

**UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



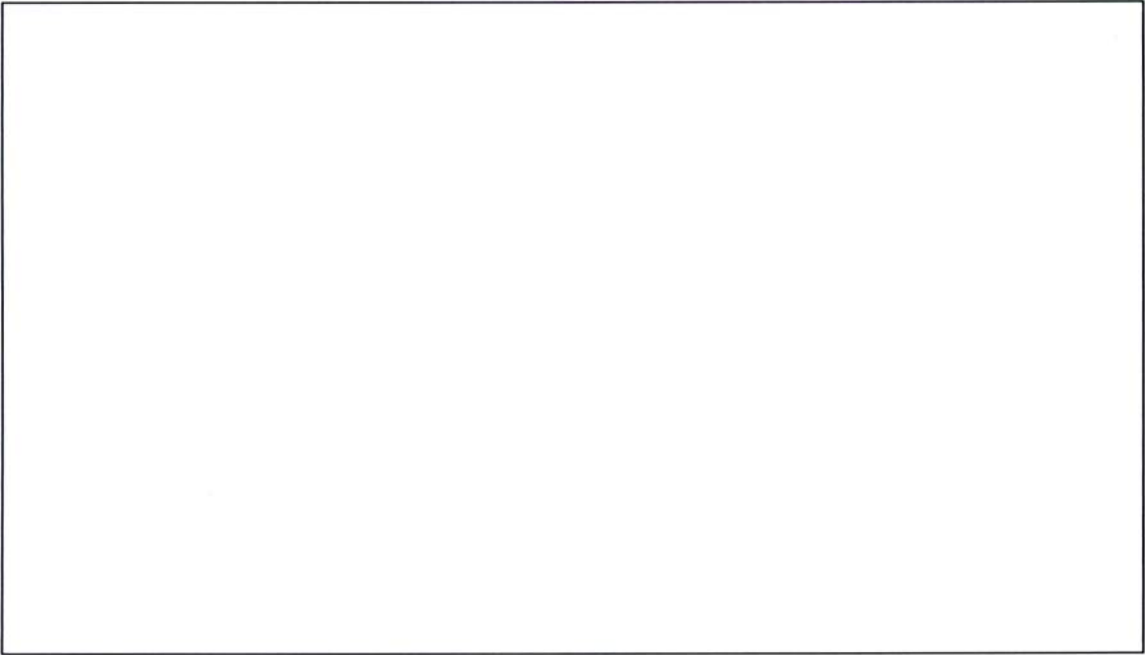
**PRACTICAL TRAINING REPORT: ISLAMIC RELIGIOUS
ADMINISTRATION OF BAGAN SERAI**

**NURUL NORFATIAH BINTI ZULKEPLI
2013211548**

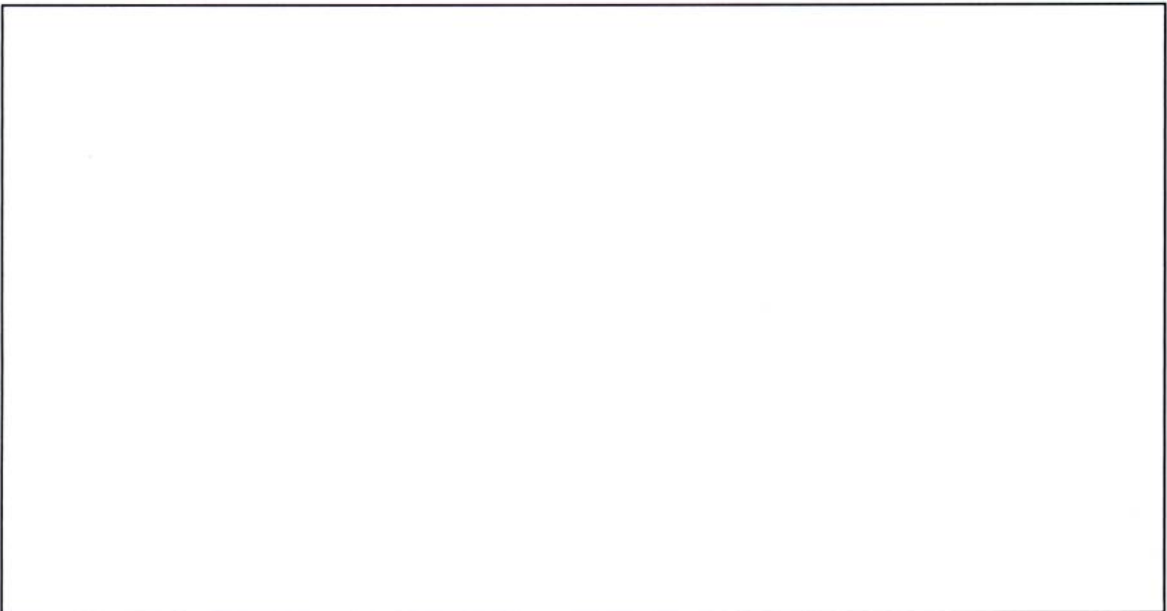
SUPERVISOR: DR. NADRAWINA BINTI ISNIN

JUNE 2016

SUPERVISOR'S COMMENTS

A large, empty rectangular box with a thin black border, intended for the supervisor's comments. It occupies the upper half of the page.

MODERATOR'S COMMENTS

A large, empty rectangular box with a thin black border, intended for the moderator's comments. It occupies the lower half of the page.


CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

Name of supervisor : DR. NADRAWINA BINTI ISNIN

Title of Practical Report : AN OVERVIEW OF ADMINISTRATION AT ISLAMIC RELIGIOUS ADMINISTRATION OF BAGAN SERAI

Name of Student I : NURUL NORFATIAH BINTI ZULKEPLI

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



()

Date: 21/4/2016

THE DECLARATION

Declaration

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

Signed,

Name: Nurul Norfatiah binti Zulkepli

ACKNOWLEDGEMENT

Firstly, I would like thanked to God, Allah the Almighty because bless me in completing my practical report. Without God blessing, I will not have successfully completed this practical report. May Allah gives the reward and bless to all people as we mentioned as below. My sincere appreciation goes to my supervisor, Dr. Nadrawina binti Isnin for guiding me in completing this practical report. I am really appreciating her time spent in guiding me. Without any proper guidance, advices and supports form her, I will not be able to complete this practical report within the dateline. Not forgotten, a truly appreciation goes to Tuan Tarmizi bin Sahari as a supervisor during practical training that had given opportunity and trust while I am completing my task.

Deepest gratitude I give to my family who always giving their fullest supports and encouragements towards my study without compromise. Special thanks to all colleagues and friends for giving a good cooperation and courage me to pursue our next level education.

Alhamdullilah,

Nurul Norfatiah binti Zulkepli

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 Chapter Review	1
1.2 History of Establishment of Perak Islamic Religious Department and Islamic Religious Administration of Bagan Serai	1
1.3 Overall Objectives	5
1.4 Vision and Mission	7
1.5 Function	7
1.6 Client Charter	10
1.7 Organizational Logo of Islamic Religious Administration of Bagan Serai	10
1.8 Organizational Structure of Islamic Religious of Bagan Serai	11
1.9 Chapter Summary	11

Chapter 2: Schedule of Practical Training

2.1 Chapter Review	12
2.2 Introduction	12
2.3 Schedule of Practical Training	12
2.4 Chapter Summary	22

Chapter 3: Analysis

3.1 Chapter Review	23
3.2 Task Analysis	23
3.3 Definition of SPEKS System	26
3.4 Objective of the SPEKS system	27
3.5 Benefits of SPEKS System	27

3.6	The Fitness of Practical Training	29
3.7	Chapter Summary	35

Chapter 4: Recommendations

4.1	Introduction	36
4.2	SWOT Analysis	36
4.3	Recommendations	40
4.4	Conclusion	42

Chapter 5: Conclusion

5.1	Introduction	43
5.2	Summarize of Chapter	43
5.3	Summary of the Report	44

List of Figure

List of Table

Appendixes

References

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Chapter Review

Chapter 1 will describes more on the organization started with 1.2 which is the history of the establishment of Perak Islamic Religious Department and Islamic Religious Administration of Bagan Serai. Next, the section 1.3, it will cover overall objective of Perak Islamic Religious Department and objective of the Islamic Religious Administration of Bagan Serai. While in for the mission and also vision statement, it will take place in Section 1.4 and. In Section 1.5, it will explain on the Function of Islamic Religious Administration of Bagan Serai. Section 1.6 will show the Client Charter. While in section 1.7, the Organizational Structure will be shown. Section 1.8 will be the Organizational Logo and final section 1.9 is summary of the entire chapter.

1.2 History of Establishment of Perak Islamic Religious Department and Islamic Religious Administration of Bagan Serai.



On August 10, 1947, a meeting of scholars from across the state was held in Kuala Kangsar. The meeting produced a resolution on the importance of setting up an Islamic Council in particular and the whole of Perak Malay Peninsula in general. Since then, the organization of the Islamic Religious Administration was established and known as the Islamic Center based in Kuala Kangsar.

By this meeting, the Department of Perak Islamic Religious Affairs was established on August 2, 1949. The role of this department at the time was to provide guidance and education related to Islam on society. Followed by the establishment of the Islamic Religious Council and Malay Customs Perak on 23 October 1949, which aims to advise and assist the Sultan in matters related to Islamic and Malay Customs as contained in the Constitution State. Council Act was approved on May 1, 1952.

Enactment Act under Section 4 (1) of the Administration of the Religion of Islam, 2004, a corporation named "Majlis Agama Islam dan Adat Melayu Perak" established (previously established under Section 5 of the Law of the Administration of Religious 1965) and became a body with perpetual succession.

Islamic Religious Administration of Bagan Serai was established in the early 1920s which was gazette as Kadhi Office Kerian near to police station at Simpang Lima, Parit Buntar. It is a wooden building on a parcel of land measures 800 square feet to accommodate four personnel to carry out tasks related to the Islamic religion, which includes marital affairs, zakat and fitrah. For the wedding arrangements, 10 Vice-Kadhi appointed to conduct the marriage ceremony. The wedding will be register and monitored under the supervision of the Kerian District Office.

In 1962, the organization structure of the Office of Kadhi Kerian has been revamped and created a new organization, the Office of the Kadhi Bagan Serai, specifically to administer Islamic religious matters in the area include Mukim Bagan Serai Beriah, Bagan Serai, Selinsing and Semanggol. A government house building are made located at Jalan Bagan Serai Court by placing four kadhi office staff and assisted by seven Vice-Kadhi appointed with the consent of the D.Y.M.M. Sultan of Perak.

In the 1970s, Bagan Serai Kadhi's Office once again moved into a government building (formerly the Department of Drainage and Irrigation) adjacent to Masjid Jamek Bagan Serai. In the 1980s, the restructuring of the Kadhi's Office has been added to the eight staff including Charity Organizations and the Syariah Court Bagan Serai legislation to strengthen the management and prosecution. The organization changed to the Office of Religious Affairs and the Syariah Court Bagan Serai.

In 1977, Islamic Religious Administration of Bagan Serai has been developed in accordance with current infrastructure development. A new building was built on state land area of 0.025 acres located at Jalan Matang Buluh, Bagan Serai, known as the Islamic Religious Administration Office Bagan Serai. Construction costs exceeded RM800,000 provision for the State of Perak Darul Ridzuan plus, creating employment contract staffing to handle the affairs of fraternity and missionary, especially for converts.



Now, the Islamic Religious Administration of Bagan Serai is located at Jalan Matang Buluh next to the Department of Irrigation and Drainage. The location is easily found because the organization is located on the edge of the road and not far from the city center.

Until now, the Islamic Religious Administration of Bagan Serai is needed to facilitate the Muslims. Islamic Religious Administration of Bagan Serai has 6 staff including the Religious Administrative Officer; Mr. Tarmizi bin Sahari, Administrative Officer; Siti Sariah bt Abdol, Finance Administrative Officer; Nor Fadilah bt Idarmawi, Office Assistant; Abdul Razak bin Hashim, Assistant of Islamic Affairs; Habsah bt Mahmud, and the Imam Mosque is Lutpi Ahmad bin Mohamed Yunus.

1.3 Overall Objectives

- i. Strengthening the capabilities and capacity of the organization to improve the efficiency of the delivery system
- ii. Empowering message of Islam holistic agenda towards the establishment of community-centric khaira Al-Quran and As-Sunnah.
- iii. Strengthening the administration and enforcement of Islamic law to uphold the implementation of Islamic law.
- iv. Strengthen the management of Islamic affairs in the field of research and development to improve the quality of life of a prosperous nation.
- v. Strengthen strategic cooperation with other agencies to improve the delivery system of Islam.

Objective of Islamic Religious Administration of Bagan Serai

This organization has the objective to help organizations determine the direction of the organization and prevent the organization from stray from the true purpose of the establishment. Objectives can also be used as a guide for organizations to do something so that the program does not give a bad image of the organization.

The first objective is to strengthen the ability and capacity of the organization to improve the efficiency of information delivery system. This organization uses the medium as the official website of the Perak Islamic Religious Department as an information delivery system for Muslims. These sites always publish the latest news and information to the Muslims so that Muslims do not lag behind in science world and eschatology. This

site also provides downloadable form weddings and this makes it easier for the public and can expedite the wedding.

The second objective is to empower the missionary Islam comprehensively towards the establishment of community-centric khaira Al-Quran and As-Sunnah. This is to ensure that the message of Islam has always run smoothly to guide the believers in the right direction. Mission is to guide people and make them realize the importance of religion in life, especially to convert. Muslim converts in dire need of constant propaganda to prevent them strayed from Islam and led them out of Islam. Each missionary carried out must be based on the Quran and the Sunnah so science presented no deviation from the teachings of Islam.

In addition, the organization's objectives also include strengthening the administration and enforcement of Islamic law to uphold the implementation of Islamic law. Administration organization includes the management of the wedding starting from the application process to get married until the marriage certificate and wedding cards. This is the control and enabled the Muslims to marry according to Islamic law and valid in law. Enforcement of Islamic law is also included in the organization's objectives. Organizations often create programs and operations as a way of combating the problems that occur among Muslims and enforce Islamic laws to punish violators.

The organization also set the objective to strengthen the management of Islamic Affairs in the field of research and development to improve the quality of life of a prosperous nation. Organization KAFA set up a unit as a method of education to improve the education and development to improve the quality of life of the community.

This unit conducts a variety of programs such as Al-Quran memorizing competition, contest Arabic and Jawi competition to attract Muslims, especially children studying religion in Islam.

1.4 VISION and MISSION

Vision

Institutions become Islamic Affairs Management Efficient and Excellence in Malaysia By 2016. Jabatan Agama Islam Perak will be the best institutional model to every Institutional of Islamic Affairs Management in Malaysia.

Mission

Strengthening Service Affairs of the Islamic Syaria Maqasid With Care Through Education, Culture, Surveillance In Perak To Produce The Ummah.

1.5 Function

Islam is the Administrative Office as the department responsible in the management of the Perak Islamic Religious and implementation of the decision made by the Islamic Religious Council and Malay Customs Perak. Islamic Religious Administration Office has five public functions or roles.

The first is the role of the missionary program implementation and management education. This program is to provide education to the community to adhere to the teachings of Islam through preaching programs in addition to calling people towards unity as early as pre-school up to degree level.

The second role is the management of a marriage, divorce and reconciliation and the development of the Muslim family. This role is to strengthen the family institution through the guidance of Islam before the wedding and make sure the family is built according to sharia. In addition, people can always refer to the department to get advice regarding family.

The next role is the management and prosperity of the mosque and surau. This is to ensure that all the administrative mosques in Perak runs fine in addition to implementing programs that can foster a love for the people to mosques and surau as well as strengthen solidarity.

In addition, the Islamic Religious Administration Office is also responsible for research and study faith and sharia. The department is doing research on current issues in the field of faith and sharia and notifies the results to the public in an effort to curb the spread of the practice of the teachings that are contrary to Islamic law. In addition, the department also conducts research on products and services for the avoidance of doubt among Muslims.

The last function of Islamic Religious Administration of Bagan Serai is law enforcement and prosecution. Through this role, the department conducts enforcement of Sharia law in force in the State of Perak. This enforcement is not only punitive but also highlighting in understanding to the public related to Islam.

1.6 Client Charter

A. Starting communication for all matters with:

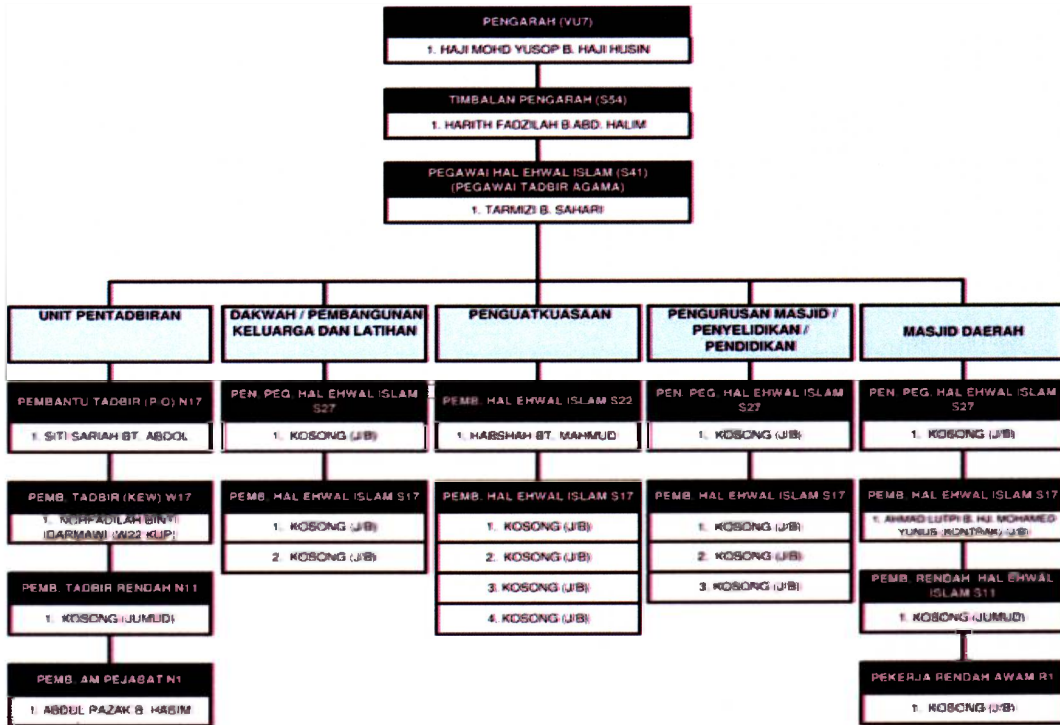
- i. assalamualaikum warahmatullah'
- ii. Giving hospitality, efficient and accountable to all affairs.
- iii. Add the increasing number of Muslims as much as 100% per year.
- iv. Spreading Islamic preaching and trying to provide social services and welfare and best quality.
- v. Strengthening Aqidah Islamiyah and take immediate action on any deviation of the Muslim community.
- vi. Providing consultation services to customers as soon as the application is received.
- vii. Provides sermon according to the current issue.
- viii. Standardize the recent changes to the curriculum and co-curriculum of religious schools and religious schools primary and secondary levels from time to time in the last three (3) months.
- ix. Implement curriculum and co-curriculum which has been planned to the best level.
- x. Trying to ensure the approval of the PMR and SPM reaches 70% of Sekolah Agama Rakyat.
- xi. Approved the application of physical development assistance Sekolah Agama Negeri and Sekolah Agama Rakyat no later than three (3) months from the date of application.

- xii. Trying to achieve the best results for the rank of PMR, SPM and STPM of 90% for the State Religious Schools.
- xiii. Take enforcement action immediately to all complaints and information received on crime legislation.
- xiv. Done lawful processing applications within two (2) weeks of the date of the submission.
- xv. Ensure that all officers and employees can follow the course of human development each year.
- xvi. To complete the payment of claims of employees in the last two (2) weeks.
- xvii. Muslims remove the card within a month.

1.7 Organizational Logo of Islamic Religious Administration of Bagan Serai



1.8 Organizational Structure of Islamic Religious Administration of Bagan Serai



1.9 Chapter Summary

In Chapter One, I had explained about the organizational background of Perak Islamic Religious Department and also Islamic Religious Administration of Bagan Serai. The trainee also had identified their vision, mission and objective of the organization. I also know about the organizational structure such as the hierarchy from lower until upper level of management. I'm well informed about the background of this organization. so, it can enhance my knowledge after having a practical training in Islamic Religious Administration of Bagan Serai.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Chapter review

This chapter are focused on the training schedule of practical training. It begins with Section 2.2 for Introduction. Then, continue with Schedule of Practical Training in Section 2.3. Then, the last Section 2.4 is summary of the chapter.

2.2 Introduction

During the 9 weeks of practical training period, I was assigned in Administration Department. I spent 9 weeks in this department under the supervision of host supervisor, Haji Tarmizi Bin Sahari and with the help of co-supervisor, Nor Fadilah Bt Idarmawi which will help me carry the task as a trainee. The trainee will be given various tasks that are suitable with their degree while others are for the purpose of exposure to other fields that are semi-related. Besides that, as a trainee, I will have to improve my soft skills as well as management techniques when dealing with superiors, subordinates and the public.

2.3 Schedule of Practical Training

For the period of within 9 weeks, supervisor had given several tasks and jobs to enhance trainee's knowledge and experience. The trainee did several tasks to help staffs in the organizational especially the trainee's division.

1st Week (20th – 22th January)

On the first day of my practical training I was introduced with the staffs at Islamic Religious Administration of Bagan Serai. I was put under Puan Siti Sariah and Puan Fadilah in term of task. The first task given to me is to records the names of marriage applicants in the record books manually. The record book is divided into two which is for

male applicants and female applicants. The record book contains information like names of applicants, applicant's address, date of receiving the form, date of planned marriage, place for the marriage and the vice Kadhi. Puan Siti also assist me on how to served people at the front counter that come to asks for marital counselling, marriage approval, asking questions regarding marriage, cancellation of marriage, and reconciliation. After that, the staffs asked me to kick in the data of marriage couples that faced marital problems and need counselling in the management system (www.sppim.gov.my). I was asked to make photocopies of permission for marriage application into three copies by Puan Siti. Then, the copies are separated for the applicants use, office use, and Vice Kadhi use. The copies are also made for application forms that have been signed by Chief Kadhi into 2 copies. During the first week of practical training also I was asked to make a formal letter for Tuan Tarmizi requesting for fund for Majlis Tilawah Al-Quran that will be held on 2nd February 2016. Puan Fadilah also taught me on how to answer phone calls correctly especially when there a certain issues concerns them.

2nd Week (26th – 29th January)

During the second week of practical training, Islamic Religious Administration of Bagan Serai received a lot of marriage application forms and I must record all the names of applicants for both male and female applicants in the record book. My task in the whole week was also to answer phone calls and answer people questions through official Facebook website (Pejabat Agama Bagan Serai). Besides that, I served people at the front counter that come to take their marriage certificate, N-cards, asking to take counselling and other matters. On this week too I was guided by Puan Fadilah on how to make payment of marriage fee by kick in the data in e-SPEKS system. I was also looking for marriage

certificate from year 1970s because the owner that has lost their original certificate. Copies of the certificate will be declared by the Chief Kadhi and give to them later on. After that, I was asked to edit the formal letter of funding from days ago to be finalized by Chief Kadhi and signed. The names of applicants that apply for marriage also must be recorded in record book. There are also people that come to Islamic Religious Administration of Bagan Serai to get their marriage certificate and it will be made into 4 original copies; 2 copies will be kept at the office and 2 copies will be given to the husband and wife. Moreover, I was guided by Puan Fadilah to make a written cancellation receipt through e-SPEKS systems.

For upcoming event which is Majlis Tilawah Al-Quran that will be held on 2nd February 2016, me and other practical trainees are asked to make pamphlets or handouts of the event to be distributed. I also make photocopies of pamphlets on how to fill in the online marriage form to give to people when they do not know the correct ways. The complete marriage application forms that has been signed by Tuan Tarmizi will be returned to the applicants based on the specified date. During that week I also make formal letter to ask permission from Majlis Daerah Kerian Sport Hall Complex. The hall will be used for Majlis Tilawah Al-Quran Peringkat Daerah Bagan Serai. For that event, I has been asked by Ustaz Lutpi to type the terms and conditions that need to be followed by male and female recites in the Majlis Tilawah Al-Quran.

3rd Week (1st – 5th February)

The first thing I do in this week is served people at the front counter that come to take their marriage certificate, N-cards, asking for counselling and other matters. Within this week, there are marriage application form sent and I was supposed to record the name of the applicants in the record book. People also come to get their marriage certificate and usually the marriage certificate takes about 2 weeks to be completed after they married. As there are event going on in this week which is Majlis Tilawah Al-Quran (Peringkat Saringan and Peringkat Daerah), all trainees were asked to go to Bagan Serai Sport Hall Complex to help as committee. Besides that, I as trainee also have to make copies of marriage application form that should be return to the applicants. I also help Puan Fadilah, the financial officer make a payment through EPT for invoice to the ISO Hitec Security Sdn. Bhd and the allowance for *Bilal* and *Siak* for every moaque in the Bagan Serai region.

Because there are a lot of phone calls make by the staffs in the office, the record book for phone uses are made and binding by me to be used by them. Tuan Tarmizi and Puan Fadilah also asked me to make new labelling for several files. For the new files, all documents from previous one are replaced in the new one. On top of that, I make the new divorce letter by editing the information; names, address, date of divorce and other information for Puan Habsah, the Enforcer. The trainee also asked to fold the letter of announcement for "Kadhi" that need to pay the fee. The letter later on will be given to responsible person to be distributed. The text of sermon (*khutbah*) that has been printed through the system (www.sppim.gov.com) are stapled for all *imams* in the meetings. The meeting are held on every Thursday. Since there are people that will be marrying a

muallaf, I help her by translating the '*lafaz akad nikah*' and '*takliq*' in English. I also record the payment of fee for marriage application in the e-SPEKS system.

4th Week (10th – 12th February)

In the fourth week, I returned the completed marriage certificate to the married couple. There are also marriage application form being sent at the office every day in the whole week and our task is to check whether the information and document is complete. After that, the name of applicants will be recorded in the record book so that there is information of them. Married couples also come to Islamic Religious Administration of Bagan Serai to send the form of N-card (marriage card). This form should be completed and will be register at Majlis Agama Islam which the office is at the left side of Islamic Religious Administration with the fee of RM20 for each card. After the card is ready, Islamic Religious Administration of Bagan Serai is the one responsible to return the card to applicants. I also help Puan Fadilah to handle the Daily Reports by stamped the Chief Kadhi or Pegawai Tadbir Agama name on every page. The documents are put in its files for audit use later on. My duty also includes answering phone calls and any matter that I do not know will be passed to the staffs.

Within this week too, I make copies of information and document needed for the marriage matters like copies of identity cards, marriage certificate, marriage form, and many more. I was signed to type letters of allowance to be distributed to all mosques in Bagan Serai and help finance officer make photocopies for list of mosque in Kerian District and under provision of Islamic Religious Administration of Bagan Serai for *Bilal* and *Siak*. After the letter has been signed or approved by Tuan Tarmizi, it then will be put in the

envelope according to the mosques. Moreover, my task include arranged the file and completed form of marriage in better arrangement. By that I also help finance officer arranged new filing for the year 2016 and 2017. I was asked to make photocopies of electric bills to be recorded in the Bills file. During this week I also meet Tuan Tarmizi to ask his signed in some document that need his acknowledgement. Lastly, I handle people's question regarding marriage application, family problems and other concerns through Islamic Religious Administration of Bagan Serai official Facebook page.

5th Week: (15th – 19th February)

During the fifth week, my task is to serve people at the front counter that come to ask questions regarding marital issues and need counselling. When there are people come to send their marriage application form (for women only), they have to pay RM5 fee and my duties is to kick in the data in the SPEKS system their name and other information to keep the show the flow of money. There is a lot marriage application forms and N-cards form received in the whole week and every forms received should be recorded in the record book. I also answer people's question with Puan Siti guidance in the official Facebook page and phone calls. I was asked to make photocopies of marriage application form and other related documents into 2 copies and photocopies of letter to apply allowance for *Bilal* and *Siak* for the finance officer. I also make copies of electrical bills, water bills, and bills of Islamic Religious Administration of Bagan Serai in 2015 for audit reports. The copies are putted in their respective files. Furthermore, I returned the marriage certificate to applicants that come to office. Puan Siti also taught me how to kick in data for marriage application that has been sent and how to print it for it to be legalized. Chief Kadhi validations for marriage are required and it is my duty to meet him and ask him to sign the forms. All of

the payment that have been made for marriage application are kicked in into e-SPEKS system by me and the receipt are printed out into three receipt; audit use, office use, and owner use.

In this week, Puan Fadilah asked me to email the Inspection report to the person who is responsible for it. When I served people at the front counter, I also received some document of KAFA teacher that need Chief Kadhi approval. It is documents of fee statement of KAFA School. After that, I also cut the new label for files. There are people that are not used with the new system of online marriage application and I helped them by fill in the online form (www.sppim.gov.com) and print it for them. People also come to office when they lost their reference number for online form and I will try to recover the information for them.

6th Week: (22th – 26th February)

Like the other weeks of my practical training, I was signed to received and record the application form for N-cards and marriage form into the record book. It is to ensure that every information of the applicants are there when anything happens. As a trainee too, I must served people at the front counter that come to the office with question like how to apply for marriage, what are the documents needed, asking to meet the counsellors and other issues. I also returned the completed marriage certificate to the married couple after two weeks of their wedding day. The trainee at Pejabat Agama also has to make copies of marriage form and other documents that is not enough. Puan Fadilah also assigned me to stamps on the every voucher that has been paid and it is put in the file. People question also will be answer through the official Facebook page of Islamic Religious Administration

of Bagan Serai or through phone calls. To make things clearer and managed, Puan Siti asked me to arrange the completely processed marriage application form according to the series number.

Since there are a lot of marriage applications forms are sent, the form are put into the box according to months, series number, and year. However, there are still more are not put in the box. So, I was assigned to arranged and kick in the list of name for marriage applicants according to their series number. The lists are print out and glued to the new box. After that, all the forms will be put in the box and this process are repeated for the year 2016. I also help the applicant (usually people that do not know how to use computers like the oldies) to update and edit information that is not correct in the online form. Besides that, I make new filing by stamps the new labels on its files. The documents from year 2015 are changed from old file to the new one. The files from year 2015 are closed and it is open for the year 2016. In this week I also have to find marriage certificate for an applicant that has lost it in the storage and the marriage happened in the year 1978. My duty on every Friday is to print the daily report of vote book, bills, and list of purchase through e-SPEKS system. The reports are put in their respective file and will be signed by Chief Kadhi.

7th Week: (29th February – 4th March)

During seventh week of my training, I have to kick in the data of people that have paid RM5 fee marriage registration procedures. The document of payment will be put in the file later on. My duty is also to receive the forms of marriage application and N-cards at the front counter. The forms received will be record; names, address, date of received and etc in the record book. I also have to make payment for *Bilal* and *Siak* through e-SPEKS

system. The payment of marriage application (RM20) should be recorded in the system and after that I must print the receipt into 3 copies to be given to the applicant, for office use, and audit use. As a trainee too, I have to make copies of marriage application form that is not enough for office use. Trainee duties also include answering phone calls and served people at the front counter that need helps regarding marital issues and need counselling. People also come to meet KAFAs coordinator and Tuan Tarmizi.

Within this week, there are complaints received under enforcement department regarding irregular actions couples out of wedlock. The warrants are sent to Islamic Religious Administration of Bagan Serai and it is Enforcer duty to catch this people and brought them to court for trial. I was asked to follow the Enforcer which is Puan Habsah to do the enforcement of warrants. I also have to check the reference number for the marriage applicants that forgot theirs and update the information in the system on their behalf. My task is to arrange the marriage application forms that have been processed according to their series number because it will be put in the box later on. Any finance reports also have to be stamps with Tuan Tarmizi name on it and the date of report. I also have to find the marriage certificate for a person that has lost it and make copies for them. I was assigned to make statement letter of new worker's name in the Islamic Religious Department to be given to the responsible person. There are people that come to Islamic Religious Administration to get their divorce certificate and I have to find it in the divorce certificate files. The certificate should be returned to both side (male and female). As usual, every Friday I have to print the daily report of vote book from the system, list of business report, and register the report bills through e-SPEKS system from 27/2/2016 until 4/3/2016 records. The document later on will be put in their respective files.

8th Week: (7th – 11th March)

The first thing I have to do in the first week is to find the old marriage certificate because the owner has lost it. I also returned marriage certificate to the couple that come to Islamic Religious Administration to get it. Besides that, I have to make copies of document needed for marriage application. During the whole week, there are plenty of marriage forms and N-cards form received by the Islamic Religious Administration of Bagan Serai. My duty is to serve people at the front while received all the forms. The name list of people sent the forms will be record in the record book. I was assigned to make receipt for marriage applicants that have paid the fee either RM5 or RM20, marriage certificate sales, and marriage application process through the system. The receipt will be print into 3 copies (audit use, office use and owner use) and will be put in the files. I also have to update and print marriage application form from the system (www.sppim.gov.my) because the person does not know how to do it. On top of that, I have to arrange pamphlets of guidelines on how to apply the marriage application in online system. Lastly, I have to print the report for daily vote book, list of business report, and register the invoice bills through e-SPEKS system from 5/3/2016 until 11/3/2016. The reports are put in their respective files.

9th Week: (14th – 16th March)

During the last week of my practical training, I served people at the front counter that come for various matter like to meet counsellors, sent forms, and others. I also meet Tuan Tarmizi to ask his signature and approval to some documents. Besides that, there a lot of marriage application form and N-cards forms received in this week and my task is to record

all the name list in the record book. Puan Siti also ask me to make receipts of application form fee (RM5 or RM20) through e-SPEKS system and I have to print the receipt to be put in the files later on. People also come to Islamic Religious Administration to get their marriage certificate and I have to return the certificate by asking the date of wedding and their names. I also meet Tuan Tarmizi to ask his authentication of marriage certificate for a person that wants to go for *Umrah*. After that, I put the letter of meeting that will be held for *imam* in the envelope and stamps the name of mosque on every envelope. Because this is the last week of my training, I have to complete all documents for practical training and asked for host supervisor which is Tuan Tarmizi validation for every document. By that, my practical training end successfully.

2.4 Chapter Summary

In Chapter Two, the trainee had explained about the tasks and job that trainee did during the nine week of internship programmed. The tasks given to the trainee were consistent as the guidance provided by the faculty. The task mainly related to the scope of administration. The trainee is able to apply what she learned in the classroom and to relate the theory into practice. Therefore, it is valuable experience that trainee can get through an internship programmed.

CHAPTER 3

ANALYSIS

3.1 Chapter review

Chapter 3 describes the analysis of the practical training. It begins with Section 3.2 for task analyses which focus on one area of tasks that trainee did the most during practical training.

3.2 Task analysis

Throughout the whole practical training, I was put under Puan Fadilah, Finance Unit Officer and I had done a lot of task such as filing, data collecting, and also making payment of several procedures. Since Islamic Religious Administration of Bagan Serai is a public service agency that is responsible in legalizing the marriage, divorce and reconciliation, there are a lot of process involved. Administration and financial unit give me a lot of knowledge that shows the continuation of the studies because UiTM will produce students who are proficient in making the task.

As we know, in the preparation of account, there are software being used in the organizations or company and one of it is e-speks. For the organization, they are more likely to use the software to access information SPEKS payment status, pay slips and annual statements report. In addition, I get information and guidance on how to use e-speks system and SPEKS by one of the staff of administration unit, Puan Fadilah. She taught me on how to manage e-speks.

The finance unit also set a deadline for completing the work in the assigned account for each department. This is to avoid overlapping dates, delays in making and facilitate the preparation of the audit department to mobilize their duties. Every department are given a

period of time for the full account before being sent to the auditing process. However, since several problems in term of delivery and preparation of documents may occur, sometimes the time allocated to set up an account before sending it to the audit department is very limited. There might also having problems involving the Internet system in which make the finance unit work become complicated in preparing the account.

Finance unit is the second unit in this organization and I was given the responsibility of this unit in the second week of my industrial training. The first task given to me in the financial unit is to manage and kick in the data of payment fee of marriage application. Through this task, I can find out how the organization manages its purchase and how the money was kept in the bank. Next, I was assigned to create and update the payment voucher and update the file using the SPEKS government orders. This system facilitates and accelerates the process in finance. All task in the finance unit such as a note to ask, payment vouchers, allowances, invoices and other uses SPEKS system. These organization use e-SPEKS systems such as e-AWARE to review the approval check.

The next task is to manage the payment receipt for marriage form which is form 1 (marriage application form RM1), form 2 (permission form to marry RM5), form 7 and form 10 and manage the official receipt and return of the collector. All these payment are recorded to create a report about every month. This is the proof of the flow of money in the organization. Money from the sale of form 1 and 2 will be included in the bank. But before that, as a result of the amount of money collected will be input into the system e-SPEKS. This system has a screen 12 payment receipts. After the data and information is kicked in into e-SPEKS the process of collecting statement will be conducted. The collecting statements will be sent to the bank (Maybank). After receiving verification from the bank,

the statement will be printed on yellow paper and thus obtain the signature of the Chief Kadhi or might also know as Pegawai Tadbir Agama. The bankers through Maybank will be sent to the state treasury for audit process. The reports of payment will be sent to the auditors using VOT book accounting system.



Figure 1: Form 1 receipt of RM1



Figure 2: Form 2 (permission to marry RM5)

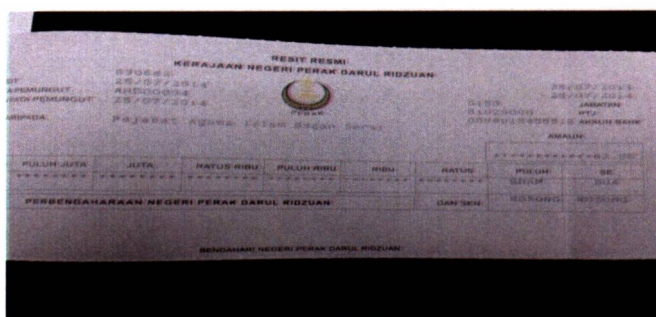


Figure 3: Form 7

During the practical training, I was also assigned to make payment of allowance to imam and siak in the mosque, and allowance for kindergarten under Islamic Religious Administration of Bagan Serai provision.

Next, I will discuss more about the work done in the financial unit that uses the whole SPEKS system, how to use it, and also functions of SPEKS system itself.

3.3 Definition of SPEKS system

Computerized Accounting System State Standards (SPEKS) is an accounting system developed by the Department of Accounting General (AG) for integrated financial management purpose. It is used for eleven (11) states in Peninsular Malaysia. Additionally, the Computerized Accounting System State Standards (SPEKS) is a computerized accounting system that is designed to be implemented throughout the country as a result of the decision of the National Finance Council meeting which convened in 2001. It was the year off, to replace the State Accounting System (SPEN) available, SPEKS system is planned in early 2003.

This system is a computerized system that will connect the network system in the Central Office (PTJ) and other agencies such as banks to facilitate and enhance productivity and financial management of the State Government in addressing weaknesses in financial management and accounting.

Department of Accountant General (AG) is responsible for application development and system maintenance. SPEKS exercise can improve the weaknesses in the financial management and makes reference source of information for the preparation of the financial state of the State to the Electronic Government.

3.4 Objective of the SPEKS system

The main objective of the creation of standard accounting system in the State is to facilitate the financial management and preparation of financial statement in conformity with the desired state. The existence of such a system is also expected to increase the quality of financial statements and reduce vulnerabilities in the financial administration of the state. Among the objectives outlined are:

- ✓ Increase productivity and efficiency in the management of state finances.
- ✓ Preparing Financial Statements perfect standards, accurate and quality as well as a standard Chart of Accounts.
- ✓ Improve the state financial administration.
- ✓ Provide State Government towards the era of electric government.

3.5 Benefits of SPEKS system

E-SPEKS is a product developed by the Accountant General of Malaysia to help the State Treasury allows users to access the payment status information, payslips, and report annual returns over the Internet. E-SPEKS contains three subsystems, namely e-Maklum, e-Payslip, and EEC. However, to all modules in the e-SPEKS can be accessed via a login screen.

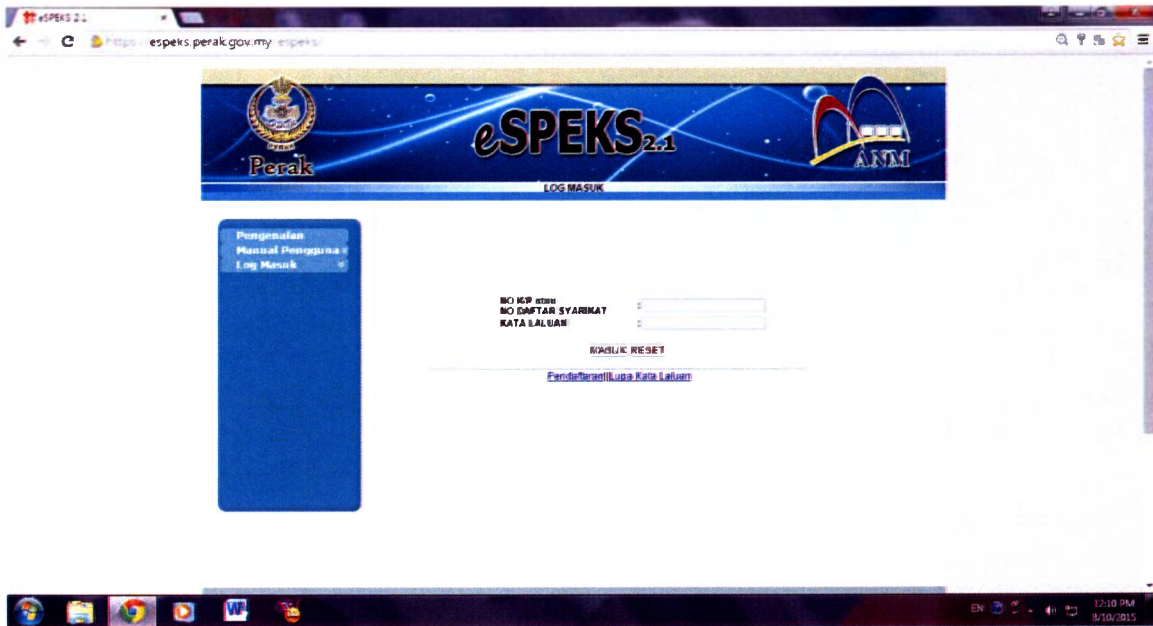


Figure 4: Login Screen of e-SPEKS

Among the benefits of e-SPEKS including quality of service in each State Treasury may be increased where the payment information can be delivered to civil servants and suppliers quickly and easily. Another advantage is when the staff in the Office of the State Treasury no longer burdened with the question of payment, they can focus their time and energy to the task and other task. Indirectly, this can increase the productivity of the staffs.

In addition, e-SPEKS can also help the Office of the State Treasury to reduce monthly cost of the payroll process when the pay check does not need to be printed again. Payslip can be viewed online and printed out by the employees concerned when needed. Salary Unit workloads can also be reduced when the pay checks do not get printed, sorted and delivered to every employee involved. The focus can be given to ensure that every change in the salary needs to be done is right and proper. This can reduce problems during the payroll process is carried out. The same advantages can also be enjoyed when

the annual statement of income can be achieved and printed online by civil servants who need them.

Other significant benefits of e-SPEKS that can be highlighted:

- ❖ Preparation of Financial Statements and prompt.
- ❖ The use of standardized format.
- ❖ Work Process uniform.
- ❖ Monitoring and coordination more effective.
- ❖ Saving time and reducing errors.
- ❖ Search information quickly.
- ❖ Payments faster with EFT and AutoPay.
- ❖ Can be integrated with other systems.
- ❖ The use of the systems in all states across the board.
- ❖ Improve accountability in the RC / Department.

3.6 The Fitness of Practical Training to the Field of Study

Practical training has provided me with a lot of experience and knowledge as a real preparation for employment after completion of the training. Each assignment is useful to use as a guide when working someday. Therefore, the suitability of the field of study is very important in doing tasks in industrial training. Through this training, I can learn a few new things and also able to apply some of the subjects that I learned in the subjects Management Principles and Practices (ADS460), Management Accounting (ACC516), Organizational Behavior (ADM501), Ethics in Administration (ADS452), and Human Resource Management (ADM551).

3.6.1 Management Principles and Practices (ADS460)

Based on Henri Fayol's theory, the principles of management means get things done either individually, groups, or in organizations. His principles are the underlying factors for successful management. The concept of management principle and practices includes a process comprised of interrelated social and technical functions and activities that accomplishes organizational objectives through use of people and other resources and does so in a formal organizational setting. There are 14 principles of Management described by Henri which is division of labor, party of authority and responsibility, principles of one boss, unity of direction, equity, order, discipline, initiative, fair remuneration, stability of tenure, scalar change, sub-ordination of individual interest to general interest, Espirit De' Corps and centralization and decentralization.

During the practical training, the trainee is put under Puan Siti and Puan Fadilah and the task given will be based on their major specialties. For an example, I am a student of administration are assigned to help the staffs with administration process like receiving the application form and record the data o applicants in the record books. Besides that, the trainee also taught on how to kick in the data into the system and arrange the legal certificate of marriage, divorce and reconciliation. Meanwhile, there are also student from other courses like information technology and their task would differ a little bit. Their task would be more on the creating new system or arrange the old records into new one. According to his principle, every task done should be directed towards common goal and Islamic Religious Administration of Bagan Serai common goal is to provide the best service to public. Fayol's also stressed on how the time required for an employee to get used to a

new work and succeed to doing it well. In Islamic Religious Administration of Bagan Serai, the trainee is taught with ample time until they are used with the task and does not need the staffs help in every assignment.

3.6.2 Management Information System (CSC408)

Management Information System or MIS is broadly refers to a computer-based systems that provides managers with tools to organize, evaluate and efficiently manage department within an organization to meet the strategic goals. Management Information System use a lot of software that help decision making, data resources such as databases, the hardware resources, decision support systems, people management and project management applications. The computerized systems make the department to run smoothly. The role of management information system is to focus on the organization's information and technology systems. A MIS has become very important in the areas of a strategic support, data processing and managing by objectives. In this subject, students are exposed with one of the seven pilot's applications under the Electronic Government initiatives. The HRMIS help government manage their human resource in an enhanced environment. The advantages of using technology in the organization is the process become faster, efficient, effective and can be access anytime.

Based on what I have learned in the MIS class, it helps me complete the task during my practical training. For example, I was assigned to use the Microsoft Excel to key in the data of marriage applicants for records that need to be put in the box and the skill is needed for any data updating. Besides that, Islamic Religious Department has just launched the new system for marriage applications. Before this, any applications for marriage is using forms from Islamic Religious Administration itself. However, on

November 2015, Perak Islamic Religious Department introduced a system that enables the applicants to make their applications online. The new system changed some of the process. The reason is to make it easier for applicants to access the system anywhere anytime.

3.6.3 Ethics in Administration (ADS452)

Ethics is a set of moral values and principles which form the standards guiding the code of conduct of individuals, organizations and professions. Ethics comes from the *Latin* word *Moralis* meaning customs and manner which is more concerned with what we believe is good and evil (bad) or, right and wrong. Values are ascertained by people's belief about right and wrong and also to determine whether the act are right or wrong, majority or tradition acceptance will be measured. There are various forms of ethics in administration which includes ethics and religion, ethics and culture, Islamic ethical system and many more. According to Mariusz Dmochowski, ethics is one of the vital components that allow democracy to thrive in any country while it is critical to realizing the promise of democracy. Moreover, in social ethics it embraces a set of norms, assessments and opinions which are characteristics of a group of people. This very simple definition and meaning points to society, citizens, group of people as creators of norms and standards of behavior.

In applying ethics during my practical training, the values in the organization and values of the public administrator (civil servant) are very important. Since Islamic Religious Administration of Bagan Serai provides service to people, we have to deal with the values that affect the role of the institutions and also influence the relationships with various actors in public admin. My task as a trainee is to serve people at the front counter and it is very

important to portray good image and patience when dealing with customer. Sometimes when there are customers that come are not satisfied with the service at Islamic Religious Administration, the staffs should always treat the customer fairly. Besides that, it is very important to do the work with sincerity, integrity, responsibility and discipline because it is a mandate given to us. On top of that, trainee also must follow the code of ethics by wearing appropriate attire especially for government agencies. The trainee must look clean and presentable to deal with customer at the front counter.

3.6.4 Organizational Behavior

Organizational behavior (OB) is the field of study that investigates how organizational structures affect behavior within organizations. OB studies organizations from multiple viewpoints, including behavior within the organization and in relation to other organizations. Micro organizational behavior refers to individual and group dynamics in the organization setting. While macro organizational theory studies whole organizations and industries, including how they adapt, and the strategies structures, and contingencies that guide them. Concept such as leaderships, decision making, team buildings, motivation, and job satisfaction are all facets of organizational behavior and responsibility of management. OB also deals heavily in culture. Company or corporate culture is difficult to define but it is extremely relevant to how organizations behave.

During my practical training, this is the most common thing that I learn. On the first day, the trainee learns how to adapt in the organization environment. It is important as people with different background and cultural values have to work together effectively and efficiently. This knowledge helps me in controlling those behaviors that are not befitting the

objectives of the organizations. Communication is very important in every task to ensure there is no error. The trainee are seek to ask the staff if there any confusion in completing the task. Besides that, the relationship among the staffs is very harmonies. They know what to do and how to handle the misunderstanding among them. It taught me on how to handle such situation in the future. Through Chief Kadhi too, I learn how to treat the staff fairly and respect each of them regardless of their age. It is very important to respect people at lower level because it affects the productivity and efficiencies.

3.6.5 Human Resource Management (ADM551)

Human resource management means the process of managing human talents to achieve an organization's objective (Snell & Bohlander). In general, human resource refers to the management of the organization's employees. The purpose of HRM is to foster organizational policies that enhance the contribution of employees to make to the effectiveness of the organization. HRM is important to employ and develop employees for the benefit of the organization since they are important asset. HRM also crucial to promote management effectiveness and efficiencies through consistent and fair treatment of employees. The study of human resource is very broad today as the manager faces a multitude of challenges, ranging from a constantly changing workforce to coping with government regulations. There are internal and external factors that affecting human resource management. Internal factor is organization policy, internal labor supply and demand, organization performance, marketing, operation and financial while external factor includes customers, society, legal, economic conditions, stakeholders, competitors, labor

market, trade unions and technology. Since Islamic Religious Administration of Bagan Serai is an agency that provides service, so they have to deal with customer.

Islamic Religious Administration of Bagan Serai provides service and it should be at the best quality. During the practical training, I learn how to deal with customer and use appropriate manner with them.

3.7 Chapter Summary

In the chapter 3, the trainee had explained the most tasks done during the practical training related to the concepts that trainee learned in the classroom and how to transform the knowledge gained at workplace to reinforce understanding on the concepts learned in the classroom. It specially focuses on one area of task as covered in the training handbook. It is also should reflect definition of concept, demonstration of practical, and theoretical aspects.

CHAPTER 4

RECOMMENDATION

4.1 INTRODUCTION

Every organization has its own strength and weaknesses in performing their activities. By referring to my period of practical training at Islamic Religious Administration of Bagan Serai, I have identified the strengths and weaknesses on every task perform also some recommendations to overcome those weaknesses in the organizations. In this chapter, the recommendations come from chapter 3 which has been analyzed by me. Therefore, I can come out with the suggestions and recommendations to the organization to increase and upgrade the skills and performance then also the bad reputation of the organization.

4.2 SWOT Analysis

4.2.1 Strengths

4.2.1.1 Approachable Staffs

The strength that can be highlighted during my practical training is that the staffs are very friendly and approachable. When the trainees have a problem and need their assistance in completing the task given, the staff is very helpful and willing to help. They are also very well-mannered towards the customer. This is very important because Islamic Religious Administration of Bagan Serai also provide service of counseling to marriage couple that faced problems. The expertise treats the customer in a very soft way especially during the counseling time. Sometimes there are customer dissatisfaction in

some service provided, however the staffs are ready and very professionals in handling the problem.

4.2.1.2 Good Relationship among the Staffs

Strength of Islamic Religious Administration of Bagan Serai is the good relationship between the staffs. Tuan Tarmizi as the Chief Kadhi and hold the highest position at Islamic Religious Administration of Bagan Serai has shown an amazing lesson that every worker should be treated with respect. He is very soft spoken and strict in terms of the works given. This is to ensure that the productivity of Islamic Religious Administration of Bagan Serai will be better.

4.2.1.3 Fast Access to Online System

Perak Islamic Religious Administration also has introduced the new systems for marriage. The system helps customer to access the forms anytime and everywhere. Any mistake and update can be done using the Internet and every requirements and what document need to be brought are informed in the system. So, the customer can make earlier preparations before they can send the application forms.

4.2.2 Weaknesses

4.2.2.1 Slow Internet Coverage

There are several weaknesses that can be pointed out during my practical training at Islamic Religious Administration of Bagan Serai. Firstly, the main problem in Islamic Religious Administration of Bagan Serai is the slow Internet coverage. Since the some task need to be done using Internet, it is very important to have faster Internet. E-SPEKS

system especially used Internet, and sometimes there are lagging in the coverage that make the staff has to wait for the Internet to run smoothly. This issues become a problem too when there are customer that come to ask the staffs regarding their status of marriage and the Internet could be very slow.

4.2.2.2 Lack of Manpower

Secondly, lack of manpower at the office can create a problem to the organization. The main task of Islamic Religious Administration of Bagan Serai is to provide legal certificate for marriage, and there a lot of marriage application that need to be kick in into the system. This task is handled alone by Puan Siti that makes the task take a lot of time. This kind of problem will affect the good image of Islamic Religious Administration of Bagan Serai later on in the eyes of customer. The staffs are also needed at the front counter to served people that come to the office. Usually trainees are the one that will assist the customer at the front counter and it is not efficient because trainees will ask the staff for any problem asked by the customer.

4.2.2.3 Inefficient of Certificate Arrangement

Third problem is the arrangement of previous marriage certificate that is in the Islamic Religious Administration of Bagan Serai records. The certificates are put in the locker according to the years however it is not arrange efficiently. When customer come to get the certificate from previous year, the staffs and trainees usually take a lot time and sometimes days to find the certificate. This is because the old certificates are written in Jawi. Last but not least is the effectiveness of front counter. This is because the trainees

have not fully understood and know every question asked by the customer. They need staffs assistance and make the customer wait for them.

4.2.3 Opportunities

4.2.3.1 Supports from Customer

As there staff practices a good attitude to the customer and easy to approach, this creates a good image to the Islamic Religious Administration. It is also make them support Islamic Religious Administration of Bagan Serai that later on makes them join the activity of Islamic Religious Administration like *Solat Sunat Hajat*, *Ceramah Agama*, and so on.

4.2.3.2 Skills, Knowledge and Ability Increase Productivity

On the other hand, the staffs are adequately trained that make them have the skills, knowledge, and ability in every task of the organization. It is very beneficial to the organization and stakeholders. The staffs clarifies the match between organizational and their goals and also increase their motivation and productivity.

4.2.3.3 Harmonies Environment

A good relationship within the organization makes the environment become harmonies and avoids any tension among them. They can hinder misunderstanding and communicate the same purpose of job. This is affecting the result and performances of Islamic Religious Administration of Bagan Serai.

4.2.4 Threats

4.2.4.1 Customer Dissatisfaction

One of the main threats that are faced by Islamic Religious Administration of Bagan Serai is the customer satisfaction toward the service provided. When they are not satisfy with the service, they would bad mouth the organization and may ruin the image of Islamic Religious Administration.

4.2.4.2 Insufficient Budget

The threat to Islamic Religious Administration of Bagan Serai is the lack of budget. Islamic Religious Administration always have problems in term of budget when it comes to management program like 'Class Dhuha', 'Talk Prime', 'Al-Quran Recital', and many more. Sometimes, due to these problems, the staffs' office has to use their own money. In order to get budget, Islamic Religious Administration need to make request to the main HQ in Islamic Religious Administration in Ipoh. This means that every development of the program requires approval by the main HQ. When this happen, the process of approval becoming slow and could take time to complete it.

4.3 RECOMMENDATIONS

4.3.1 The Arrangement of Certificates

During the 9 weeks of my practical training at Islamic Religious Administration of Bagan Serai, I found that to find the marriage certificate, divorce certificate or N-Cards is main problem because the arrangement and storage are not done properly. So, I think the

organizations need to make a system or a better arrangement of that certificate so that the time taken to find the certificate can be reduced.

4.3.2 The Internet Coverage

Second recommendation would be the Internet coverage in the organization. Internet coverage that often interrupted makes the searching become harder. Interrupted Internet also makes it difficult for the staffs to kick in the data and check the information in the system especially the SPPIM (Sistem Pengurusan Perkahwinan Islam Malaysia) online system.

4.3.3 Enlarge the Space at Front Counter

At the moment, front counter is the most crucial space for the organization because this is where they provide the service. However, sometimes there are too many people at the front counter that make the place become crowded. It makes the customer become uncomfortable and angry. In my opinion, the space should be more convenient and comfortable for the customer in the future.

4.3.4 Increase the Number of Staffs

At Islamic Religious Administration of Bagan Serai, there are less than 15 staff and very few staffs under administrative department while this department has the most work. The legal certificates for instance are made by Puan Siti entirely. Due to her age also, it take more time or her to complete the certificate in a lesser time. It would be more efficient if Islamic Religious Administration recruits more workers and give opportunities to younger employees the task so that the time taken can be reduced.

4.4 CONCLUSION

In this chapter, I have analyzed and recognize the SWOT Analysis which consists of Strengths, Weaknesses, Opportunities, and Threats. Some of the recommendations and suggestions also stated based on the statement analyze in the previous chapter in order to improve the organization effectiveness and efficiently.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

This chapter will conclude each of the chapter that has been explained before by highlighting the main points. Besides that, on the conclusion part I will conclude what are the benefits that I have been gained from the practical training at Islamic Religious Administration of Bagan Serai.

5.2 Summarize of the Chapter

5.2.1 Summary of Chapter 1

In chapter 1, I have been explained about the organizational background and history of establishment of Islamic Religious Administration of Bagan Serai. Besides that, I also identified objectives, vision, mission, client charter, organizational charter, and the logo of Islamic Religious Administration. In this chapter also I include the functions of the organization and the organizational structures or hierarchy from the lower management until the upper level or top management.

5.2.2 Summary of Chapter 2

In chapter 2, I have explained about the task and jobs that I did during the practical training which consist of 9 weeks altogether. The task given to me were consistent to the guidance provided by the faculty. The task mainly related to the scope of administration within the organization. I am also able to apply what I had learnt in the classroom and relate it with to the theory into practical training.

5.2.3 Summary of Chapter 3

In chapter 3, I explained about the most important task that I did during practical training. I was instructed to do many tasks, but the main focus in this chapter is to analyze about the task. I have to relate every task with the subject I have learned in the class. It was such an amazing experience for me since I was exposed to various task and unexpected situation. I also gained a lot of opportunity to do various task and deal with other people.

5.2.4 Summary of Chapter 4

In chapter 4, I highlight on the SWOT Analysis which consist of Strengths, Weaknesses, Opportunities, and Threats of the organization. This is the continuation of the analysis in the previous chapter. In addition, there are some recommendations or suggestions as referring to the weaknesses of the tasks. This is to identify the mistakes and some corrective actions that can be taken in order to have a better organization in the future. I also can improve on my knowledge on ways to evaluate on every tasks or jobs than have been given to me.

5.3 Summary of the Report

On the period of 9 weeks of my practical training at Islamic Religious Administration of Bagan Serai, I gained a lot of benefits. One of the benefits that I gained is to improve my self-confidence. This is very much related to my task of serving or assisting people at the front counter. When I deal with the customer, I gave me the confidence to communicate and present myself to them. Besides that, I have never work in a big organization before and this practical training really taught me on how to build self-confidence.

The second benefits I gained during my practical training are I learned to be independence, positive, and focus. It is very important to be discipline and integrity in managing the time and be ready when dealing with people because the objective or main goals is to provide the best service.

Thirdly, I can to improve soft skills. This is because during my internship, I was assisted to be more competent in order to develop my skills. This is the main focus of my supervisor to enhance my knowledge and skills. As I can see during the practical training, my supervisor had taught me on how to meet people with different background. It was very interesting because I can polish my communication skills with the staffs.

Furthermore, I had learned a lot about the culture in the workplace. What I learned is that the culture at Islamic Religious Administration of Bagan Serai is very friendly and has teamwork because during the 9 weeks I had the training, I can see the sense of the belonging among the workers is very strong. They care about each other and make them as a family.

Last but not least, the most valuable benefit that I can get is my new experiences. Experiences cannot be gained without opportunity. During the internship, I did not miss the opportunity that comes to me. This started from beginning until the end of my practical training where I had learned new things and experienced it myself. As a conclusion, I get the experiences on the environment in the workplace. I hope I can apply what I learn during the internship in my future career.

APPENDIXES



Figure 1: Islamic Religious Administration from front view



Figure 2: Front Counter of Islamic Religious Administration

REFERENCES

- Selangor Town and Country Planning Department (2014, November 7). *SPEKS System*. Retrieved from <http://jpbdselangor.gov.my>
- Jabatan Agama Islam Perak (2016). Retrieved from <http://jaipk.perak.gov.my/>

Surat Tuan:

Tarikh: 27 November 2015

Surat Kami: 100-UITMKS (FSPPP/14/1)

PEJABAT AGAMA ISLAM DAERAH BAGAN SERAI

Jalan Matang Buloh,
34300 Bagan Serai,
Perak
(u.p. Encik Hj Tarmizi bin Sahari)

Tuan/Puan

Latihan Praktikal (Amali) untuk Siswa/Siswi UITM

Adalah dimaklumkan bahawa Program Sarjana Muda Sains Pentadbiran, UiTM telah mewajibkan semua siswa/siswi Bahagian 5 untuk mengikuti latihan praktikal sebagai salah satu syarat sebelum menamatkan pengajian mereka.

Sehubungan itu, kami memohon jasa baik Tuan / Puan untuk membenarkan pelajar kami menjalani latihan praktikal (amali) di Organisasi / Jabatan Tuan / Puan bermula pada **20 Januari 2016 – 16 Mac 2016 (selama lapan minggu)**. Sekiranya dipersetujui oleh pihak Organisasi / Jabatan Tuan / Puan, pelajar Sarjana Muda Sains Pentadbiran berkenaan ialah:

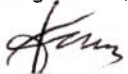
1. NURUL NORFATIAH BINTI ZULKEPLI (2013211548)

Dilampirkan ialah borang peribadi pelajar berkenaan untuk rujukan Tuan / Puan selanjutnya. Sekiranya Tuan / Puan memerlukan penjelasan lanjut, sila hubungi saya di talian 082-678485 atau 013-8231312. Saya amat mengharapkan maklumbalas segera daripada pihak Tuan / Puan **sebelum 25 Disember 2015** bagi melicinkan proses semakan dan penempatan pelajar berkenaan di Organisasi / Jabatan Tuan / Puan.

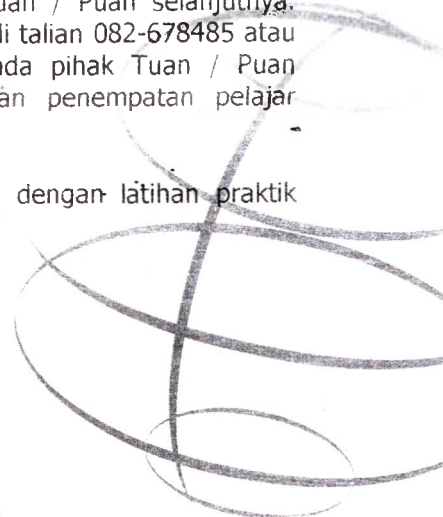
Kerjasama dan sokongan Tuan / Puan yang melibatkan hal berkaitan dengan latihan praktik (amali) di atas amatlah kami hargai.

Sekian. Terima Kasih.

Yang Benar,



FAIRUZ HIDAYAT MERICAN BIN WAN MERICAN
Penyelaras Latihan Praktik (Amali)
Sarjana Muda Sains Pentadbiran
Fakulti Sains Pentadbiran dan Pengajian Polisi UITM Sarawak
fairuzh@sarawak.uitm.edu.my



sk Ketua Pusat Pengajian Sains Sosial



قجابت فتتدبيران اكام اسلام باكن سراي

PEJABAT PENTADBIRAN AGAMA ISLAM BAGAN SERAI
JALAN MATANG BULOH
34300 BAGAN SERAI
PERAK DARUL RIDZUAN.

Tel : 05-721 5227
Faks : 05-721 1570
E-mail : paibs@perak.gov.my

PAD.BS. 06/14:02

16hb. Mac, 2016

7 J'Akhir 1437

Kepada,

Sesiapa Yang Berkenaan

Tuan,

**PENGESAHAN TAMAT LATIHAN INDUSTRI PELAJAR
UNIVERSITI TEKNOLOGI MARA KOTA SAMARAHAN SARAWAK
DI PEJABAT PENTADBIRAN AGAMA ISLAM BAGAN SERAI.**

**NAMA : NURUL NORFATIAH BINTI ZULKEPLI
NO. KAD PENGENALAN : 930714-08-6426
PROGRAM : IJAZAH SARJANA MUDA SAINS PENTADBIRAN**

Adalah dengan segala hormatnya merujuk kepada perkara tersebut di atas, Nurul Norfatiah Binti Zulkepli (No. K/P: 930714-08-6426) pelajar berkenaan telah di sahkan menjalani Latihan Industri di organisasi ini. Beliau mula menjalani Latihan Industri di Pejabat Pentadbiran Agama Islam ini mulai 20hb. Januari, 2016 sehingga 16hb. Mac, 2016.

2. Di sepanjang perkhidmatan beliau di bawah penyeliaan saya, beliau sentiasa menjaga tatatertib diri dalam melaksanakan tugas. Beliau juga sentiasa bekerjasama serta patuh pada setiap arahan yang diberikan serta disenangi oleh semua pihak. Saya yakin penuh mengenai kewibawaan beliau dalam menjalankan apa-apa tugas yang diberikan terutamanya dalam bidang berkaitan dengan pengurusan pentadbiran dan kewangan.

3. Sukacita dimaklumkan juga pelajar berkenaan telah dengan jayanya menamatkan Latihan Industri beliau di organisasi kami dengan prestasi amat memuaskan dan cemerlang.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,

(TARMIZI BIN SAHARI)
Pegawai Tadbir Agama,
Pejabat Pentadbiran Agama Islam,
Daerah Bagan Serai.



PERAK

Sijil Penghargaan

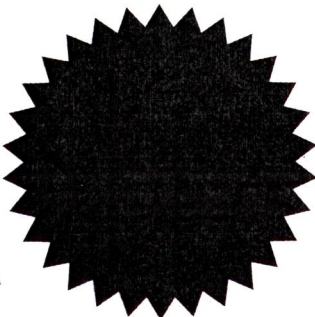
*Setinggi-tinggi Penghargaan dan
Ribuan Terima Kasih
Kepada*

**NURUL NORFATIAH BINTI ZULKEPLI
930714-08-6426**

IJAZAH SARJANA MUDA SAINS PENTADBIRAN (KEPUJIAN)

*Di atas Kerjasama & Kejayaan Dalam Menjalani
Latihan Industri di
Pejabat Pentadbiran Agama Islam
Daerah Bagan Serai*

Mulai 20/1/2016 hingga 16/3/2016



HAJI TARMIZI BIN SAHARI
Pegawai Tadbir Agama
Pejabat Agama Daerah Bagan Serai
Perak Darul Ridzuan



Sijil Penghargaan

Dengan ini disahkan bahawa

**NURUL NORFATIAH BINTI ZULKEPLI
930714-08-6426**

di atas sumbangan selaku

**AHLI JAWATANKUASA
MAJLIS TILAWAH AL-QURAN
PERINGKAT DAERAH**

yang telah diadakan pada

2 FEBRUARI 2016

bertempat di

**DEWAN KOMPLEKS SUKAN
BAGAN SERAI
PERAK**

.....
HAJI TARMIZI BIN SAHARI

Pegawai Tadbir Agama
Pejabat Agama Daerah Bagan Serai
Perak Darul Ridzuan



Sijil Penghargaan

Dengan ini disahkan bahawa

**NURUL NORFATIAH BINTI ZULKEPLI
930714-08-6426**

di atas sumbangan selaku

**AHLI JAWATANKUASA
MAJLIS TILAWAH AL-QURAN
PERINGKAT SABINGAN**

yang telah diadakan pada

2 FEBRUARI 2016 / 23 R'AKHIR 1437

bertempat di

**DEWAN KOMPLEKS SUKAN
BAGAN SERAI
PERAK**

.....
HAJI TARMIZI BIN SAHARI

Pegawai Tadbir Agama
Pejabat Agama Daerah Bagan Serai
Perak Darul Ridzuan



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

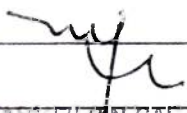
1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

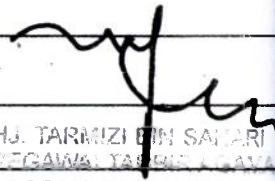
Recording

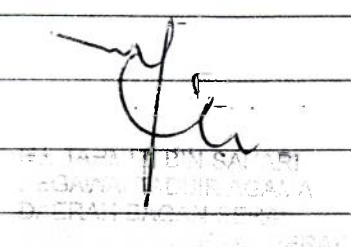
The log book should contain the following information:

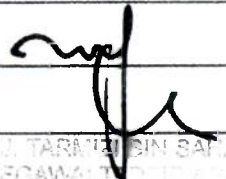
1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.


	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2016	i. self-report of pejabat Agama	-
	Ezerah Bagan Jerai	
	ii. Records the names of applicants	Good Job !
	for marriage which was sent in the	
	recoral books.	
	iii. Answering phone.	
	iv. Served people at the front desk	
	by answering questions on how to	
	fill in the online form for marriage	
	application, return the marriage	
	certificate, receiving the ^{complete} applicat	
	application that was sent and	
	etc.	
	v. Records the date on-couples	
	facing marital problems and need	
	counseling to the management	
	of the (www.pain.gov.my)	

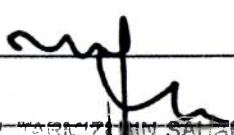

 HJ. FARUZI BIN SAFARI
 NEGAWAN TADDIR / GAWA
 DASRAH BAGAN SERAI
 34000 BAGAN SERAI, PERAK

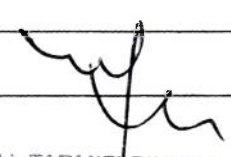
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMA
21/1/2016	i. Photocopying permission to marry from the administrative into 3 copies and marriage application form that was sent completely.	
	ii. Sorting and separating photocopies of application forms for office record and for the return to the applicant for their wedding.	Good!
	iii. Served people at the front desk that was asking questions, return their marriage certificate, received the complete application form for marriage and etc...	 HJ. TARMIZI BIN SAMARI PEGAWAI TAMBUNG KAWA D. SERAH BAGAN SERAH 34500 BAGAN SERAH PERAK
	iv. Records the name of application for marriage that was sent today in the record books for registration by the officer	

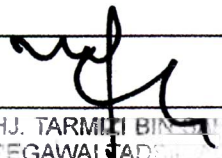
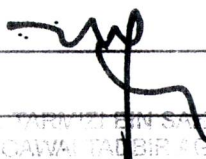
	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
2016	i. Sorting marriage application form that has been signed by Tuan Tormid according to the serial number.	Good Job!
	ii. Answering phones for any inqurie inquiries.	
	iii. Records the list of application for marriage that has been signed by Tuan Tormid in the record book.	
	iv. Write a formal letter for Tuan Tormid requesting finding for Majlis Tilawah Al-Quran that will be held in 2 February 2016.	

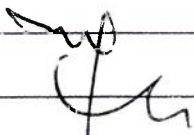
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMA
26/1/2016	i. Photo copying the application form that has been signed into several copies.	
	ii. Answering question by public through Facebook official page (Pejabat Agama Islam Daerah Bagan Perai)	Very Good!
	iii. Records the list for ^{the} complete application form that was sent today in the record book.	
	iv. Answering phones v. served people at the front desk that was asking for marriage certificate and if must be be matched by asking where they had their wedding, at what date, who was the officer that married them, some people are asking for wedding cards and etc.	<p data-bbox="1179 1019 1504 1142"> HJ. TARIKUL BIN SAHAPI PECAWAJ TUNJUKAN DA'ARAT DAERAH BAGAN PERAI 34350 BANGA, SEREMAN, PERAK </p>
	vi. Looking for marriage certificate that has been kept from year 1970's because the owner has lost their original certificate.	
	vii. Editing the formal letter for requesting fund for Majlis Mawakil Al-Quran.	

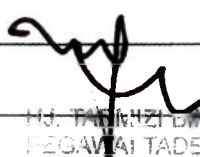
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1/2016	i. Records the marriage application form	
	that was sent today in the record book	
	ii. Return the marriage certificate to the	Very Good!
	applicants.	
	iii. Served people at the front desk	
	which come to ask for marriage	
	forms (now it is online), how to	
	fill in the form to make	 HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAKAN SERAI 34300 BAKAN SERAI, PERAK.
	marriage cards and etc.	
	iv. Help the Finance officer make a	
	written cancellation receipt.	
	v. Creating pamphlets or handouts	
	for Majlis Tilawah Al-Quran	
	that will be held on 2nd February.	
	2016	

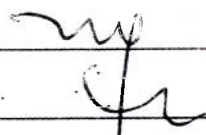
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
28/1/2016	i. Help the finance officer make a written cancellation receipt.	
	ii. Records the marriage application form that was sent today in the record book.	Good Job and excellent!
	iii. make photocopies of pamphlets on how to fill out the form for marriage online to give to the applicants later on when they had a did not know.	 H. TARIK ZULHIN SATTARI PEGAWAI TADBIR AGAMA MERAH BANGSAL SERAI 30000 BAGAN SERAI PERAK
	iv. Return the complete marriage form that was signed by the head officer to the applicants to be used on their wedding day.	
	v. Return the marriage certificate to the applicants.	
	vi. Answering calls.	

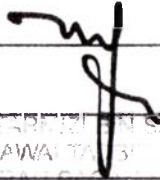
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/16	i. make a formal letter to ask	
	permission to use the Bagan Serai	
	Hall Sports Complex for Major	Very Job Good!
	Tilawah Al-Quran Dengkat Daerah	
	Kerian that will be held on 2 nd	
	February 2016. The letter are sent	
	by email to the District Council Kerian.	
	ii. Typing the ^{forms and} conditions that need to be	
	followed participants male and	
	female reciters in Major Tilawah	
	Al-Quran Dengkat Daerah Kerian.	 HJ. TARMIZI BIN SALLARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
	iii. Answering phone calls.	
	iv. Return the marriage certificate	
	that was asked by the applicants.	
	v. Served people at the front desk.	
	vi. make a double photocopies	
	of marriage application forms	
	that was sent today.	

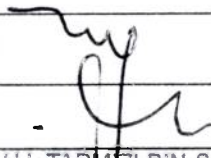
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS	
1/2/2016	i. Records the list of applicants for marriage in the record books.	Very Good	
	ii. Answering phone.		
	iii. Return the marriage certificate that was asked by the applicants.		
	iv. Served people at the front desk that asked question on how to fill in the forms to apply for marriage cards, whether their application form complete or not and etc.		 HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR KEMAJLISAN DAERAH BAGAN SERAI 34300 BAGAN SERAI PER
		Good!	
2/2/2016	i. Served people at the front desk.	 HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR KEMAJLISAN DAERAH BAGAN SERAI 34300 BAGAN SERAI PER	
	ii. Answering phone.		
	iii. Go to the Dewan Kompleks Bagan Serai B, Majlis Mawak At-Curan Peringkat Daerah Kenan as the one of the organizer.		

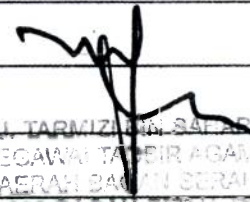
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2016	<p>i. Make a photocopies the marriage application form that should be return to the applicants and the application form that was printed from online form into 2 copies.</p>	<p>Outstanding Performance!</p>
	<p>ii. Answering phone calls.</p>	
	<p>iii. Record the list of applicants that sent their application form today in the record book.</p>	
	<p>iv. Return the marriage certificate to the applicants.</p>	
	<p>v. Served people at the front desk.</p>	<p>HJ. TARMIZI BIN SALLEH PEGAWAN TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK.</p>
	<p>vi. Help the finance officer make a payment through EFT for invoice to the ISU H-tec Fee security bill, Bilal & allowance for Bilal and Sak for every mosque in the Bagan Serai Region.</p>	
	<p>vii. Binding the record book for any calls made by the officer.</p>	
	<p>viii. Make a payments of ^{application} applicants for marriage fee through e-speks by fixing ^{tick} in the data; names, address and the amount of fee.</p>	

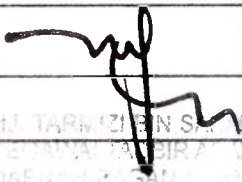
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
4/2/2016	i. Served people at the front desk with various questions.	Good job and excellent!
	ii. Answering phone calls.	
	iii. Return marriage certificate and N-Card to the applicants as they asked.	 Hj. TANIZI DWI SARIPTI PEGAWAI TADBIR / BAKA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
	iv. Make a label for Tuan Yarnisi's file.	
	v. Help the finance officer make new file by labelling and type the file's name.	
	vi. Help the vice officer document the new divorce letter for the applicants.	
	vii. Receive marriage form that was sent today.	
	viii. Fold the letter of announcement for the amount of fee for ^{to} the "kodi" that need to be pay and give the folded letter to the officer for distributions.	
	x. Staple the text of sermon (khotbah) to be used in the meeting of mams.	


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/11	i. Make a new file labelling (type the name of file, print it and put it on the new file)	
	ii. Help the finance officer arranged new file.	Very Good!
	iii. Sorted receipt at front desk.	
	iv. Return marriage certificate to the applicants	
	v. Help a person find the Yafes apad kitab in English and print it for her.	
	vi. Receive call	
	vii. Record the list of applicants that send their marriage form today.	 HJ. TARMIZI BIN SAHARI PEGAWAI TIDUR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK.
	viii. Make a photocopies of the form of application, the applicant cannot be reached by the post.	
	ix. Make payment of marriage applicants fee by cash in the date in the e spell system	

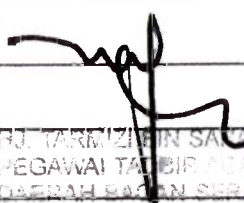
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
10/2/2016	i. Return the marriage certificate for applicants that come to get it today.	
	ii. Received the marriage form that was sent today by checking if all the information is fill in correctly and there are no mistakes.	Good !
	iii. Record the name of applicants for marriage card (N-Card) and received it. The application will fill in the form and pay the fee at the Baitmal office and give the receipt A Pejabat Agama.	 PEJABAT AGAMA PEGAWAI TAMBAH PASAR KEMAYUHAN 53000 KEMAYUHAN - ERAK
	iv. Record the name of applicant for marriage form that was sent today in the record book.	
	v. Stamp the officer's name on the "daily report file" for every single page that need to be sign.	
	vi. Answer calls.	
	vii. Photostate some copies of IDs, marriage certificate and other legal certificate that is needed for the N-Card application.	

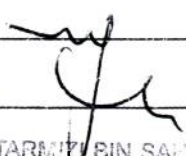
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/30/16	i. Served people at the front desk that asked for marriage certificate.	
	ii. Answer calls from public about certain question regarding marriage applications.	
	iii. Received marriage form that was completed.	
	iv. Record the for marriage form received in the record book for registration.	Very Good!
	v. Make a photocopies of marriage form that was not enough because it should be make with 2 copies of all information.	
	vi. Help finance officer make a photocopies of list of mosque that was under provision of Pejabat Agama Bagan Serai to send the letter of allowance.	 HJ. TARIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI PERAK
	vii. Type a letter to be distributed to all mosque in Bagan Serai provision for ^{allowance} application.	
	viii. Stamp on the list of the mosque.	
	ix. Received the N-Card form and record it on the record book before it was sent to book.	
	xi. Arrange the file and completed form of marriage.	
	xii. Asked the officer to sign several document that need confirmation.	

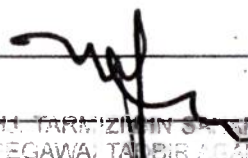
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
2/2/2016	i. Served people at the front desk that come to get their marriage certificate, come to meet the officer, come to get the form of N-card and people that have marital problems.	
	ii. Answer phone calls.	Very Good!
	iii. Answer people's questions related to marriage application, family problem that need clarification and etc through Pejabat Agama Bagan Serai official at facebook website.	 H.J. TARMIZI, BAKAN PECAWAN TAJEIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
	iv. Help the finance officer arranged new filing for the year 2016-2017.	
	v. Photostat the marriage form that is not enough copies.	
	vi. Photostat the bills electric bills for the finance officer to be recorded in the bills file.	
	vii. Put the letter for every mosque that is under Pejabat Agama in the envelope. The letter is about the permission to pay allowance for Bilal and Suk.	
	x. Record the names of people that send their marriage form today in the record book.	

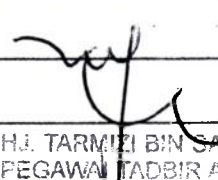
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
15/2/16	i. Served people at the front desk	
	that come to ask a question -	
	and some need marital support and	
	counselling.	
	ii. Kick in the date of applicants that	
	have paid the application fee	
	amounting RM5 into the system.	
	iii. Received marriage form that has	
	been completed and asked the	
	officer's signature to approved it.	Excellent!
	iv. Receive the receipt of applicants	
	that want to make N-card.	
	v. Answer phone calls.	
	vi. Answer people's question in the	
	official Facebook website.	<small>HJ TARIQIEN S...</small> <small>ENAMAL TAQIRAH...</small> <small>JAFRIAN B SANI...</small> <small>31000 KUALA SELANGOR</small>
	vii. Record the names of applicants	
	that sent their application for	
	marriage today.	
	viii. Photostat the application for	
	marriage into 3 copies.	
	ix. Photostat the letter of to apply	
	allowance for Bilal and seek for	
	the finance officer.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
10/16	i. Photostate electrical bills, water bills and other bills to of the year 2015 for finance officer's report.	
	ii. Returned marriage certificate to the applicants.	
	iii. Served people at the front desk that asked for next officer for some marital advice.	Excellent!
	iv. Received marriage application form from applicant.	
	v. Record the name of applicants that sent their form today.	 HJ. TARMIZI BIN SAHARI PEGAWAI TADWIR AGAMA OPERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK.
	vi. Learned how to tick in data for marriage application that has been sent and how to print it to be regularised.	
	vii. Answer phone calls.	
	viii. Stamp the ATA's validation on the bills to be signed.	

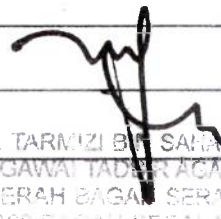
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
7/2/16	i. Received marriage application form that was sent today and put ^{record} it the name in the record book.	
	ii. Photostate marriage application form that is not enough.	Very Good!
	iii. Asked for TPA's signature in the -marriage application (male)	
	iv. Kick in date of marriage application form that was agreed by officer ^{TPA} and have been paid in the system (speks)	RJ. TARIQI BIN SAKRI PEGAWAI TAMBIL MUAYA DAERAH BAGAN SERAI 04300 BAGAN SERAI PERAK
	v. Email the inspections report to the person who are responsible for it.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16	i. Served people at the front desk that come to see the experts in certain issues.	
	ii. Received marriage application form that was sent today and record it in the record book.	
	iii. Received some document of KAPA teachers that need TPA's signature.	Very Good!
	iv. Returned marriage certificate to the applicants.	
	v. Returned record to the application.	
	vi. Received record application form that was sent today.	
	vii. Photostate some bills of previous month to that need to be put in.	HJ. TARMIZI BIN SAFARI PEGAWAI PADUKA ALAMA DIJEMAH BAGAN SERAI 34000 BAGAN SERAI, PERAK
	viii. Return some marriage application form that was sent today.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
19/2/2016	i. Answer phone calls.	
	ii. Received the form of people that	
	want to make M-Cord to ^{and}	
	record their names on the record	
	book.	
	iii. Received the marriage application	
	form that was sent today and	Very Good!
	record their names in the record book.	
	iv. Put the electrical bills, water bills,	
	service bills, and other bills in	
	their respective files.	
	v. Cut the label of new file.	
	vi. Served people at the front desk.	
	vii. Help people that do not know	 HI. TARMIZI BIN SAHRI PEGAWAI TAMBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI PERAK
	how to fill in the marriage form	
	by using online system and print it	
	for them.	
	viii. Checking / correcting applicants	
	information to manual in the system	
	using their IC number and series	
	number.	

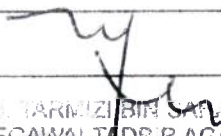
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2016	i. Served people at the front desk.	
	ii. Received the form of xl-card that was sent today and record it in the record book.	
	iii. Received marriage application form that ^{was sent} is received today and record it in record book.	
	iv. Returned marriage certificate to the applicants.	Very Good!
	v. Photostate the form/ ^{information} that was needed for any application that is not enough / completed.	
	vi. Stamp (oop) "paraf" on every single page of voucher that has been paraf.	 H.J. TARMIZI BIN SAMARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
	vii. Answer phone calls	
	viii. Answer people questions on the Pejabat Agama Bagan Serai Facebook website.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
23/2/2016	i. Received marriage application form	
	and record it in the record book.	
	ii. Answer phone calls.	
	iii. Arranged the complete marriage	
	application that has been approved	
	according to their series number.	Good Job and excellent!
	iv. Every marriage application from	
	year 2015 that has not been	
	put in the box are arranged	
	according to their series number	
	first. Then, the name and series	
	number are ticked in through the	
	list. After that, the list is print	
	out and glued to the new box.	
	The marriage application form in	
	year 2015	
	from the are put in that box.	
	v. Served people at front desk.	
	vi. asked for officer's signature	
	for male marriage form to be	
	give to female marriage form.	
	vii. Photostat the marriage application	
	form that is not enough /	
	completed.	
	viii. Edit the information for marriage	
	applicants through online system	
	because there is incorrect data.	

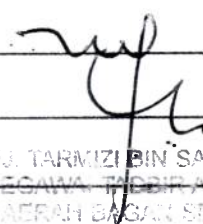




H.J. TARMIZI BIN SAIFARI
 PEGAWAI TADARUS AGAMA
 DAERAH BAGAN SERAI
 34300 BANGI, KEMERLANG, PERAK

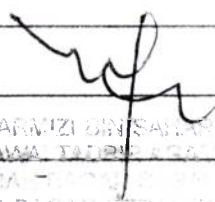
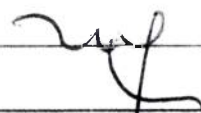
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2016	i. Arranged marriage application form that has been signed and completed according to their series number.	
	ii. Kick in the date into the list and the form are placed in a box. The box is recorded under the year 2016. The list are glued on the box with the applicants names so it is easy for them to search if anything happen.	
	iii. Served people at the front desk.	Good Job and excellent!
	iv. Asked AAA ^{PTA} 's signed for the application form of marriage.	
	v. open ^{make} new file for financial officer by making new labels and stamp on the files.	
	vi. Received marriage application form that was sent today and record it in the record book.	
	vii. Make a lump statement for a purchasement of new computers, aircond, pipe and pvc pipe.	
	viii. Help the applicant for marriage that don't know how to print	

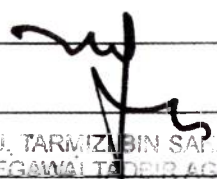
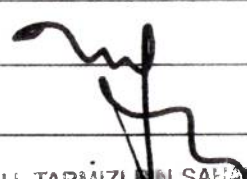

 HJ. TARMIZI BIN SAHARI
 PEGAWAI TADBIR AGAMA
 DAERAH BAGAN SERAI
 34000 BAGAN SERAI, PERAK.

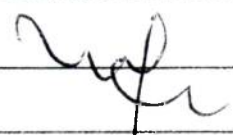
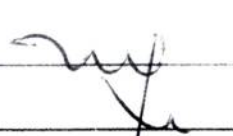
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	their application form from online	
	system by using reference number	
	and IC.	
	ix. Answer phone calls.	
	ix . Photostate the marriage application	
	form that was not enough (2 copies)	
	iii. Photostate the form for N-Kad	
	that is almost finish.	


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2/2016	<p>i. Make a new filing. Changed the document from the old file to new file. Document that was recorded for 2015 are closed in the file of 2015. The new file are open for the year 2016.</p>	
	<p>ii. make a new label for new file.</p>	
	<p>iii. Answer phone calls.</p>	
	<p>iv. Asked for officer's signature to approve marriage application form (male form)</p>	<p>Good Job and excellent!</p>
	<p>v. Returned marriage certificate to # applicants.</p>	
	<p>vi. ^{Received} Returned marriage form that was sent today and record it in the record book</p>	
	<p>vii. Find marriage certificate that happened in the year 1978 because their own certificate has lost.</p>	<p>HJ. TARMIZI BIN SAMARI PEGAWA TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK.</p>

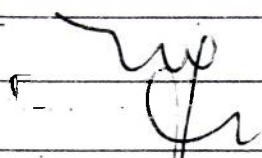
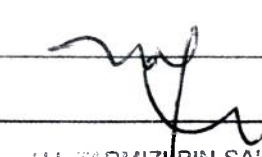
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK	
26/2/2016	i. Received marriage application that was sent today and record it in the record book.		
	ii. Received application for record.	Very Good!	
	iii. Answer phone calls.		
	iv. Served people at the front desk.		
	v. Photostate the marriage application that has been approved.		
27/2	vi. Print the daily reports of vote book, bills and list of purchase through e-spets system.		 HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
	Then, the reports are put into the file and stamp with PTA's name for him to sign.		
	vii. Answer phone calls.		
29/5/2016	i. Photostate the marriage application form into 2 copies.	Very Good!	
	ii. Pick in the date of people that have paid RM5.00 for marriage registration procedures.		
	iii. The result of the date are printed to be put in the file.		 HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
	iv. Served people at the front desk.		
	v. Received and record the marriage application form that was sent today.		

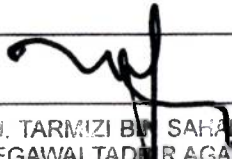

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2016	<ul style="list-style-type: none"> - Photostate the marriage application that was sent into 2 copies - make a payment for 'trial and out' through e-specta system. - Receive marriage application form #07 was sent today and enrol it in the record book. - Answer phone calls. - Serveal people at the front desk. - Stamp the first officer name and date on document that need his signature - Follow up 'penguatkuasa' do their warrant for people that did not go to court. 	<p style="text-align: center; font-size: 2em; font-weight: bold;">Very Good!</p> <div style="text-align: center;">  <small>HJ. TARMIZI BIN SAI LARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK</small> </div>
2016	<ul style="list-style-type: none"> - Input P. number number for applicant and input date when they do the the application form in the system. - Update the application information in the system on their behalf. - Arrange the document in the file. - Arrange the marriage application according to number series number. - Answer phone calls. - stamp the finance report with officer's name. 	<p style="text-align: center; font-size: 2em; font-weight: bold;">Very Good!</p> <div style="text-align: center;">  <small>HJ. TARMIZI BIN SAI LARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK</small> </div>
	<ul style="list-style-type: none"> - received application for marriage form. N-card and answer ^{photostate} the forms. 	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
14/12/16	<ul style="list-style-type: none"> - Received marriage application form - Answer phone calls - And the marriage certificate that people that has lost it and make copies for them. - Photostate some documents for finance officer. - Make a letter ^{to} state the ^{work} of name to several responsible people. - Answer phone calls 	<p style="font-size: 2em; font-weight: bold;">Excellent!</p>  <p>HJ. TARMIZI BIN SAFARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK</p>
13/12/16	<ul style="list-style-type: none"> - Returned the certificate of divorce to the person that has not ^{claimed}. - Received Akad application form. - Answer phone calls. - Served people at the front desk. - Record the payment of marriage application (RM20) into the system for the finance officer and print it for applicants use and office use. - Make the daily report to ^{of} vote book from the system (27/12-4/13#), list of business report (27/12-4/13), and register the invoice bills through e-spets system and put it in their respective file. 	<p style="font-size: 2em; font-weight: bold;">Very Good!</p>  <p>HJ. TARMIZI BIN SAFARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2016	- Find the old marriage certificate	
	- Return marriage certificate to applicants	
	- Served people at the front desk	Very Good!
	- Prepare state document for marriage application	
	- Answer phone calls	
	- Record the name for marriage application	 <small>Dr. TARIK ZUBAIRI BIN DEBAGAWI TADBIRAGAMA DAERAH BANGSI SERAI 34000 BANGSI SERAI, PERAK</small>
	- That was sent today in the record book	
	- Prepare marriage application and	
	- Record application	
	- Make receipt for ^{marriage} application	
	- through spms system	
	- Served people at the front desk	
	- Answer phone calls	
	- Prepare state document for marriage application	
	- Record the name for marriage application	
	- That was sent today in the record book	Very Good!
	- Prepare marriage application and	
	- Record application	 <small>Dr. TARIK ZUBAIRI BIN SAJJRI DEBAGAWI TADBIRAGAMA DAERAH BANGSI SERAI 34000 BANGSI SERAI, PERAK</small>
	- Make receipt for marriage application	
	- through spms system	
	- Make receipt for marriage application	
	- sales and marriage application	
	- Received application form for	
	- marriage and Al-card that was sent	
	- today and record it in the record book	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
9/3/2016	- Received marriage application form that was sent today and record it in the record book.	
		Well done!
	- Arranged pamphlet of guideline to apply for marriage online.	
	- Photostate application form that was not enough.	
	- Served people at the front desk.	
	- Answer phone calls	
	- Referred the permission for marriage to applicant	
		 HJ. TARMIZI BIN SAHARI PEGAWAI TADJIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK
10/3/16	- Served people at the front desk	
	- Received marriage application form and record it in the book.	
	- Issued marriage certificate	
	- Answer phone calls	
	- Photostate application forms that is not enough	

MAATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/16	<ul style="list-style-type: none"> Received marriage application form and N-cards. 	
	<ul style="list-style-type: none"> The form are recorded in their respective record book. 	Very Good!
	<ul style="list-style-type: none"> Served people at the front desk. 	
	<ul style="list-style-type: none"> Asked the PTA's sign for the document. 	
RI VA PERA	<ul style="list-style-type: none"> Prepared the report for daily work book, list of business reports, and register the entries into through e-specs system from 5/12/2016 until 11/3/16. 	
	<ul style="list-style-type: none"> The reports are put in their respective pp. 	<p>HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK.</p>
3/16	<ul style="list-style-type: none"> Served people at the front desk. 	Very Good!
RI VA PERA	<ul style="list-style-type: none"> Asked PTA's signature for some documents. 	
	<ul style="list-style-type: none"> Received marriage application form that was sent today and record it in the record book. 	
	<ul style="list-style-type: none"> Make payment^{receipts} of application form fee (RM20, RM5) through e-specs systems. 	
		<p>HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK.</p>

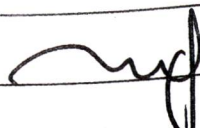
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
15/3/2016	i. Served people at the front desk.	
	ii. Received marriage application form that was sent today and record it in the record book.	Very Good!
	iii. Returned marriage certificate to the applicants.	
	iv. Put the letters of meeting that will be held for 'imam' into envelope and stamp the name of mosques in every envelope.	<p>HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK</p>
16/3/2016	i. Received marriage application form that was sent today and record it in the record book.	
	ii. Give marriage certificate to applicants.	Good Job and excellent!
	iii. Make authentication of marriage certificate for applicant for umrah.	
	iv. Served people at front counter.	<p>HJ. TARMIZI BIN SAHARI PEGAWAI TADBIR AGAMA DAERAH BAGAN SERAI 34300 BAGAN SERAI, PERAK</p>
	v. End of practical training.	

COMMENTS

Secara keseluruhannya pelajar ini menunjukkan prestasi yang cemerlang semasa tempoh menjalani praktikal di Jabatan ini.

Semoga maju jaya dalam lapangan dan tugasan di masa akan datang.

"Selamat Maju Jaya"



HJ. TARMIZI BIN SAHARI
PEGAWAI TADWIR AGAMA
DAERAH BAGAN SERAI
34300 BAGAN SERAI, PERAK.