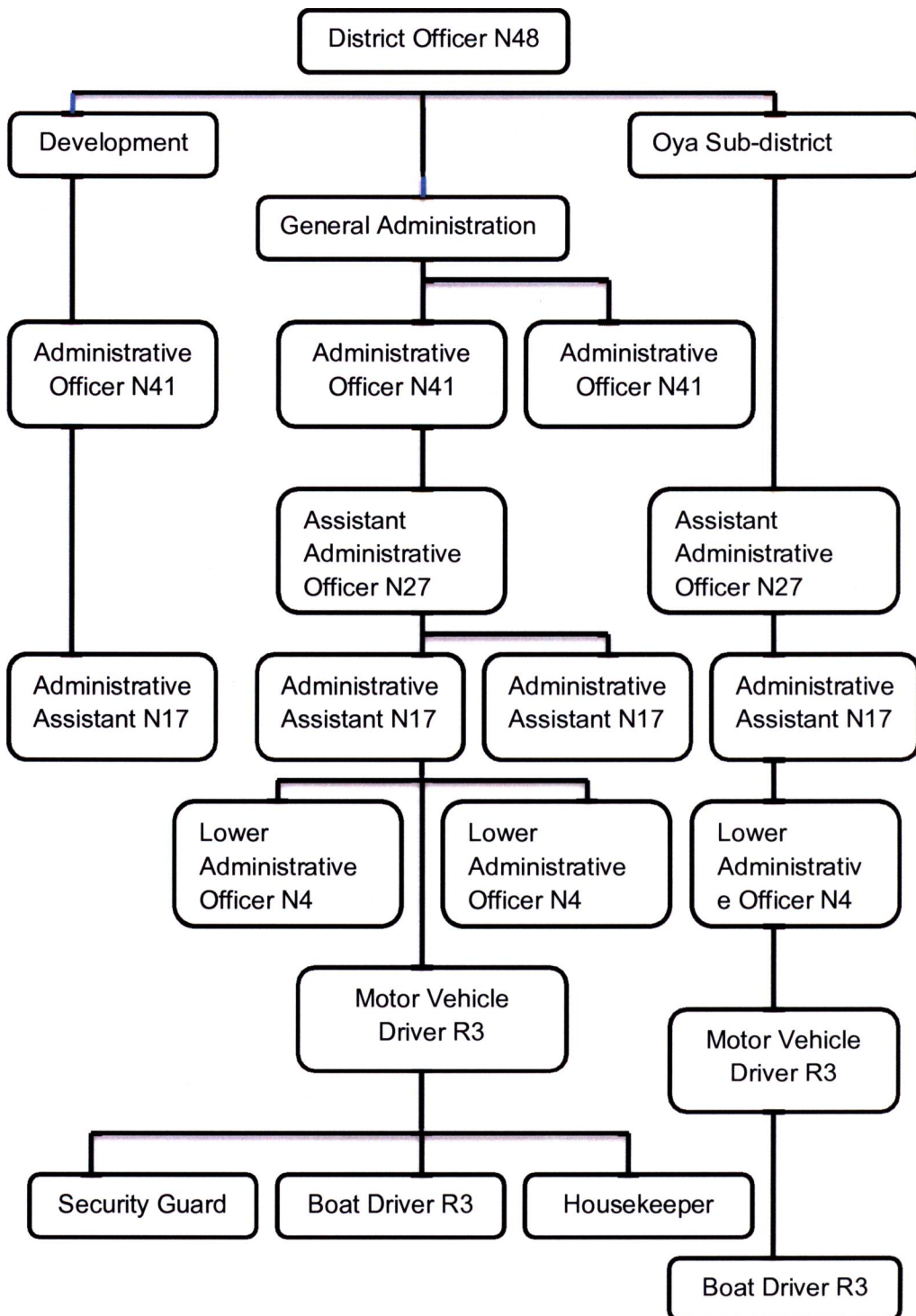
1.5.1 Mukah Divisional Administrative Structure

Figure 1.4: Mukah Divisional Administrative Structure



1.5.2 Dalat District Office Organisational Structure

Figure 1.5: Dalat District Office Organisational Structure



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

I was assigned to SAO Mr. Ismail Kasah to be supervised during my six week of internship period. The internship period are starting from 20 January 2015 until 27 February 2015. I am required to submit my log book for weekly review. Being as internship makes us eligible to follow the organization's practice, rules and regulations.

All of the internship student should not disclose any classified document to the publics. We also been reminded by Mr. Fairuz Hidayat Merican that is our Practical Training lecturer in-charge to maintain and preserve our identity as a UiTM's student. We are responsible to perform any duty required by the officer as long it is in line with the practical training syllabus.

The log book has to be filled with whatsoever activity or task that we has done at the organizations. Logbook act as our daily diary which enables us to do some review or application on task that has ben done. Filling the logbook has to be concise and tidy with clear identification of days, weeks or hour of duty.

2.1 Summary schedule of practical training

Table 2.1 Summary schedule of practical training

WEEK	EXACT NATURE OF WORK DONE
<p>First week 20 January 2015 – 23 January 2015</p>	<p>The first day of my internship, first task I have to do is to report duty to the Sarawak Administrative Officer (SAO) Mr. Ismail Bin Kasah. I have presented host supervisor evaluation form, report duty form and also practical students information for the clarification of acceptance. Next, I'm going for a simple ice-breaking session with the staffs from all sections. There were several major sections includes; general counter service, treasury and account, development and also record personnel. Then, I attended the briefing session with the other practical students and also practicum students of Kolej Kesihatan Awam Kuching (KKAK) the briefing are moderated by Mr Ismail which focusing on a District Office's management's functions. On the next day, I was asked to helps officer in setting up the Bilik Mesyuarat Utama as a venue for Mesyuarat Bencana Banjir and attended by most of the high ranked officer's from various department based in Dalat which officiated by YB Datuk Hajjah Fatimah Abdullah. The officers briefed me on the routine and non-routine task of every section in the office. I was stationed at counter service to learn about customer service scenario. Helping counter service officer to handle customer request for purchasing of Shotgun Bore Ammunition permit and renewal procedure. Apart from it, I also learn the procedure of renewal and registration of local trade and business premises license. On Thursday, I was being placed at record and personnel section that is under Mr. Fakhrudin. I was taught on the filling system works. All type of document has to be sorted accordingly</p>

	<p>to its category that is Pembangunan, Pentadbiran, Pelbagai, and Berkanun & Kewangan. File case is having different type of tagging and also numbering. Every incoming document to be stamped with red and stated sequence number, as so to do with out document to be stamped with blue tag and sequence number. Pick up calls at the counter service and helps officer in preparing documents for Final Majlis Tilawah Al-Quran. On Friday, handling customer request of certifying certificates from SAO. Stamping officer's official stamp on the document's copy accordingly to the standard from the blank space bottom right. Photostatting of District's Profile along with sorting receiver's list of JKKK Grants.</p> <p>In summary, I found that first week of practical training was a very exciting and awesome experience. Although it seems to be a very busy week for me in the office, I'm very thankful that I have gone through a very educational week of real working environment. The officers are helpful and kind as they willing to show or teach me to use some of basic office equipment such as fax machine and photocopy machine.</p>
<p>Second week 26 January 2015 – 30 January 2015</p>	<p>This week I was placed at Development section. First thing that I do is submission of the practical training log book to my Supervisor, SAO Mr. Ismail Kasah. I was been given a simple briefing by head of section regarding to the section's routine and non-routine task. Head officer of section's told me that reporting system will be to Sarawak Administrative Officer (SAO) Mr. John Narong Labau. Been asked by officer updating respective document in the Perumahan Bantuan Rakyat (PBR) 2012-2014, Rumah Mesra Rakyat and E-Kasih</p>

	<p>application's files. On my second day at this section, I'm continuing fill document. I also doing some re-check on PBR's sorting document listing of project amounts, contractor's name, contractor's copy of certified certificate and also project's recipient information. On Wednesday, it will be my duty with other officers, Madam Elizabeth from other account to operate the Flood Emergency Unit's Room. The units activated by Mukah Resident Office due to some areas are affected by flood. My duty the whole day is calling every single Tuai Rumah every 2 hours, which their house is affected, by flood and receives any latest news about the weather and also water level. The progress report prepared by officer based on every 2 hours observation. Progress report submitted to Mukah Resident Office Divisional Emergency Flood Unit via fax or email by 8 am, 10 am, 2 pm and 4 pm. On fourth day of second week, I return back to development's section, this day I was asked to sort and filling 2014's project progress draft, categorize and sort project's document for documentation for final report. On Friday, I was asked to fill in the progress report form, re-calculate final project's amount, re-check the project's entire recipient and submit the report form to SAO John Narong Labau for his further action.</p> <p>In summary, tasks given in the entire week are very though and yet it is a very exciting experience.</p>
<p>Third week 2 February 2015 – 6 February 2015</p>	<p>This week I was placed at the Record and Personnel section that is supervised by SAO Mr. Ismail Kasah and headed by Mr. Fakhrudin. Practical training log book submission. I attended briefing regarding on the section's routine and non-routine task. Mr. Fakhrudin taught me on</p>

how to handle memo, letter or fax document upon receiving or transmitting. Every In or Out documents prepared copy to master file and original document and stored in the respective document case in the file shelves. I was also asked to call all of the Tuai Rumah to get updates regarding to water level and weather and also flood evacuation, as there water level rise caused some of the Rumah Panjang flooded. Flood Emergency Unit Room activated for 24 hours. On Tuesday, me and three other practical students appointed to monitor and operate the Flood Emergency Unit Room supervised by head of Development Section, as some of the officers includes District Officers, all of SAO will going to flood site. Getting updates for Tuai Rumah Simu Rumah Panjang Evacuation to nearest common hall. Calling some of the Rumah panjang for further observation and monitoring act. Updating the flood report and reporting periodically, refers to the Majlis Keselamatan Negara Sarawak Office in Kuching and also Mukah resident Office. On Wednesday, I was asked by Miss Amelia to do some data entry sorting list name by using Microsoft Excel application. She gave me instruction which data entry requires me to sort by categorizing poverty household list according to their respective address or area. This data entry process has requires me work on two different excel workbooks and I am managed to finish the task and submit to Miss Amelia on time. On Thursday, I was asked doing some fax document of development section's document, doing filling according to document's types, photocopying account and personnel's document, fax receiving, sorting and key-in it into category. On the last day of week 3, I am doing my duty in Flood Emergency Unit Room in which calling and get updates regarding to

	<p>the water level and the weather. I also instructed by Madam Elizabeth doing periodically report, submit to her for certification and report faxed to Datuk Hajjah Fatimah's Office and also Mukah Resident Office. Calling Mukah Resident Office to ask if they have received the report or not. At the same time, Miss Amelia asked me to do some data entry for the E-Kasih and managed to complete it before end of the office hour.</p> <p>In summary, all of my practical's day here was filled with a lot of tasks, and I feel that the working time is not very easy as while study. For sure, I have learned a lot and I will never stop to learn new things.</p>
<p>Fourth week 9 February 2015 – 13 February 2015</p>	<p>In the fourth week, I was placed at the account section headed by SAO Madam Josy Demei assisted by Miss Nor Fatimah Nuha, Madam Elizabeth and also Madam Rasidah Rasit. Practical training log book submission to SAO Mr. Ismail. Madam Rasidah gave me on section's routine and non-routine task. She explained me regarding to on the job training. I was asked doing review on all of the section's files and document, later I founds vote book was taught in Public finance subject. On Tuesday, Madam Rasidah taught me doing internal memorandum preparation. She asked me prepares reply memorandum of staff's training to the Mukah resident Office. The preparation as to follow the state government standard memorandum document size and font. Memorandum was printed, re-checks and submitted to SAO for certification. Once passed verification, memorandum then faxed to Resident Office and follow up call for their receipt status. On Wednesday, I was asked by Miss Nor Fatimah helps her in sorting and filling at the section's office. I was</p>

	<p>taught about voucher issuing and reporting system of the transaction. On Thursday, I was placed at Personnel and Correspondence section handling incoming and out fax, memo or document. Filling in the document shelves and record entry to the section's database. On Friday, I was placed at the counter service. I learned on how to key-in probate application in the Sarawak government portal, learn about issuing a letter of administration, holder's information and requirement and also revocation process. In summary, I was working in three different departments in the same week; there is no focal point of doing same things in the same department. I have faced some of the mild pressure and I understand how the public servant encounters work exhaustion settling the task.</p>
<p>Fifth week 16 February 2015 – 20 February 2015</p>	<p>This week I was placed at the Personnel and Correspondence Section. Practical training log book submission to SAO Mr. Ismail. I was doing section's routine task of incoming and out fax, document receipt. I also was assisting officer in handling customer request of exchanging 12 bbl. bore shotgun title to other party. The changing of title requires the owner to issue or provides related document, police screening form, health screening report and also officer's consent report. On second day, I was asked by the officers handles customer request of probate application. I learned that in order to apply for probate, family members has to come to the district office to sign the letter of administration form. Application procedure registered through online system of Sarawak government databases. Consent letter needed if one of the family members is unable to come. On Wednesday, I was doing section's routine task, handled</p>

	<p>Pesta Bersaug 2014 meeting's minute to the SAO and helping account section faxes reply letter of Hotel reservation. Thursday and Friday of the week would be Chinese New Year leave.</p> <p>In summary, there is reduction in tasks volume that I would perform this week in the section but I am able to perform routine task effectively.</p>
<p>Sixth week 23 February 2015 – 27 February 2015</p>	<p>Sixth week of my practical training would be the final week of me to be at Dalat District office. This week I was placed at the counter service section. The most favorites section for me. On Monday, Practical training log book submission. Doing routine task such as shotgun license renewal and permit of buying ammunition. Document verification request, check the probate application status and handling customer request enquiry about Bantuan Rakyat 1 Malaysia (BR1M). On Tuesday, routine task of ammunition permit request, renewing license to purchase to obtain or transfer arms (Form 11), renewal of business license (Form 1) registration section 5, 23 & 24 (2) Sarawak Business Registration Ordinance with fee of RM25. On Wednesday, doing routine job of HASIL stamp cancellation, stamp label Q1 is only for Monday, Wednesday, and Friday, Q2 used for Tuesday and Thursday. Photocopied document stamped by Q1/Q2 and placed in the pigeon shelve for record.</p> <p>On Thursday, doing routine task at the counter service, handling customer request and also enquiry. Probate application key-in and also helping officer to bank-in the collection of the day at the bank. On Friday, would be last day of my internship, at morning I'm doing routine task at the counter service, see District Officer, Mr. Kueh Lei Poh</p>

	<p>and say thank you and compliments to the district office, he gave me certificate of internship and some of the motivational advice. Farewell with all of the staffs.</p>
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CHAPTER 3

ANALYSIS OF TRAINING

3.0 Introduction

This chapter will discuss the analysis of the practical training that may specifically focus on one major task. The analysis should reflect of concept's definition, correlation of both on the job training and theoretical aspects. The relation may gives a major overview on how the management and social science concepts learned during study may applies. The application has to fit into real time situation which to make existing knowledge being realized into a practical way of performing duty of training. Even though my task duty as discussed in chapter 2 are varies and not constant, my duty experience more towards counter service in which allows me to interact with the different type of customers and their preferences.

3.1 Task Analysis

I asked to do varies type of task includes' data entry, filling system, clerical task and et cetera but most of the task responsibilities requires me to be at counter service. So then I would choose customer service of counter service be part of my analysis. Customer service at the counter will covers the background or the overview of service plan that will be explained later in Bateson Model. The Model will show us how and what is service flow and landscape (serviscape). Later on we will also relate customer service Gaps Model to understand the importance of the model to both of customer and organization as the service provider. Service quality dimensions are important

which those elements are crucial to be part of customer's preferences and have to be fulfilled to ensure that they are satisfied with the service provided. The following would be data entry of Ammunition Purchasing permit procedure done at the counter service.

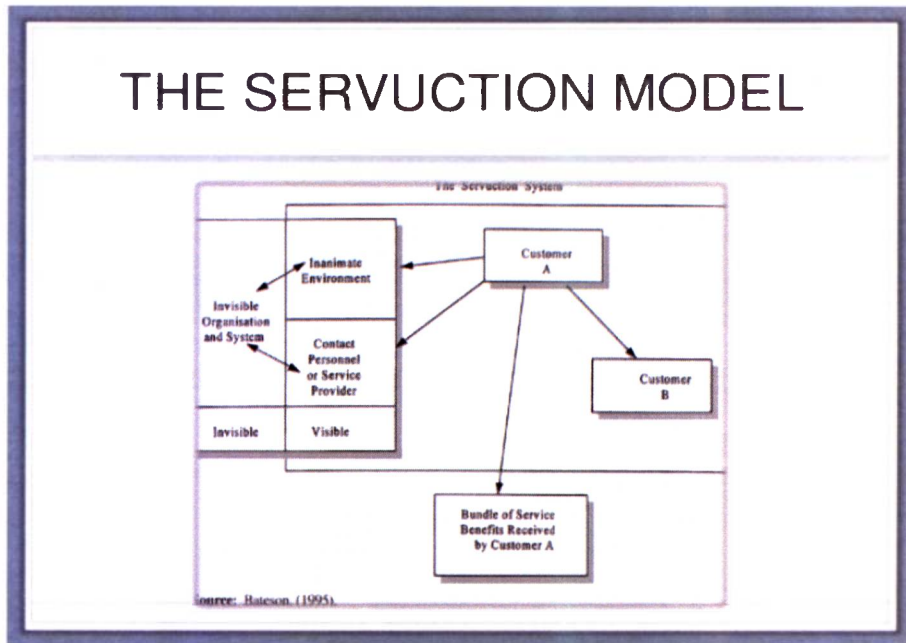
The customers are presented their permit book for checking of the valid date. The officers are going to fill in the Form 11 with the customer's detail. They are only able to purchase 12 unit of shotgun bore arms at one time. Upon purchasing, they have to bring with them the empty shotgun unit to the DDO. Form 11 and the permit are to be submitted to the SAO for the approval and process takes 10 minutes. Once approved, the counter service officer will issue a new permit with receipt.

3.2 Definition of Counter Service Quality

Zeithaml (2000) define service quality as an observant competitive advantage and supporting satisfying relationships with customers. Customers perceived a quality service received when they dealing with the contact personnel at the counter service.

3.3 Bateson's Model concept

Figure 3.1 The Servuction Model



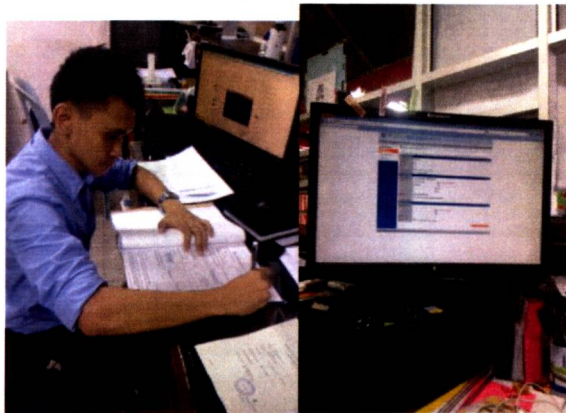
Bateson Model is also known as Servuction Model proposed by Eric and Pieere. The model main elements would be technical core and also service delivery system. **Technical core** includes both **front stage** that is visible and also **backstage** which is invisible to the customers. Second elements would be service delivery systems that will be final assembly of the service delivery to the customer. The subsystem includes visible part that is building, equipment or personnel. Front stage place an overall service operations which is visible to the customers. Serviscape is inanimate furniture in the counter service such as client charter, chair, counter table, sequence number and so on. Counter service will be the place moments of truths takes place and also high-contact service delivery. The personnel are to be involved actively with the customer in service delivery. Backstage would provide supporting system that ease and helps personnel delivering the services

The following pictures showing the DDO's counter service.

3.3.1 Serviscape (Organization's Chart and Full Pledged)



3.3.2 Backstage (Contact Personnel and Support System)



3.3.3 Front stage (Counter Service: Customer and Other Customer)



3.4 Service Quality and The Gaps Model

Lovelock (2011) defines service quality as measurement of service quality, the identification of causes of service quality shortfalls, and the design and implement of corrective actions. There is 10 dimensions used by consumers in evaluating service quality as accordingly to Parasuraman et. al. presented in the figure below.

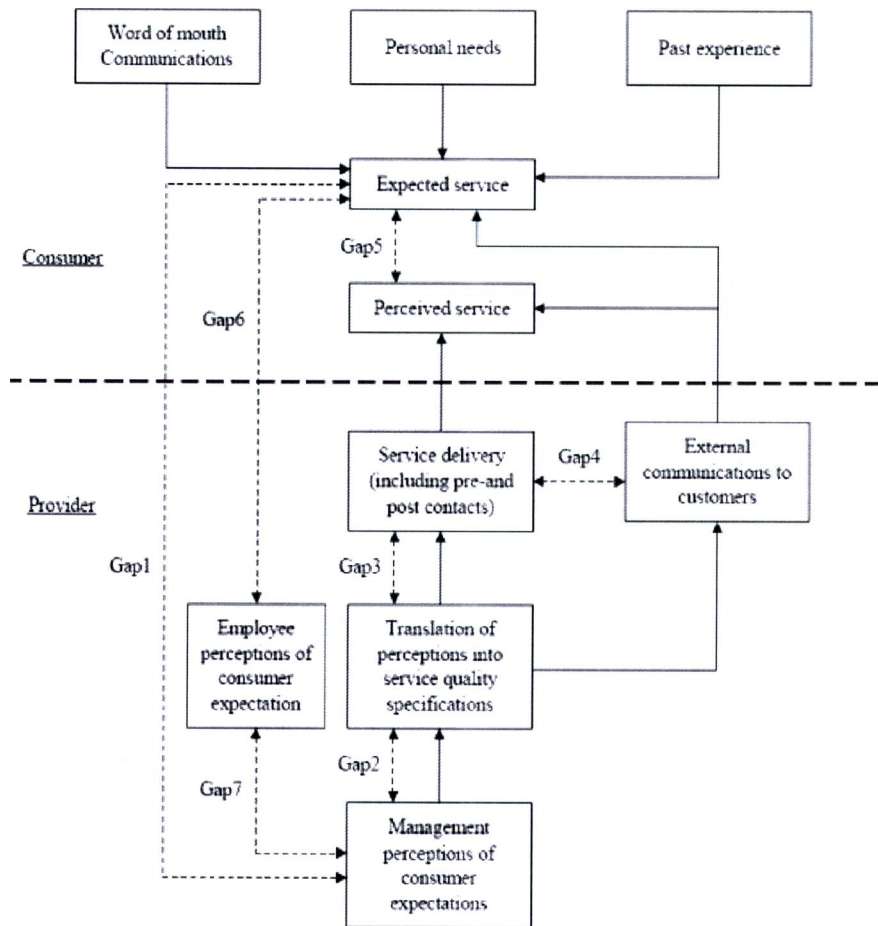
Table 3.1 Service Quality Dimensions

Service Quality Dimensions
1. Tangibles
2. Reliability
3. Responsiveness
4. Assurance-Credibility
5. Security
6. Competence
7. Courtesy
8. Emphaty-Access
9. Communication
10. Understanding the customer

The Gaps Model

In order to correct the service quality problem, Parasuraman, Berry et al has come out with The Gap Model. The model's elements are made up of 6 different gaps which helps to identify which stage of service's problems may occur. Parasuraman and the other more were established by Lovelock have developed the original 5 gaps.

Figure 3.2 The Gaps Model



Gap1 Customer Expectation – Management Perception Gap

Gap2 Management Perceptions - Service Quality Specifications Gap

Gap 3 Service Quality Specifications – Service Delivery Gap

Gap 4 Service Delivery – External Communication Gap

Gap 5 Expected Service – Perceived Service Gap (or the Service Performance Gap)

3.5 The Three-Stage Model of Service Consumption

Table 3.2 The Three-Stage Model of Service Consumption

Stage	Key Concepts
<p>1. Pre-Purchase</p> <p>Awareness of Need</p> <p>Information Search</p> <ul style="list-style-type: none"> - Clarify needs - Identify alternatives service products and suppliers <p>Evaluation of alternatives (solutions and suppliers)</p> <ul style="list-style-type: none"> - Review supplier information - Review information from third parties on web, blogs, complaints to public agencies, satisfaction ratings or awards - Discuss options with service personnel - Get advice and feedback from third party advisors, other customers <p>Make decisions on service purchase and often make reservations</p>	<p>Need Arousal</p> <p>Evoked set</p> <p>Search, experience and credence attributes</p> <p>Perceived risk</p> <p>Formation of expectation</p> <ul style="list-style-type: none"> - Desired service level - Predicted service level - Adequate service level - Zone of tolerance
<p>2. Service Encounter</p> <p>Request service from chosen supplier or initiate self-service</p> <p>Service delivery by personnel or self-service</p>	<p>Moments of truth</p> <p>Service encounters</p> <p>Service system</p> <p>Role and scripts theories</p> <p>Theater as metaphor</p>
<p>3. Post-encounter</p> <p>Evaluation of service performance</p>	<p>Confirmation/disconfirmation of expectations</p> <p>Dissatisfaction, satisfaction and delight</p>
<p>Future intentions</p>	<p>Repurchase</p> <p>Word of mouth</p>

3.6 Comparison between Theory and Real Task Training

There would be no slight different between Bateson Model and the real counter service process at the DDO. The arrangements of counter service space at DDO are following a majority standard of all public service counters. Some of the counter service might use number sequence to queue up the customer. At DDO there is no queuing system and makes difficult to handle customer request. Apart from it is difficult to prioritize as counter are implementing first come first serve style. The customer service and public relations knowledge are widely been used when I am doing my duty at the counter service.

The practice of Service Quality and Gaps Model as proposed by Zeithmal, would also apply here. The most important elements are courtesy and responsiveness. We have to greet to our customer that is part of the good service encounter. Service provider has to build a good communication environment in order to obtain the customer request. Only then the last part of the service quality model of understanding the customer will apply. Gap model emphasis on how we can understand every gap that may occur during the service delivery process. It is important to know of what customers think, and also what the organization perceived on service.

The Three-Stage Model of Service Consumption emphasis and how the customer will make decision on purchase the service. This stage will involve zone of tolerance in which the customer's waiting time. Moment of truth

happens when both of service providers are in contact with the customer during service delivery. As an example, customers are waiting turn to be served. Service encounter stage happens when both of service provider and customers are in contact of receiving the service. The process may affect the next stage of post purchase that is satisfaction of the customer. From then on then they will make future intentions to repurchase and recommend others by word of mouth.

I also would like to relate the organization environment with the organizational behavior in terms of their chain of command. Chain of command refers to reporting system (Griffin, 2011) on how the lower levels are reporting their task duty to their superior. In the case of DDO, these practices are widely used and a lead to high in terms of bureaucracy whereby any decision or documents to be signed by superior may takes time. This may delay the effectiveness of service delivery. In order to be a good public service delivery, government sector has to reduce red tap and increase their customer satisfaction.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

This chapter will discuss the strength and weakness of the duty done in the organization and its overall performance. Apart from it we will discuss on the recommendation that the organization may or should implement in order to reduce their weaknesses.

4.1 STRENGTH OF COUNTER SERVICE AT DDO

4.1.1 Attractive Servicescape

The counter service of the office are very nice with those decorations which makes every of the customers may feel calm and relaxed. The client charter plague and the organizational chart clearly show the organization's commitment of serving people. It encourages more people to come and enjoy the service provided by the organization.

4.1.2 Service flows are easy to understand

Customers are understood about the service at the counter, as there is instructions guidelines presented and are very easy to understand. It makes the service delivery becoming more efficient. The customer may reduce their waiting time as they already know and understand the procedure and service's flow. The processes ease the service provider to fulfill the customer's wants and needs.

4.2 WEAKNESSES OF COUNTER SERVICE AT DDO

4.2.1 Too many decorations

It is good idea to make service counter more attractive or looks impressive but too many decorations also can make the counter service just like a playground castle. The customer might not really see of focus when dealing with the personnel. It may cause miscommunication in fulfilling the customer request which later makes disputes or dissatisfaction.

4.2.2 Poor enforcement of Total Quality and 5S approach

The organization has received ISO quality recognition that is good for every organization to have it. They have the guidelines and Standard of Procedure (SOP) to be followed but have a poor maintenance and practice. This makes some of the organization practice of filing, office equipment are not to be subjected to the procedure stated in the manual. They also are having a poor practice of 5S in the organization.

4.3 RECOMMENDATIONS

4.3.1 Revised and clear service charter

The organization has to make some revision upon their client charter. The charters standard are not very match with the service provider standard when delivering the services. The reason is due to some mismatch or red tape in fulfilling the customer request. Thus, situation or charter should be revised and updated in order to fulfill customer's needs.

4.3.2 Reduce extravagance counter service's decorations

Counter services are looking very nice but too much decoration on it. It makes counter becoming uneasy because of its extravagance. The function of establishing counter service is to ease contact between service provider and the customer. A good counter service may have a moderate decoration as long as it upholds the main function of the counter as a meeting point.

4.3.3 Improve quality standard

Organization needs to improve their quality standard practice in the office. They already awarded with the ISO but have poor practice and maintenance. There is no proper 5S guidelines used to categorize or placed some document or office equipment. The filling rack has to be upgraded to ease filling and re-filling process.

CHAPTER 5

CONCLUSIONS

5.0 INTRODUCTION

As a conclusion, I am very satisfied with my practical training at Dalat District Office. I was being given an opportunity to feel and try to apply real task of working environment. Using my knowledge that I have got during my study and apply to the task during practical training seems to be challenging.

The reason is because management practice that I have learned during my study may have some differences with the organizational management practice. In order to get comfortable with the organizational environment, I have to socialise with the staff's and to follow their practice or culture in order to perform the task given by my host supervisor.

I feel very lucky to be assigned a task because I can learn and gain new things. The staffs keen to give helps and guidance to me on how to do the task with a proper standard. I also being given chance to try and operate office equipment of facsimile, photocopy machine and phone calls. I am so glad that I have successfully finished my practical training and means I am on my way completing my study. I hope that this valuable experience may give me an advantage for my future career.

5.1 CHAPTER 1

Prior to my practical training, I have learned that Dalat District Office (DDO) is placed under jurisdictions of Mukah Resident Office. DDO is one of the Sarawak's State Government of its public service in local area. District's office headed by District Officer and assisted by two departments; development and treasury, and one sub-district office of Oya. Establishment of each department is to ensure they are achieving the effectiveness and efficiency in service delivery.

Job specialization and description are important as to ensure that all of the employee are aware and being competence in doing their tasks. This production and management process will creates a better chain of command and creates harmonies environment. State Government has awarded DDO as the best District Office in terms of their competency and performance.

5.2 CHAPTER 2

This chapter describes the real task that had been done during practical training. The flow of task stated daily and weekly summary has been stated clearly in the chapter. The summary of the task are presented in the table and we can see or review the task. Most of the task can be related to the subjects that has been learned in the class.

Most major routine task given are related to public admin and management theory that has been learned in the class. We have been exposed to different section of the organization includes; development, account, general admin, counter service and record personnel. There is relationship between each section that creates integral part of whole organization's system. The common organisational's protocol, practice or culture being part of my identity during my practical training. As practical students has been reminded to taken care good image of organization and UiTM itself.

5.3 CHAPTER 3

In this chapter, the theories and real task will be analysed. The purpose of analysis is to see the existence of relationship between areas of study with the task done.

Most of the tasks that I have done were customer service at the counter of the office. The task related to procedures in fulfilling customer request of renewal and purchasing ammunition, LHDN stamp clearance, child adoption and probate. The counter service also may relates to treasury department of public collection of fee. Thus, the relationship between procedures and theories has given me an wide opportunity in enhancing and understand more of the knowledge.

5.4 CHAPTER 4

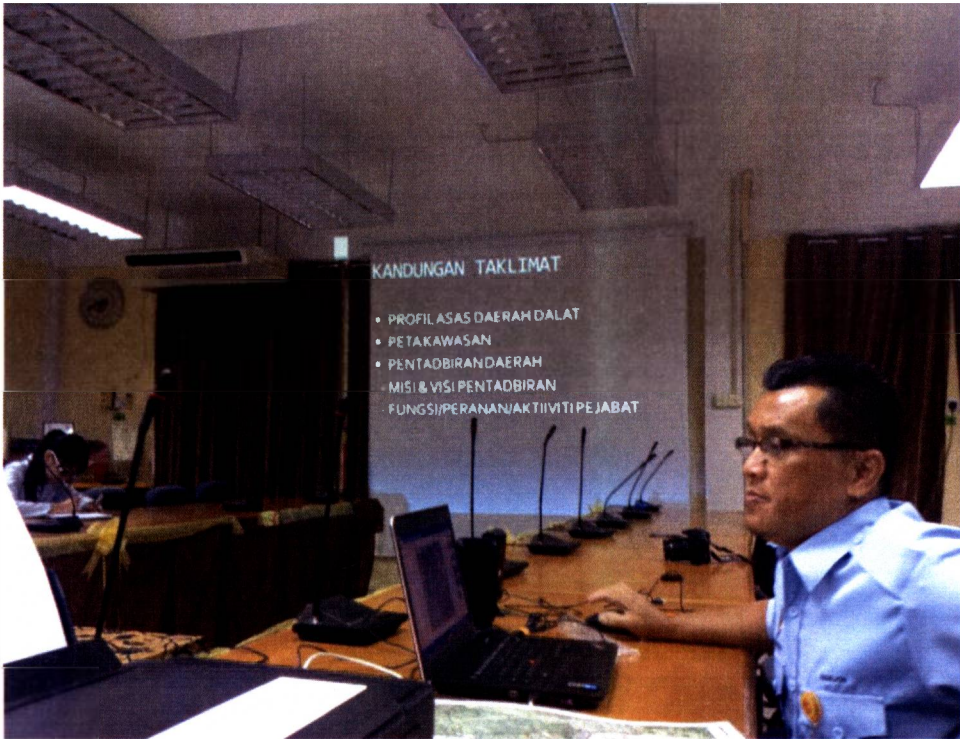
This chapter has describes the strength and weaknesses during my practical training. The strength are important to identify core competence to be maintained and weaknesses may identify the bad issue that may undermine service delivery. The strength of the DDO was attractive servscape as well as having a clear service flowchart. The weakness would be extravagance of counter service decorations band also poor enforcement of Total Quality and 5S approach. The recommendation would be revised their client charter, reduce extravagance decoration and improve their quality management practice.

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Pearson Education.
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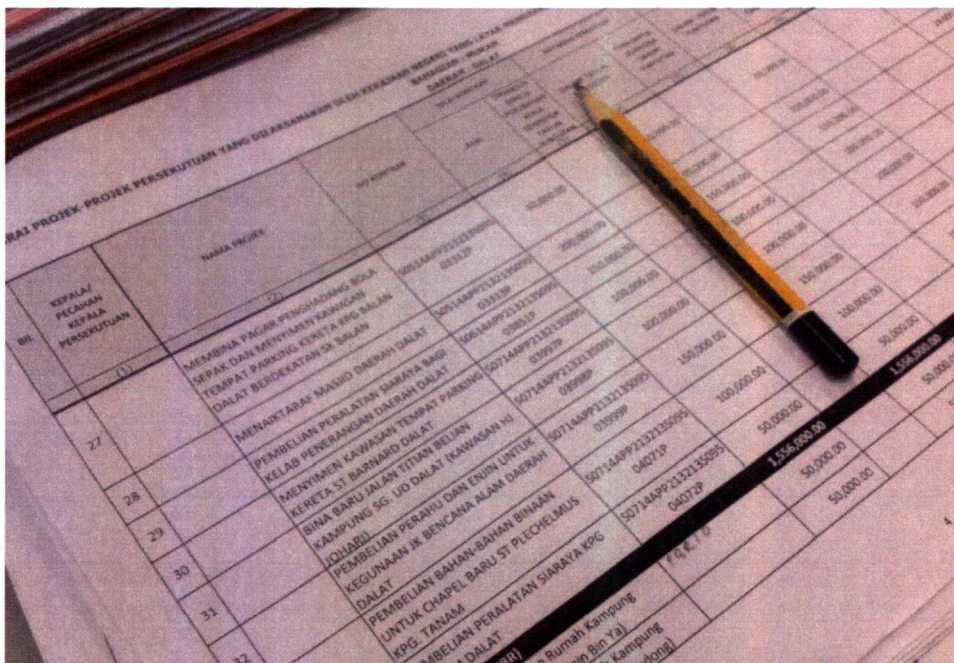
APPENDICES

APPENDIX A BRIEFING WITH KKAK INTERN



APPENDIX B DEVELOPMENT SECTION

UPDATING PROJECT'S LISTING

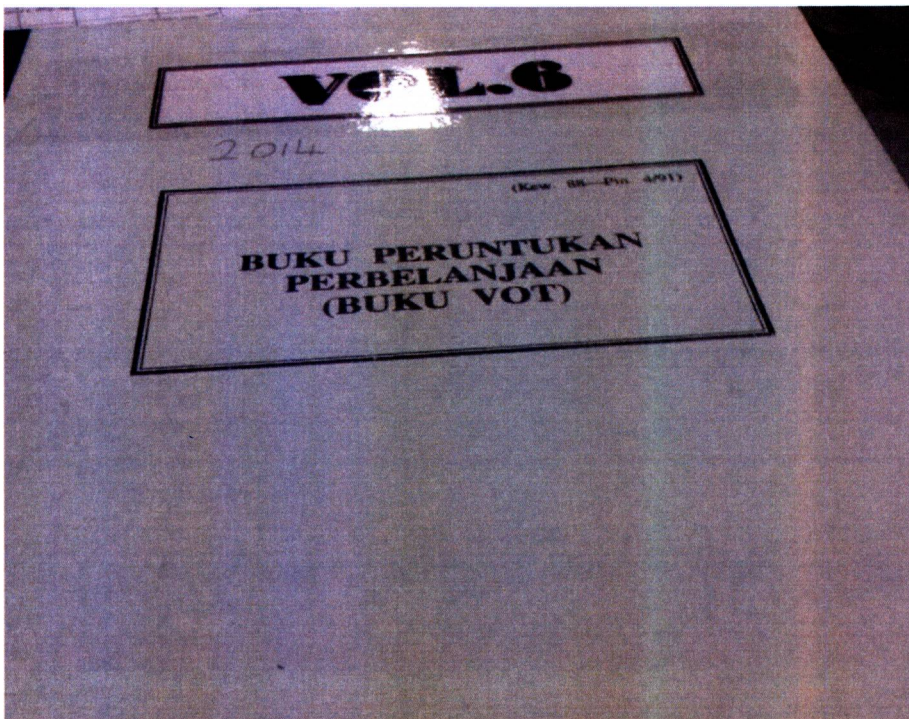


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27	(1)	MEMBINA PAGAR PENGHADANG BOLA SEPAT DAN MEYENTEM KAWASAN TEMPAT PARKING KEAYA KPG BALUH DALAT BERDEKATAN DI BALAN	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000
28		MENANTARAI MAJLIS DARHAT DALAT	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000
29		PEMBELIAN PERALATAN SIARAYA BAGI KEMAJLIS KAWASAN TEMPAT PARKING DALAT BERDEKATAN DAERAH DALAT	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000
30		MENTEMEN KAWASAN TEMPAT PARKING KERETA ST BARBAR DALAT (KAWASAN H)	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000	03312P	50714APP2132135000
31		BINA BARU JALAN TITIAN BELIAN KAMPUNG SG. UD DALAT (KAWASAN H)	50714APP2132135000	04027P	50714APP2132135000	04027P	50714APP2132135000	04027P	50714APP2132135000
32		PENGUNTAH PERAHU DAN ENJIN UNTUK KEMAJLIS BENCANA ALAM DAERAH DALAT	50714APP2132135000	04027P	50714APP2132135000	04027P	50714APP2132135000	04027P	50714APP2132135000

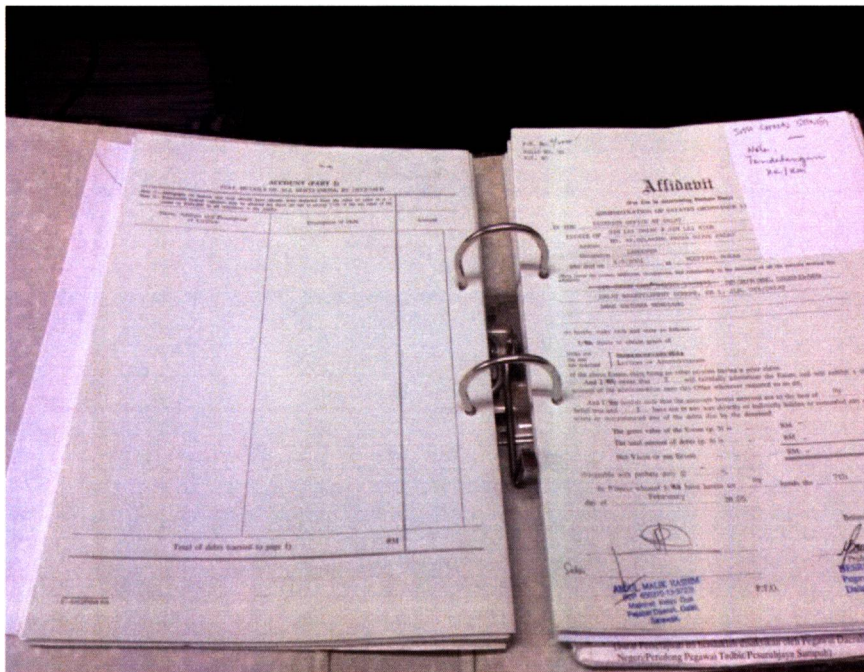
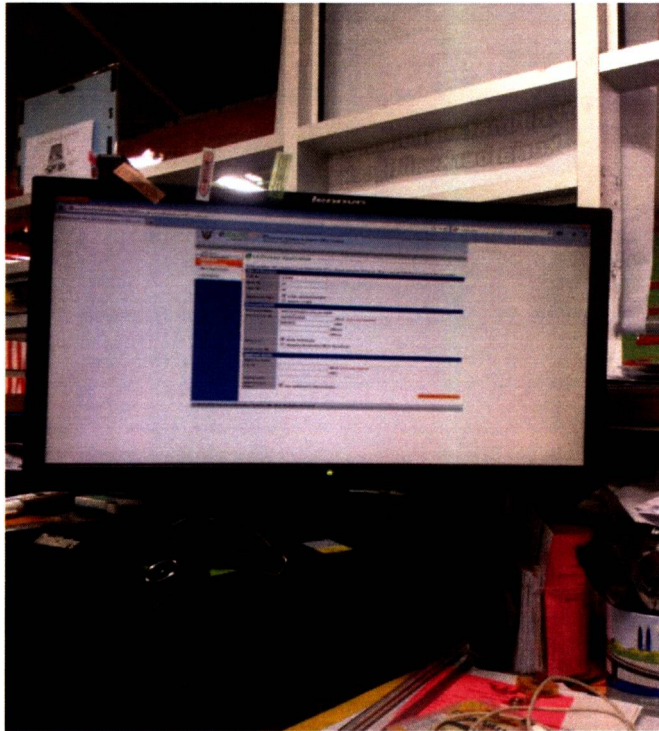


VOTEBOOK

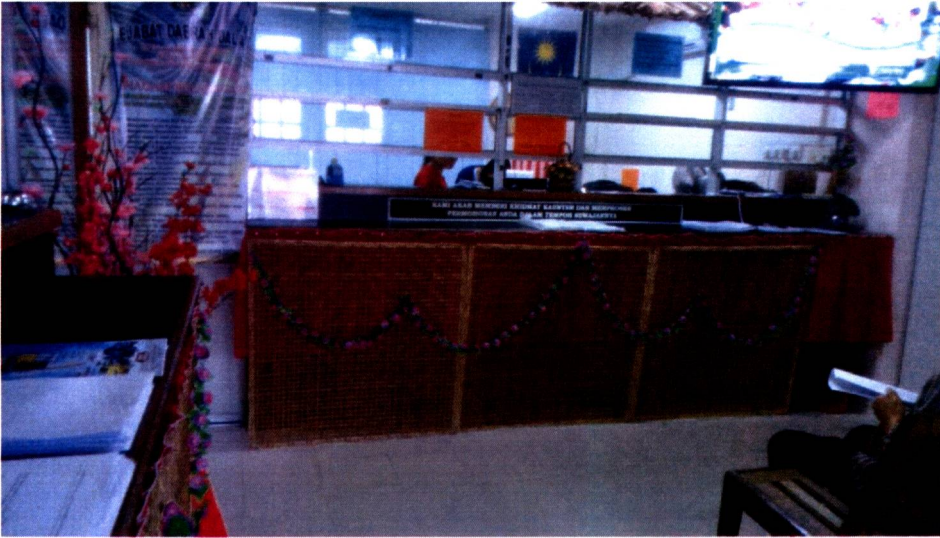
No	Uraian	Saldo Awal	Saldo Akhir
1	Alokasi: RM 20,000.00 - Menyelenggara Jalan Kampung Zamilah Enterprise		
2	Alokasi: RM 20,000.00 - Menyelenggara Jalan Kampung Zamilah Enterprise		
3	Alokasi: RM 20,000.00 - Menyelenggara Jalan Kampung Dimple-A Engineering		
4	Alokasi: RM 20,000.00 - Menyelenggara Jalan Kampung A3D Wood Enterprise		
5	RM 20,000.00 - Menyelenggara Jalan Kampung Samola		
6	RM 20,000.00 - Menyelenggara Jalan Kampung a.		



**APPENDIX C COUNTER AND ACCOUNT SECTION
E-PROBATE**



COUNTER SERVICE



LHDN CLEARING STAMP FORM

PPK 235/71/2012 (0306/12)

LHDN
MALAYSIA

1. PERAGA HARGA, DALAM NEGERI MALAYSIA
PEJABAT SETEM CAWANGAN / PEJABAT KIRIMAN HARGA
(PRINTED ALAMAT CAWANGAN)

(1) Nama / Tindakan Pungut Duit Setem
PNC / PND

(2) Darjah
Alamat Kampung Jempur
46400 PND
Pulau

Tuan

PERMOHONAN PENYETEMAN SURAT CARA :

PINDAH MILIK HARTA TANAH PINDAH MILIK SAHAM

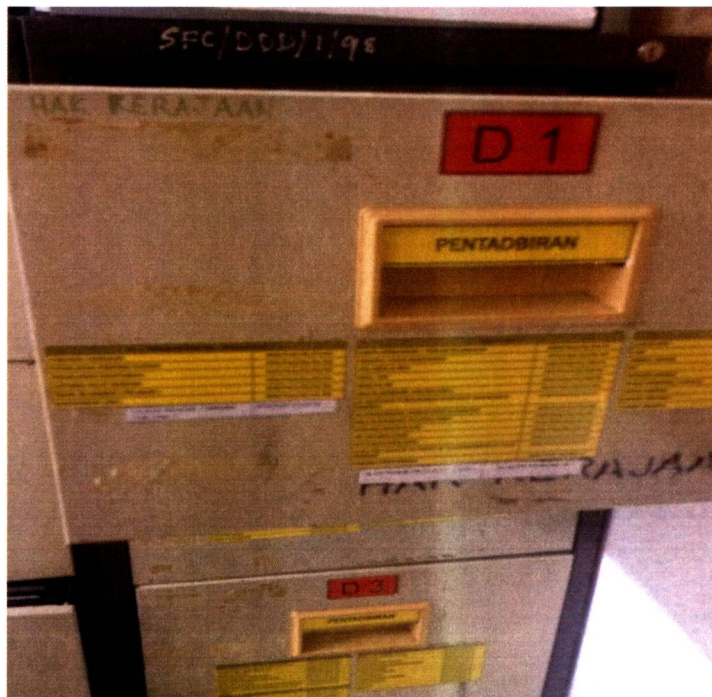
(3) No. Aduan / No. Darjah / No. (4) Bilangan Transaksi

No.	(5) Maklumat Pihak Pertama / Pemberi		(6) Maklumat Pihak Kedua / Penerima
	Prinsipal	Subsidiar	
1			
2			
3			
4			
5			
6			

**APPENDIX D PERSONNEL AND RECORD SECTION
FAX RECEIPT AND FILING**



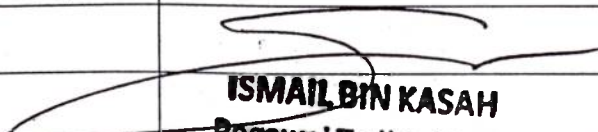
FILING CABINET



Week 1 (20/1/2015 - 23/1/2015) Counter Service Section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
01/15	<p>First day of practical training</p> <ul style="list-style-type: none"> ✓ Report duty to the SAO cum supervisor SAO En. Ismail Bin Kasah ✓ Hand in all of the documents: <ul style="list-style-type: none"> - Host Supervisor Evaluation Form - Report Duty Form - Practical Students Information ✓ Ice-breaking session - meet all staff from all department/section - briefing ✓ Datat District office Administrative & Management function briefing with the Pelatih Persekitaran Awam Datat Branch at Bilik Mesyuarat Utama ✓ Briefing task of all section ✓ minor routine task briefing and demo 	
01/15	<ul style="list-style-type: none"> ✓ Setting up Bilik Mesyuarat utama for the Mesyuarat Bencana Banjir which to be attended by the High officer at Datat's agency and officiated by YB Datuk Hajah Fatimah Abdullah ✓ counter service briefing and task demo ✓ minor routine task; Photostating required documents 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMA
	<ul style="list-style-type: none"> ✓ Customer service at the counter ✓ Handling customer request for Shotgun bore and renewal procedure ✓ Handling customer request for renewal and registration of local trade and business premises license 	
2 01 15	<ul style="list-style-type: none"> ✓ Placed at record section ✓ Learn on how to Filing system ✓ All sort of document has to be sorted accordingly to its category which is Pembangunan, Pertadbiran, Pelbagai, Berkanun & kewangan. ✓ Document has to be inserted in the respective file case and also its numbering - has to be stamped with red - , blue - and the following sequence numbering in the file case. ✓ customer service - pickup calls <ul style="list-style-type: none"> - pass to the officer - handle customer request ✓ Helps officer in preparing documents for final Majlis Tilawah Al-Quran at 	

EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
customer service	
<ul style="list-style-type: none"> ✓ Handling customer service who requested for certificate certified by District office or SAO. ✓ Handling customer request of 	
<p>15</p> <ul style="list-style-type: none"> ✓ Stamping officer stamp on the certificate accordingly to the standard of from the blank space bottom right ✓ Finishing chapter 1 of the Practical Training Report. ✓ Probable briefing ✓ account section briefing ✓ Binding document ✓ Photostating profil Daerah ✓ keran jkkk listing & Sorting accordingly to the respective receiver 	
	Keep it up.
	 ISMAIL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah Dalat 6102 NAC 97

2 (26/1/2015 - 30/1/2015) Development section


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
01 2015	<ul style="list-style-type: none"> ✓ Being transferred to Development section for the entire week ✓ Briefing regarding on the development section function and task ✓ Helping the officer filling the document ✓ Being asked to file Program Banku Rakyat, RMR, Ekasih ✓ Helping officer to fill in the development progress log book 	
01 2015	<ul style="list-style-type: none"> ✓ Helping officer to file the RMR, RMR, PSR document ✓ Help the account department; key-in, sorting the account information ✓ Filing the Contractor document in the contractor's file ✓ Re-check PSR's document <ul style="list-style-type: none"> ✓ Projects Amount ✓ Contractor's name ✓ Contractor's document ✓ Receipt name and information 	

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

- 2015
- ✓ Duty on the flood unit
 - ✓ call the respective longhouse for the observation;
 Tr Rk Sim
 Tr Rk ulu baoh
 - ✓ preparing hourly report of the progress at 8am, 10am, 2pm and 4pm
 - ✓ send the report to the resident office by email


- 2015
- ✓ Meeting officer regarding to PBR damage
 - ✓ Being asked to fill up the 2014 draft of project progress
 - ✓ Have to find all of the main and sub document for the report
 - ✓ RMR, PBR, PPP project report to be done on the next day

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
01	2015 ✓ Finishing the project progress report	
	✓ filling in the respective file	
	✓ submit the Report progress to the SRO for the final checking	
	✓ Documentation of the full documents information of each contractors	
		
		ISMAIL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah Dalam 02 FEB 2015

3 (02/02/2015 - 06/02/2015)

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015	<ul style="list-style-type: none"> ✓ Briefing on the Section core business and routine task 	
	<ul style="list-style-type: none"> ✓ Handling in and out memo, letter, fax 	
	<ul style="list-style-type: none"> ✓ Filing order of the letter 	
	<ul style="list-style-type: none"> ✓ calling all of the Tuar Rumah of Nanga Baoh and Ulu Baoh 	
	<ul style="list-style-type: none"> for the flood updates 	
	<ul style="list-style-type: none"> ✓ weather 	
	<ul style="list-style-type: none"> ✓ water level 	
	<ul style="list-style-type: none"> ✓ Flood evacuation 	
2015	<ul style="list-style-type: none"> ✓ Flood evacuation update of rh simu 	
	<ul style="list-style-type: none"> ✓ calling the nominated rumah panjang in which water level exceed their walkway 	
	<ul style="list-style-type: none"> ✓ updating and reporting periodically, refers to the majlis Keselamatan 	
	<ul style="list-style-type: none"> Negara Sarawak and Mukah Resident office 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<ul style="list-style-type: none"> ✓ Data Entry ; sorting by Categorizing Poverty household List according to their respective address ✓ Data entry process requires MR to use 2 types of workbook in order to complete the sorting process 	
02 2015	<ul style="list-style-type: none"> ✓ Fax development section's document ✓ Filling document according to the Documents type ✓ Document sorting and listing accordingly to the category ✓ as an example; development section will be categorized under code D20/Pemb ✓ Photocopy required document of account and personnel Section ✓ receive incoming fax, sort into its category to be key-in by officer. 	


	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015	<p> ✓ Duty at flood Emergency Unit ✓ calls and follow up updates of Rh Simu, Rh Lawai, Rh Michael Chabo and SLC Klid - weather - water level ✓ Being instructed by officer to do hourly update report at 8am, 10am, 2pm and 4pm ✓ Print out report, ask for signature by Pegawai Tadbir ✓ Fax the report to Mukah Resident Office ✓ call the Mukah Resident Office asking whether they have receive report or not ✓ E-kasih data entry by using Microsoft Excel ✓ Fax flood information report to Datuk Hajjah Fatimah Abdullah office </p>	<p>  ISMAIL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah Dalat 19 FEB 2015 </p>

4

C to 9/2/2015 - 13/2/2015)


Account section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<ul style="list-style-type: none"> ✓ Section's core task briefing ✓ Account's section routine and non-routine task briefing ✓ On-job training at the section 	
02 2015	<ul style="list-style-type: none"> ✓ Briefing on the memorandum preparation ✓ Preparing a reply memorandum at Staff's Training to the resident office of Mukah ✓ Have to make sure that the memorandum are accordingly to the state government format ✓ Print out the memorandum, re-check, ask SAO's for certification and verification ✓ Fax to the resident office ✓ Follow up call for the receipt Statul. 	

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015	<ul style="list-style-type: none"> ✓ Account's section filling ✓ Sorting and categorizing in or out documents for the officer's action ✓ Learn about voucher issuing, report of transaction 	
2015	<ul style="list-style-type: none"> ✓ Being stationed at personnel & correspondence section for a while ✓ receiving fax document ✓ in/out document ✓ receipt fax 	
2015	<ul style="list-style-type: none"> ✓ Being stationed at counter service ✓ Learn how to key-in probate registration / application via Sarawak Government websites ✓ Learn about issuing a letter of Administration, holder's information & requirement ✓ Learn about Devocation process 	<p style="text-align: right;">  ISMAL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah Dalat </p>

5 (16/2/2015 - 20/2/2015) Personnel & Correspondence Section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<p>✓ Doing the section's task routine - fax receipt in/out</p> <p>✓ Administration - handling customer request of exchanging 12 bbi bore shotgun title to other party</p> <ul style="list-style-type: none"> - related document - Police screening - Health screening - officer consent 	
02 2015	<p>✓ Probate application providing procedural process</p> <p>✓ Registration - online system done by officer at same time the officer brief on the providing</p> <p>✓ - require related document;</p> <ul style="list-style-type: none"> - death certificate - family members, chief of the society to be present - provide letter of consent of family members if they are not there - ic photos & all of the 	

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	assets document which has been photocopied - family members signature in the probate register & cashbook witnessed by chief of society	
2015	✓ Fax Receipt - hand over to the respective officer for further action ✓ Handled Pesta Besang 2014 meeting minutes to the SAO - for the verification ✓ Helping Account Section - fax the reply letter of Hotel Reservation for ✓ Routine task at the Service Counter	
2015	Chinese New Year Leave	
2015	Chinese New Year Leave	 ISMAL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah Dalat 23 FEB 2015

6 (23/2/2015 - 27/2/2015)

counter service section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<ul style="list-style-type: none">✓ Shotgun License Renewal application & Permit of buying the Shotgun✓ Document verification✓ Fax Letter receipt✓ Probate application status✓ Handing customer enquiry regarding to the BRIM	
02 2015	<ul style="list-style-type: none">✓ Handing customer request - SAO's meeting✓ Handing customer request of licence to purchase ammunition✓ Handing customer request of Renewing licence to purchase or obtain or Transfer ARMS & Ammunition (Form 11)✓ Renewal of business licence - Filling in Form 1 Business Registration Section 5, 73 §24(c2) Sarawak Business Registration Ordinance.- RM 25 fee	

Week 1 (20/1/2015 - 23/1/2015) Counter Service Section

EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>15 First day of practical training</p> <ul style="list-style-type: none">✓ Report duty to the SAO cum supervisor SAO EN. Ismail Bin Karah✓ Hand in all of the documents ;<ul style="list-style-type: none">- Host Supervisor Evaluation Form- Report Duty Form- Practical Students Information✓ Ice-breaking session - meet all staff from all department/section - briefing✓ Datat District office Administrative & Management function briefing with the Pelatih Persekitaran Awam Datat Branch at Bilik Mesyuarat Utama✓ Briefing task of all section✓ minor routine task briefing and demo	
<p>15 ✓ Setting up Bilik Mesyuarat Utama for the Mesyuarat Bencana Banjir which to be attended by the High officer at Datat's Agency. and officiated by YB Datuk Hajah Fatimah Abdullah</p> <ul style="list-style-type: none">✓ counter service briefing and task demo✓ minor routine task; Photostating required documents	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<ul style="list-style-type: none"> ✓ Customer service at the counter ✓ Handling customer request for Shotgun bore and renewal procedure ✓ Handling customer request for renewal and registration of local trade and business premises license 	
01 15	<ul style="list-style-type: none"> ✓ Placed at Record section ✓ Learn on how to Filing system ✓ All sort of document has to be sorted accordingly to its category which is Pembangunan, Pertadbiran, Pelbagai, Berkamun & kewangan. ✓ Document has to be inserted in the respective file case and also its numbering - has to be stamped with red - , blue - and the following sequence numbering in the file case. <ul style="list-style-type: none"> ✓ customer service - pickup calls - pass to the officer - handle customer request ✓ Helps officer in preparing documents for final Majlis Tilawah Al-Quran 	

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

customer service

- ✓ Handling customer service who requested for certificate certified by District office or SAO.
- ✓ Handling customer request of

- 15
- ✓ Stamping officer stamp on the certificate accordingly to the standard of from the blank space bottom right
 - ✓ Finishing chapter 1 of the Practical Training Report.
 - ✓ Probate briefing
 - ✓ account section briefing
 - ✓ Binding document
 - ✓ Photostating profil Daerah
 - ✓ Uraian Jklk Listing & Sorting accordingly to the respective receiver

Keep it up.

ISMAIL BIN KASAH
Pegawai Tadbir/N.41
Pejabat Daerah Dalat

26 JAN 2019

2 (26/1/2015 - 30/1/2015) Development section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
01 2015	<ul style="list-style-type: none"> ✓ Being transferred to Development section for the entire week ✓ Briefing regarding on the development section function and task ✓ Helping the officer filling the document ✓ Being asked to file Program Banku Rakyat, RMR Ekasih ✓ Helping officer to fill in the development progress log book 	
01 2015	<ul style="list-style-type: none"> ✓ Helping officer to file the RMR, RMR, PBR document ✓ Help the account department; key-in, sorting the account information ✓ Filing the Contract document in the contractor's file ✓ Re-check PBR's document <ul style="list-style-type: none"> ✓ Projects Amount ✓ Contractor's name ✓ Contractor's document ✓ Receipt name and information 	

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

- 2015
- ✓ Duty on the flood unit
 - ✓ call the respective longhouse for the observation;
ir rh simu
ir kr ula baoh
 - ✓ preparing hourly report of the progress at 8am, 10am, 2pm and 4pm
 - ✓ send the report to the resident office by email

- 2015
- ✓ Meeting officer regarding to PBR damage
 - ✓ Being asked to fill up the 2014 draft of project progress
 - ✓ Have to find all of the main and sub document for the report
 - ✓ RMR, PBR, PPR project report to be done on the next day

3 (02/02/2015 - 06/02/2015)

record personnel
& correspondence
section

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015	<ul style="list-style-type: none">✓ Briefing on the Section core business and routine task✓ Handling in and out memo, letter, fax✓ Filing order of the letter✓ calling all of the Tuan Rumah of Nanga Bach and Ulu Bach for the flood updates<ul style="list-style-type: none">✓ weather✓ water level✓ flood evacuation	
2015	<ul style="list-style-type: none">✓ Flood evacuation update of kh simu✓ calling the nominated rumah panjang in which water level exceed their walloway✓ updating and reporting periodically, refers to the Majlis Keselamatan Negeri Sarawak and Mukah Resident office	

DATE		EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
02	2015	<ul style="list-style-type: none"> ✓ Data Entry ; sorting by Categorizing Poverty household List according to their respective address ✓ Data entry process requires me to use 2 types of workbook in order to complete the sorting process 	
02	2015	<ul style="list-style-type: none"> ✓ Fax development section's document ✓ Filling document according to the documents type ✓ Document sorting and listing accordingly to the category ✓ as an example; development section will be categorized under code D20/Pemb ✓ Photocopy required document at account and personnel section ✓ receive incoming fax, sort into its category to be key-in by officer. 	

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

- 2015
- ✓ Duty at flood Emergency Unit
 - ✓ calls and follow up updates of Rh Simu, Rh Lawati, Rh Michael Chabo and SLC KLID
 - weather
 - water level
 - ✓ Being instructed by officer to do hourly update report at 8am, 10am, 2pm and 4pm
 - ✓ Print out report, ask for signature by pegawai Tadbir
 - ✓ Fax the report to Mukah Resident Office
 - ✓ call the mukah resident office asking whether they have receive report or not
 - ✓ E-kasih data entry by using Microsoft Excell
 - ✓ Fax flood information report to Datuk Hajjah Fatimah Abdullah office

ISMAIL BIN KASAH
Pegawai Tadbir/N.41
Pejabat Daerah Dalat


19 FEB 2015

4

C 10/2/2015 - 13/2/2015)


Account
section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<ul style="list-style-type: none"> ✓ section's core tasks briefing ✓ Account's section routine and non-routine tasks briefing ✓ on-job training at the section 	
02 2015	<ul style="list-style-type: none"> ✓ Briefing on the memorandum preparation ✓ Preparing a reply memorandum at Staff's Training to the resident office of mukah ✓ Have to make sure that the memorandum are accordingly to the state government format ✓ Print out the memorandum, re-check, ask SAOS for certification and verification ✓ Fax to the resident office ✓ follow up call for the receipt status. 	

	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015	<ul style="list-style-type: none"> ✓ Account's section filling ✓ Sorting and categorizing in or out documents for the officer's action ✓ Learn about voucher issuing, report of transaction 	
2015	<ul style="list-style-type: none"> ✓ Being stationed at personnel & Correspondence section for a while ✓ receiving law document ✓ in/out document ✓ Receipt for i 	
2015	<ul style="list-style-type: none"> ✓ Being stationed at counter service ✓ Learn how to key-in probate registration / application via Sarawak Government websites ✓ Learn about issuing a letter of Administration, holder's information & requirement ✓ Learn about Devocation process 	<p style="text-align: center;">  ISMAIL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah Dalat </p>

5 (16/2/2015 - 20/2/2015) Personnel & Correspondence Section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<p>✓ Doing the section's task routine - tax receipt in/out</p> <p>✓ Administration - handling customer request of exchanging 12 bbi bore shotgun title to other party</p> <ul style="list-style-type: none"> - related document - Police screening - Health screening - officer consent 	
02 2015	<p>✓ Probate application providing procedural process</p> <p>✓ Registration - online system done by officer at same time the officer brief on the providing</p> <p>✓ - require related document;</p> <ul style="list-style-type: none"> - death certificate - family members, chief of the society to be present - provide letter of consent of family members if they are not there - IC photos & all of the 	

E	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	assets document which has been photocopied - family members signature in the probate register & cashbook witnessed by chief of society	
2015	<ul style="list-style-type: none"> ✓ Fax Receipt - hand over to the respective officer for further action ✓ Handled Pesta Besang 2014 meeting minutes to the SAO - for the verification ✓ Helping Account section - fax the reply letter of Hotel Reservation for ✓ Routine task at the service counter 	
2015	Chinese New Year Leave	
2015	Chinese New Year Leave	<div style="text-align: center;">  ISMAIL BIN KASAH Pegawai Tadbir/N.41 Pejabat Daerah/Dalat </div> <div style="text-align: right; margin-top: 10px;"> 23 FEB 2015 </div>

ek 6 (23/2/2015 - 27/2/2015)

counter service section

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02 2015	<ul style="list-style-type: none"> ✓ Shotgun license Renewal application & Permit of buying the Shotgun ✓ Document verification ✓ Fax Letter receipt ✓ Probate application status ✓ Handing customer enquiry regarding to the BRIM 	
02 2015	<ul style="list-style-type: none"> ✓ Handing customer request - SAO's meeting ✓ Handing customer request of licence to purchase ammunition ✓ Handing customer request of Renewing licence to purchase or obtain or Transfer Arms & Ammunition (Form 11) ✓ Renewal of business licence - Filling in Form 1 Business Registration Section 5, 73 §24(c) Sarawak Business Registration Ordinance. - RM 25 fee 	