



**Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA**

**Practical Training Report
Malaysian Administrative Modernization and
Management Planning Unit
Sarawak Branch**

Name of Student

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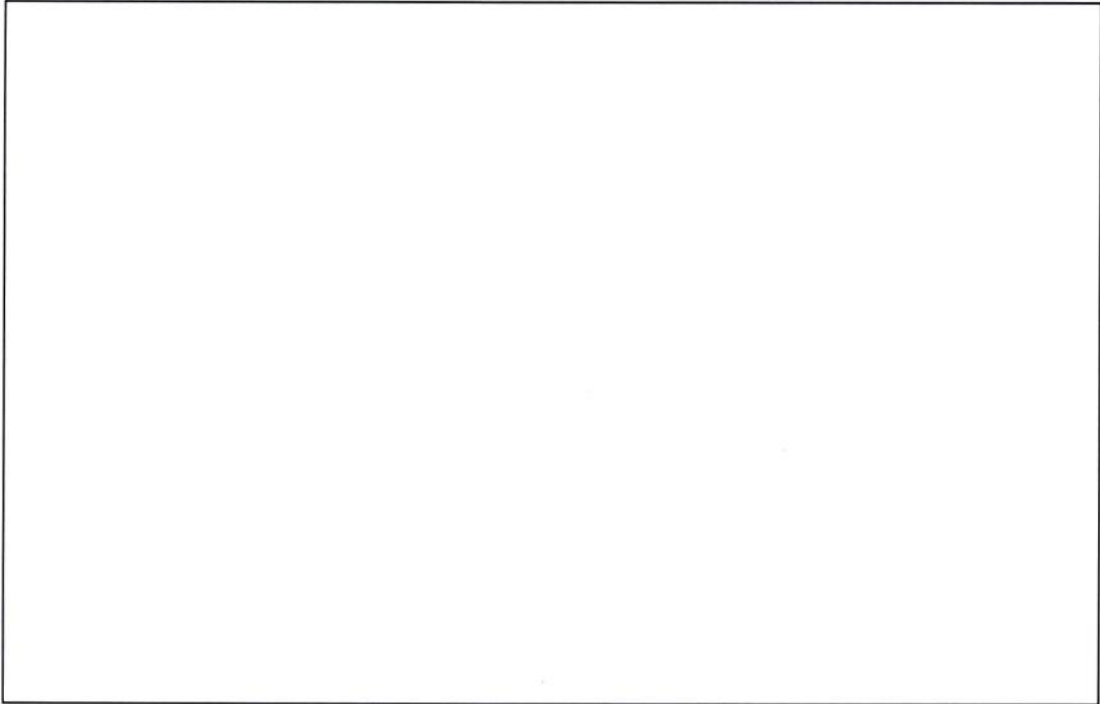
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Name of Supervisor

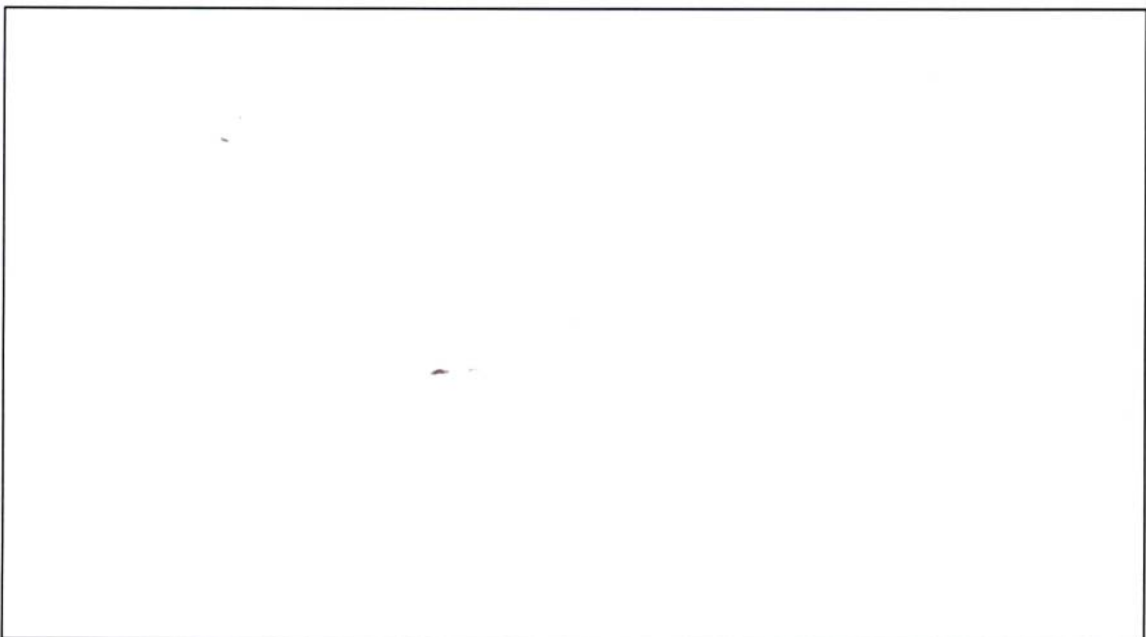
Miss Sharon Pearl ak Henry Serub

March 2014 – July 2014

Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Miss Sharon Pearl ak Henry Serub

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

(Signature)

Date:

Acknowledgement

All praises to the one and only, Allah S.W.T. for giving me each day the blessing of life and helps me through my hardness and weakness during my practical training at Malaysian Administrative Modernization and Management Planning Unit, Sarawak Branch (MCS). A grateful and thank you also to everyone who has been involved since the beginning until the completion of my practical training and the preparation of the report whether directly or indirectly especially to my beloved parents for always giving me supports and useful advices. A great thing comes from a great experience and I have struggle with the efforts in order to ensure the success of my practical training and its report. I, Hamzani bin Fadil feels really grateful that this practical training report could be settled successfully. Lots of barriers and challenges have been through and giving up is never the idea for me. To my supervisors, Mr. Abang Zulkarnain bin Abang Haji Ibrahim (MCS) and Miss Sharon Pearl ak Henry Serub (UiTM), no words can describe for how much help and guidance that you two have gave to me. My thanks also towards my friend Nursyamsina binti Sopian Khan who helps me in the completion of my practical training as well as its report since we were at the same organization (MCS) in order to produce better result. My thanks also towards all MCS's staff upon their supports and advices during my practical training. They are also really friendly and supportive of each other especially to those practical trainee as myself. Lastly, again not to forget everyone who has involved in my life especially in my study whether directly or indirectly as my parents, siblings, lecturers, MCS's staffs, relatives and friends for the supports that they have gave to me. Thank you.

Declaration

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

Signed



Name: HANZANI BIN FADIL

Name: -

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

This chapter introduces the Malaysian Administrative Modernization and Management Planning Unit (MAMPU) including its background, objectives and functions, divisions, vision, mission, motto, roles, client's charter, functions of MAMPU Sarawak Branch (MCS), sources of authority and the organizational structure of MAMPU including top management at the headquarters as well as the organizational structure of MAMPU Sarawak Branch (MCS).

1.1 Background of MAMPU (History)

According to MAMPU Official Portal (www.mampu.gov.my), MAMPU was established based on the study conducted by Prof. John D. Montgomery and Milton J. Esman (1965), which is Development Administration in Malaysia. The study acknowledged the need to upgrade professionalism in the public service through educational and training programmes. Based on recommendations of the study, the Development Administrative Unit (DAU) was established in 1966 to spearhead administrative reforms in the Government (MAMPU Official Portal, www.mampu.gov.my). DAU was later expanded and renamed as Implementation Coordination Development Administrative Unit (ICDAU) where tasked with coordinating the planning and development of human resources. After that, ICDAU was later restructured due to the rapid and dynamic growth of the public service in 1977 (MAMPU Official Portal, www.mampu.gov.my).

In 1986 according to MAMPU Official Portal (www.mampu.gov.my), the role of human resource planning was reassigned to other agencies so that the ICDAU can focus its efforts on public sector administrative modernization and management consultation and since that, it was known as the Malaysian

Administrative Modernization and Management Planning Unit (MAMPU). Based on Jeong (2007), the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) whereby in Malay called as *Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia* is one of the prominent government agencies in Malaysia that is responsible for modernizing and reforming the public sector. It is also one of the few central agencies in Malaysia who is responsible for modernizing and reforming the public sector in the areas of administrative reforms and it is placed under the Prime Minister Department. As the lead agency in public service transformation, MAMPU is responsible in improving the nation's competitiveness through the effective implementation of modernisation initiatives in organisational management and ICT in the Public Sector (MAMPU Official Portal, www.mampu.gov.my).

1.2 Objectives & Functions of MAMPU

According to Jeong (2007) that focusing on MAMPU, there are several main objectives and functions of MAMPU. Among them are stated as follows:

- ✚ To conduct research in public administration.
- ✚ To conduct research in the area of human resources.
- ✚ To formulate policy for the modernization of the public sector.
- ✚ To report to the cabinet and/or parliament.

1.2.1 Other related objectives and functions of MAMPU according to Jeong (2007) are:

- ✚ To strengthen the administrative structure and human resources planning at the Federal, state, and local government levels.
- ✚ To upgrade and modernize the administrative system and its operation through the study of the system and its operation, especially in accelerating the implementation of development.
- ✚ Introduce new and innovative techniques in the government administrative sectors and improve on the efficiency material management system, resources, and programs, at all governmental levels.
- ✚ Introduce a more effective system in human resources planning and development so as to correctly predict the current and future demands and needs of labour (human resources) for economic development.
- ✚ Control and coordinate purchases and usage of equipment by various government agencies.

1.3 Division of MAMPU

As mentioned by Jeong (2007), MAMPU is actually divided into six divisions. Those divisions are stated below:

- ✚ Task System Division
- ✚ Productivity Enhancement Division
- ✚ Finance Management Division
- ✚ Information Technology Division
- ✚ Task force and Administrative Division
- ✚ Management Policy Analysis and Organization Research Division

1.4 Vision, Mission and Motto

According to MAMPU Official Portal at www.mampu.gov.my, MAMPU was established with the vision to be a leader in driving public service modernization towards distinction by 2015. For the mission, MAMPU is focusing on spearheading public sector transformation to improve the well-being of the people and to strengthen national competitiveness through innovative and strategic enhancement of organizational management and ICT as well as with the motto, together we transform.

1.5 Roles

As the central agency that responsible for modernizing and reforming the public sector in the areas of administrative reforms, MAMPU plays four main roles. Those roles which stated in MAMPU Official Portal are:

- 1. Catalyst and Change Agent in the Administration and Management of the Public Service**
 - ✓ In this part, MAMPU focus to introduce and promote new initiatives in the administration and management of the public service as well as evaluate and award Government agencies for their achievements in providing an efficient, effective and responsive delivery system.

- 2. Planner and Leader in the Development of Communications and Information Technology (ICT) in the Public Sector**
 - ✓ Here, MAMPU is responsible to plan, devise, coordinate and assess the implementation of ICT development in the public sector towards strengthening the Public Service delivery system.

3. Consultant in the Areas of Organizational Management and Communications and Information Technology (ICT) for the Public Sector

- ✓ MAMPU will provide consultation services to public agencies so as to ensure the structure, system, work procedures and implementation of ICT developments are in line with efforts to improve the public service delivery system.

4. Facilitator in Modernization Program and Transformation of the Public Service Delivery System

- ✓ In this case, MAMPU is significant to synergize knowledge, expertise and resources which are from the public, private sector and NGOs towards enhancing the modernization and transformation of the Public Sector.

1.6 MAMPU Client's Charter

MAMPU client's charter effective on 7 March 2012 and MAMPU pledge to provide quality services as follows (MAMPU Official Portal):

1. To provide advisory, guidance and consultation services and achieve at least the scale 5 (satisfactory) of 7 in the service delivery effectiveness assessment.
2. To complete a Management Study for a Public Sector agency within three (3) months.
3. To complete a Management Study involving several Public Sector agencies within six (6) months.

4. To submit inspectorate visit reports to the respective agencies upon approval of MAMPU top management within one (1) month from the date of visit.
5. To submit Star Rating Report to the respective agencies within two (2) weeks after the presentation in Panel 3P Meeting/ other specified meetings.
6. To submit decision papers on ICT project technical approval application (ICT Technical Committee – ICTTC) to the respective agencies within one (1) month upon the receipt of the complete application.
7. To ensure at least 99.5% availability of Putrajaya Campus Network (PCN).
8. To ensure at least 99.9% availability of Internet access for Putrajaya Campus Network (PCN) users.
9. To ensure at least 99.3% availability of Wide Area Network (WAN) (1Gov*Net).
10. To provide Electronic Government smart cards within ten (10) working days from the receipt of the application.
11. To disseminate early warning notice to the agencies under the jurisdiction of PRISMA within one (1) hour of cyber threat confirmation.
12. To provide early consultation services upon receiving an ICT security incident complaint:
 - Complaints received during working hours will be resolved within one (1) hour.
 - Complaints received after working hours will be resolved the following working day.

13. To ensure at least 99.9% availability of myGovernment Public Service Portal.
14. To achieve at least 80% customer satisfaction for promotion through exhibitions.
15. To distribute minutes of main meetings within three (3) working days from the date of the meeting.
16. To resolve complaints related to MAMPU within three (3) working days from the receipt of the complaint.
17. To achieve at least 80% external customer satisfaction on MAMPU service delivery.

1.7 MAMPU Sarawak Branch (MCS)

MAMPU Sarawak Branch which is also known as MCS are one of the MAMPU's branches beside MAMPU Sabah Branch whereby very important to bring changes, modernization and transformation of public sector administrative on management in Sarawak. The functions of MCS are as follows:

- Catalyst and change agent for public sector administrative on management in Sarawak.
- Enabler for the implementation of modernization programmes and transformation of service delivery system in public service in Sarawak.
- Planner and catalyst for information and communications technology (ICT) for public sector in Sarawak.
- Consultant for public sector organisation management and ICT management in Sarawak.

1.8 Sources of Authority

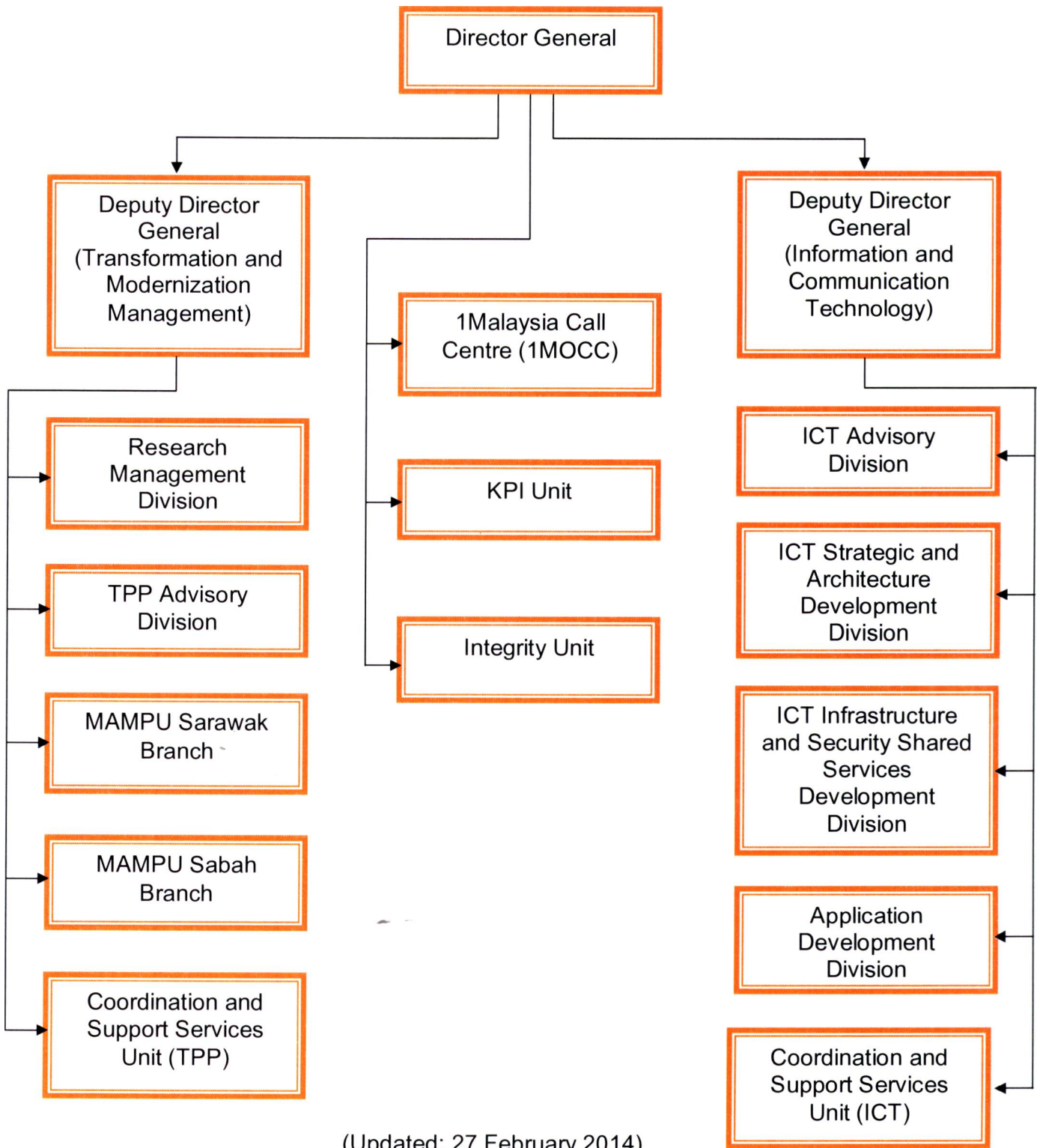
Sources of authority here refer to the Malaysian law that give autonomy and power to MAMPU in performing its roles and function in order to ensure the development, modernization and transformation of Malaysia public sector. Those sources of authority are:

- Ministerial Function Act 1969
- General Circular Letter No. 9 of 1977: Establishment of Human Resource Modernization and Planning
- General Circular No.3 of 2000: Government Information Technology and Communications Security Framework
- General Circular No. 2 of 2006: Strengthening Government IT and Internet Committee Governance
- Electronic Government Activities Act 2007.

1.9 Organizational Structure

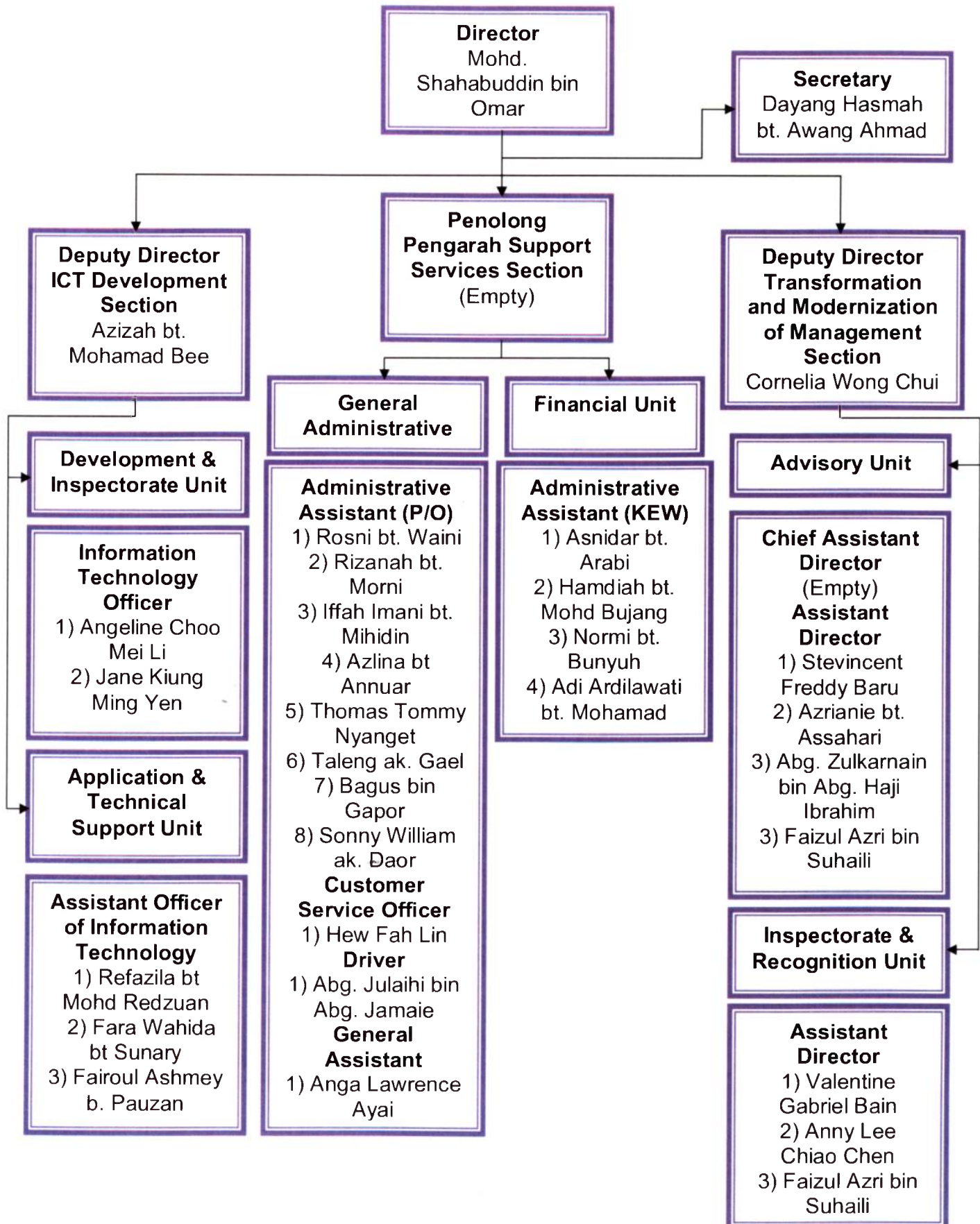
Organizational Structure here will be divided into two of which Top Management of the whole MAMPU (1.9.1) and MAMPU Sarawak Branch or MCS (1.9.2).

1.9.1 Top Management



(Updated: 27 February 2014)

1.9.2 MAMPU Sarawak Branch (MCS)- (Updated: 20 february 2014)



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter summarizes the daily training and programs that I get from MAMPU Sarawak Branch (MCS) and it includes the description of jobs as well as tasks where executed throughout the practical training. It is actually done based on my Log Book (Practical Training).

2.1 First Week

This is my first week of my practical training at MAMPU Sarawak Branch (MCS) whereby started on Wednesday, 22 January 2014. As it is my first day (Wednesday, 22 January 2014), I report (report duty) myself together with my friend, Nursyamsina binti Sopian Khan to MCS at 8:00 a.m. After that, we were introduced to Mr. Abang Zulkarnain bin Abang Haji Ibrahim, our host supervisor and we introduced ourselves to all MAMPU's staff during knowledge-sharing session. During this session, we are also exposed to think out of the box by Mdm. Azizah bt Mohamad Bee, Deputy Director (ICT) MAMPU Sarawak Branch (MCS). After done with the knowledge-sharing session, we were then given some briefing on tasks, procedures (circular), ethics, dress codes and security of working in MCS by Mr. Abang Zulkarnain bin Abang Haji Ibrahim, Mr. Faizul Asri b. Suhaili and Mr. Valentine Gabriel Bain. Lastly for my first day in MCS, I help MCS's staffs, Mdm. Iffah Imani binti Muhidin and Miss Adi Ardilawati bt. Mohamad in preparing prizes and group performance for MAMPU Annual Dinner 2013 (#Rockin' the Night Away @ MCS 2013) which will be held on 24 January 2014 (Friday). The prizes preparation task takes two days to be completed whereby from 22 February 2014 (Wednesday) and 23 February 2014 (Thursday).

On the second day of my practical training (Thursday, 23 January 2014), we have demonstration on monthly staff role model evaluation system which was done by ICT division of MCS. MCS is divided into three sections namely Transformation and Modernization of Management Section, ICT Development Section, and Support Services Section. Back to the demonstration on monthly staff role model evaluation system, it was done specifically by Mohd Syazwan bin Mohd Aris, a practical training student from Universiti Teknologi Malaysia (UTM). Furthermore, I also attended the knowledge-sharing session that was been presented by Madam Azlina bt. Annuar who focuses on the correct way of writing organizational letter. Besides that, I also have group meeting on dinner performance for MCS's annual dinner. Last but not least, I attended MCS's annual dinner (#Rockin' the Night Away @ MCS 2013) which was held and organized at Grand Margherita Kuching hotel with the attendance of all MCS members including Tuan Haji Mohd Shahabuddin bin Omar (Director of MCS), Madam Azizah binti Mohamad Bee (Deputy Director ICT) and Madam Cornelia Wong Chui (Deputy Director TPP)

2.2 Second Week

For the second week, I started my week whereby on Monday, 27 January 2014 by joining the knowledge-sharing session that was conducted by Mr. Bagus bin Gapor with the topic "Tips for Healthy Life". In this second week, there is also one more knowledge-sharing session that has been held by MCS staff, Mdm. Azrianie bt. Assahari on 29 January 2014 (Wednesday) with the topic 5-W (5W). On my first day of my second week, I also helped MCS in improving the notice board for knowledge-sharing session 2014 whereby completed on 29 January 2014 (Wednesday), helping Mdm. Azlina bt. Annuar in disposal process of MCS's documents as well as participating in *Majlis Perasmian Senam 1 Malaysia Kompleks Persekutuan Kuching* which was done by Y.B. Datuk Joseph Entulu Belaun as Minister in Prime Minister's Department.

After that, for the next day which is 28 January 2014 (Tuesday) I participated in Engagement Session with Public Training Institute (ILA) 1MTC Project (Sarawak zone) organized by MAMPU. For this program, it started at around 9:00 a.m. with the talk session regarding 1MTC portal and at around 11:00 a.m., the engagement session for 1MTC has taken place whereby both sessions have been handled by Mdm. Izzwin Ismail, a 1MTC Speaker and System Manager of MAMPU and it ended with the officiating by YBhg. Dato' Nor Aliah bt. Mohd Zahri, Deputy Chief Director (ICT MAMPU) at around 5:30 p.m.

Besides that, on 29 January 2014 (Wednesday) I have also been assigned by Mdm. Azlina bt Annuar in arranging and sorting documents or letters of MCS for June until December 2013 so as to be more organize and effective for staff reference. In this work, I put and arranged all of those letters in the correct file based on correct date and month (sorting process). Moreover, in my second week (Thursday, 30 January 2014), I also involved in Mampu Club program (K-Masuri) which is to celebrate and acknowledge the efforts of Mdm. Azrianie bt. Assahari, one of MCS's staff who has been promoted to M44. After that, I helped Mdm. Azlina bt. Annuar to do "sorting" for letters of July, October, November and December 2013 by using Microsoft Office Excel in order to easily review those documents or letters later if necessary especially in document disposal process.

2.3 Third Week

In third week of my practical training, I start my week by arranging and adjusting '*daftar surat menyurat* (out-flow)' from January until December 2013 in order to make it more systematic and easy to review after the sorting process has been done. This task is actually done on 03 February 2014 (Monday). On the same day, I also helped Mr. Faizul Asri b. Suhaili in preparing kit for meeting *Jawatankuasa Pemandu Inovasi (JKPI) Agensi-agensi Persekutuan Sarawak Bilangan 1 Tahun 2014* where will be held on 04 February 2014 (Tuesday) at Meeting room, Level 17, *Pejabat Setiausaha persekutuan Sarawak*, Sultan

Iskandar Building. On the next day which is 04 February 2014 (Tuesday), I make and design new *Jadual Pergerakan Pegawai* for MCS. This is to indicate whether the officers or staffs of MCS available in the office, have meeting, outstation, seminar or leave. In this task, I have done four designs of 'Jadual Pergerakan Pegawai'. This task takes 2 days before approval by Madam Azizah bt. Mohamad Bee, deputy Director (ICT) of MCS since it involve redesigning the designs so as to be more attractive and effective for MCS.

Besides that, I also joined the knowledge-sharing session with the topic 'Learn to be Greatful' whereby presented by Mdm. Cornelia Wong Chui, Deputy Director (TPP) of MCS on 05 February 2014 (Wednesday) as well as the knowledge-sharing session regarding the Service Circular which is Time-based Promotion on the Basis of Excellent for Support Group Officers whereby presented by Mr. Fairoul Ashmey b. Pauzan on 07 February 2014 (Friday). On 06 February 2014 (Thursday), I also helped Mr. Hew Fah Lin in improving corner space of MCS which is relating with the MCS's Excellent Values so as to be more attractive, visible and informative to its customers and visitors. In this part, I have done several designs for MCS's Excellent Values and one of them have been approved by Mr. Hew Fah Lin. This task takes really a long time as it continued to week four of my practical training. Lastly, in this third week I participate and join MCS in 'open house' program for Chinese New Year 2014 with the participation of OKU workers in Kuching Federal Complex where held on 07 February 2014 (Friday).

2.4 Fourth Week

For fourth week of my practical training, I start my day on 10 February 2014 (Monday) by attending the knowledge-sharing session in which presented by Mr. Faizul Azri bin Suhaili with the topic "*Hidupkan Nilai Kasih Sayang, Kikis Buruk Sangka*". For the information, I also attended two more knowledge-sharing sessions in this fourth week where the topic are 'The Value of Time' that presented by Madam Fara Wahida bt. Sunary and Service Circular No. 1 of 2014: Wages of Grant Assistance Stitch where presented by Mdm. Hamdiah bt. Mohd Bujang on 12 February 2014 (Wednesday) and 14 February 2014 (Friday) respectively. Furthermore, I also continue with my work on 06 February 2014 (Thursday) with material preparation for MCS's corner space including wording and finding anything available and can be reused (recycle) for the MCS's corner space. This task takes too much time (involve the whole fourth week) and I have to get approval from Mr. Hew Fah Lin and meet the stated requirement of which must attractive, clear contents and like by majority of MCS members. After that at around 2:00 p.m., Miss Sharon Pearl ak. Henry Serub as my supervisor/ lecturer for my practical training visited MCS for my practical training evaluation. In this part, she explained to me and my friend, Nursyamsina binti Sopian Khan about our practical training evaluation including explaining the requirement for practical training log book and report. She also evaluated us based on our host supervisor perspective which is Mr. Abang Zulkarnain bin Abang Haji Ibrahim.

Besides that, I also attend the program organized by Dewan Bahasa dan Pustaka (DBP) Sarawak Branch on 13 February 2014 (Thursday) which is '*Wacana Pemikiran Zaini Ozeā*' at *Balai Budaya*, DBP Sarawak Branch. This program has been officiated by YBhg. Datu Dr. Haji Adi Badiozaman Tuah, a Governing Board Member of DBP Malaysia. This program started at 9:00 a.m. with the arrived of YBhg. Datu Dr. Haji Adi Badiozaman Tuah with the objective to recognize the achievements of Mr. Zaini Ozea @ Oje, a Prominent Activist Literature and the Art in Malaysia. In this program, there are also four panels

who presented their proposals. Those panels and their topic of proposals are as below:

- I. Dr. Hazami Jahari – *Zaini Ozea: Mengapa Terkunci dan Terbelenggu*
- II. Dr. Nur Afifah Abdullah – *Bumiku oh Bumiku: Cerminan Ilmu dan Pengalaman Teaterikal Zaini Ozea*
- III. Tuan Haji Saie – *Suara Bicara dan Perutusan Puisi-puisi Zaini Ozea*
- IV. Encik Zakaria Hassan – *Catatan Teater Buniku oh Bumiku*

This program then ended around 12:30 p.m.

Next, I was also involved in thanksgiving ceremony for MCS's staff, Mr. Faizul Azri bin Suhaili who will be transferred to other agency or organization where has been held on 14 February 2014 (Friday). This ceremony is also to celebrate MCS's staffs whose birthday in January and February. One of the staff is Mr. Valentine Gabriel Bain. Last but not least, on the same day which is 14 February 2014 (Friday) I also attend myself in the program organized by DBP Sarawak Branch which is Night for Zaini Ozea Appreciation. In this program, we are exposed to theater or theatrical performance wrote by Mr. Zaini Ozea (Malaysian Prominent Activist Literature and the Arts).

2.5 Fifth Week

For fifth week, I start my day (17 February 2014, Monday) by attending the knowledge-sharing session that has been presented by Madam Iffah Imani bt. Muhidin with the topic 10 tips for happy life. The other knowledge-sharing session that I participated in was on 19 February 2014 (Wednesday) with the topic 'Speak from the Heart' that has been presented by Mr. Hew Fah Lin. After that, I also assisted Madam Azlina bt. Annuar in 'filing' work for administrative modernization year 2009-2013. In this task, I have the opportunity to see how government agency (MCS) perform its filing process/system or document record

process/system in order to ease the process of finding the needed documents for further action and future reference. Besides that, in this fifth week I also assist Madam Azlina bt. Annuar in updating record book for '*surat keluar*' for September, October, November and December 2013 and I prepare new pictures for two new staff of MCS which are Madam Anny Lee Chiao Chen and Mr. Allan ak. Peter Alek. These two tasks have been done on 18 February 2014 (Tuesday).

On 19 February 2014 (Wednesday), I have a meeting with Madam Cornelia Wong Chui, Deputy Director (TPP) of MCS regarding two programs that involving MCS. Those programs are Road to AISA 2014 and Sarawak Chief Minister Award 2015 (AKMS). After the meeting, I helped Mr. Allan ak. Peter Alek in checking and make a call to 57 federal agencies regarding the focal person appointment for Sarawak Chief Minister Award (AKMS) 2015. In this task, I also have to remind them to return the appendix A (please refer appendices) of the letter regarding the focal person appointment for AKMS 2015 that have been faxed by Madam Anny Lee Chiao Chen on 18/02/2014. The appendix A must be returned after completely filled by those related 57 federal agencies before or on 28 February 2014 (Friday) for further action. In this task, I also have learn how to deal with customers of MCS which are federal agencies and apply the public relation knowledge that we learn in Public Relation subject during my part 3 (degree) so as to be more confident and effective in performing my tasks especially when bringing the name of MCS and UiTM. This task continues until 24 February 2014 (Monday).

2.6 Sixth Week

This is my last week in MCS for my practical training. In this week, I start my day on 24 February 2014 (Monday) by attending the knowledge-sharing session that presented by Director of MCS which is Tuan Haji Mohd Shahabuddin bin Omar with the topic 'Parents sacrifices for Our Success'. The other two knowledge-sharing sessions that I attended were on 26 February 2014 (Wednesday) and 28 February 2014 (Friday) whereby presented by Miss Normi bt. Bunyuh with the topic 'I Want What She Has' and Miss Refazila bt. Mohd Redzuan with the topic Service Circular No. 38 Year 2013, the Subsidy of Childcare Fee for Child Care Centre. Besides that, I also help Madam Anny Lee Chiao Chen and Nursyamsina binti Sopian Khan in reminding and collecting appendix A (please refer appendices) for invitation letter for Road to AISA 2014 and I have a discussion with Madam Cornelia Wong Chui, Deputy Director (TPP) of MCS regarding presentation of Training of Trainers (TOT) together with Nursyamsina binti Sopian Khan whereby will be held on 26 February 2014. On the next day (25 February 2014, Tuesday), I joined Mr. Stevincent Freddy Baru in giving advisory talk (one of the core businesses of MCS) to Department of Occupational Safety and Health (JKKP) regarding the Conducive Ecosystem for Public Sector (EKSA). In this program, Mr. Stevincent Freddy Baru briefed all of the members of JKKP including their Director, IR. HJ. Mohd Hatta bin Zakaria to the criteria for auditing process of EKSA. Then on the same day, I help Mr. Stevincent Freddy Baru in analyzing the feedbacks of Miri Hospital on MPK and FM seminars as well as EKSA talk which have been held on 18-19 February 2014 and 20 February 2014 respectively.

Furthermore, I also attended the Annual General Meeting (AGM) No. 1 Year 2014/2016 of Sport and Recreational Club of MCS which also known as K-Masuri on 26 February 2014 (Wednesday). This meeting is held to elect the new committee members for K-Masuri such as president, secretary, and treasurer as well as others committee members. Besides that, this meeting is also conducted to discuss the issues of K-Masuri Club especially on the entry and pantry fees as

well as to officiate the dismissal of previous committee of K-Masuri that previously chaired by Mr. Valentine Gabriel Bain as a president. Then, we also have the appreciation and thanksgiving ceremony which is for me and Nursyamsina binti Sopian Khan after six weeks having our practical training in MCS. In this program, Nursyamsina binti Sopian Khan and I have been invited to give a talk and share our experience and appreciation in and to MCS. After that, Nursyamsina binti Sopian Khan and I also have a presentation for Training of Trainers (TOT) with the topic Lean Six Sigma whereby presented in front of Deputy Director (TPP) of MCS, Madam Cornelia Wong Chui and her officers which are Senior Assistant Director Officers. In this function, we have presented the DMAIC which are five key components or elements of Lean Six Sigma as well as anything related to Lean Six Sigma. DMAIC are actually stood for Define, Measure, Analyze, Improve and Control.

Then, on 21 February 2014 (Thursday), I was involved in program organized by Implementation and Coordination Unit (ICU) with the collaboration of Malaysian Administrative Modernization and Management Planning Unit (MAMPU), Ministry of Finance (MOF) and Ministry of Housing and Local Government (KPKT). The program is actually relating to AISA namely Road to AISA Talk 2014 for Borneo Zone (Sarawak). This program is important to expose all public agencies (Education, Local, State and Federal agencies) towards the introduction and process of AISA. Some of those agencies are UiTM, JPJ, UNIMAS and PDRM. In this program, I helped MCS in registration process of all federal agencies involved and distribute the tentative of the program to them. After that, I also attended the Road to AISA talk program.

In this program, we are exposed to five sub-talks. Those sub-talks are as below:

- 1) Overview talk on AISA 2014 by MAMPU
- 2) Talk on Innovation Information and Communication Technology Award (AIICT) by MAMPU, Mr. Sawalrudin bin Abu Hassan.
- 3) Talk on Innovation Local Authority Award by KPKT, Madam Nor Inchun binti Hj. Mohd Salleh.
- 4) Talk on Innovation Administration and Land Award (AIPOT) by ICU, Mr. Shuhairi b. Abd. Ghani.
- 5) Talk on Innovation Management and Finance Award (AIPK) by MOF, Madam Suzilawaty binti Shuib.

Lastly, I completed my six weeks in MCS for my practical training on 28 February 2014 (Friday) by helping MCS members in practicing 5S whereby I help them in packing as well as rearranging the MCS stuffs such as locker so as to be more structured. 5S here actually refers to sort, strengthen, shine, standardize and sustain which are really significant in Total Quality management (TQM).

CHAPTER 3

ANALYSIS

3.0 Introduction

This chapter focuses on file management that practiced by MAMPU especially MAMPU Sarawak Branch (MCS). This chapter will also discuss how I, as a student relates all concepts that I learned in classroom at workplace and how I can transforms the knowledge that have been gained at workplace to reinforce my understanding on the concepts learned in the classroom as well as demonstrate a reflection of my personal experience during the practical training.

3.1 Definition of File Management

File management is integral to record management and in MAMPU specifically MAMPU Sarawak Branch (MCS), it is applying the principles of record management to both paper and electronic records created and used by MCS. Record management according to National Archives of Malaysia is field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records (Sukana bt. Suadi, 25 February 2013). Whilst, file management is actually defined as the process of classifying, sorting, keeping, controlling and indexing the file for the purpose of detection when necessary. Meaning to say, this file management is important to ensure the easily use of information and ensure that records are able to be retrieved easily when needed.

3.2 Goals of File Management

File management in MCS is actually aiming for 3R as stated in **Figure 3.2 (a)**. Those 3R stands for Right file, Right person and Right Time which are very crucial in order to be more fast and efficient in retrieving necessary record or document (Sukana bt. Suadi, 2013). While, **Figure 3.2 (b)** shows how the file management or file system work for achieving these 3R as stated in **Figure 3.2 (a)**.

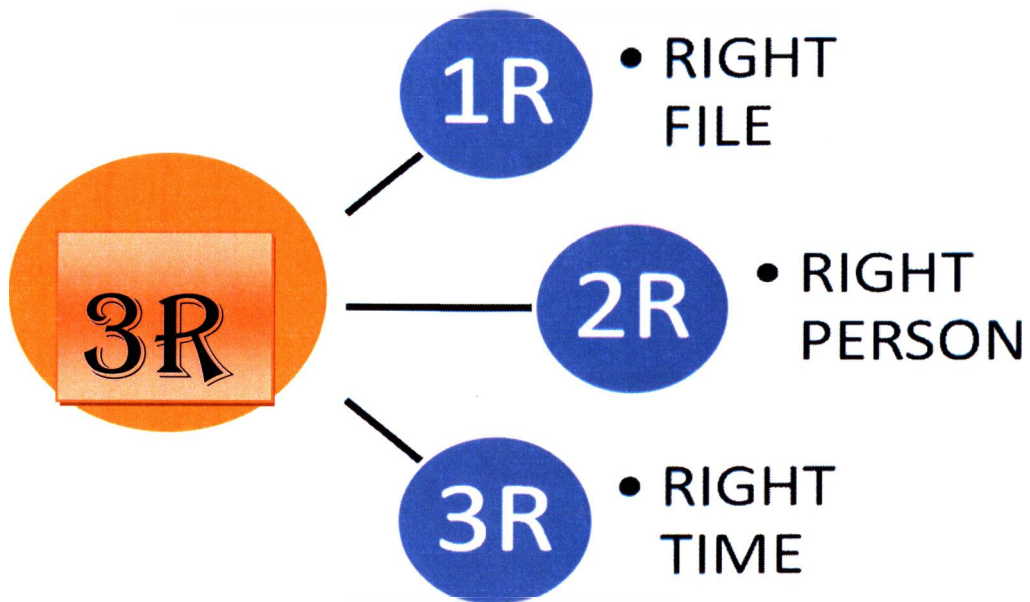


Figure 3.2 (a)

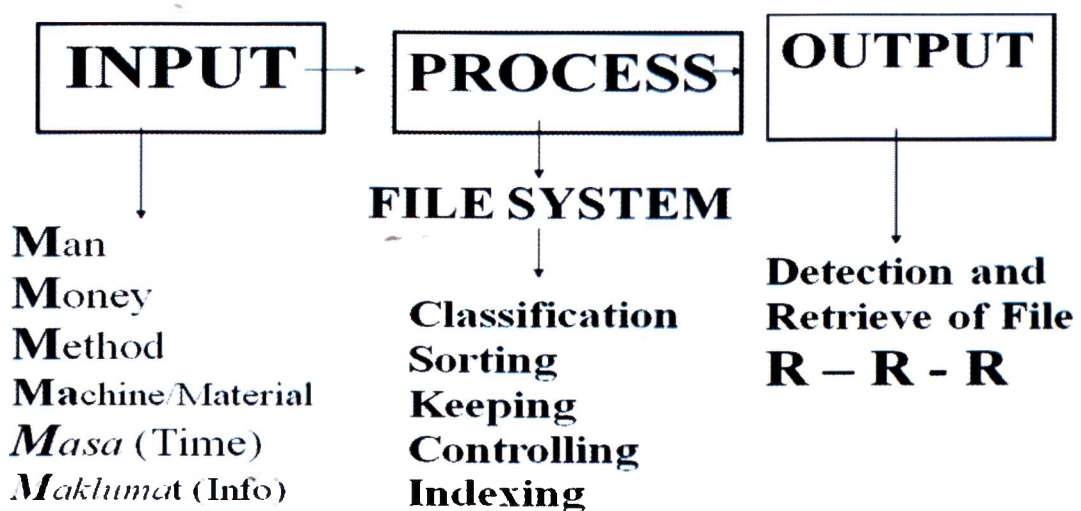


Figure 3.2 (b)

3.3 File Management Concept

Concept of file management that applied by MAMPU or specifically by MAMPU Sarawak Branch (MCS) is as shown in **Figure 3.3**.

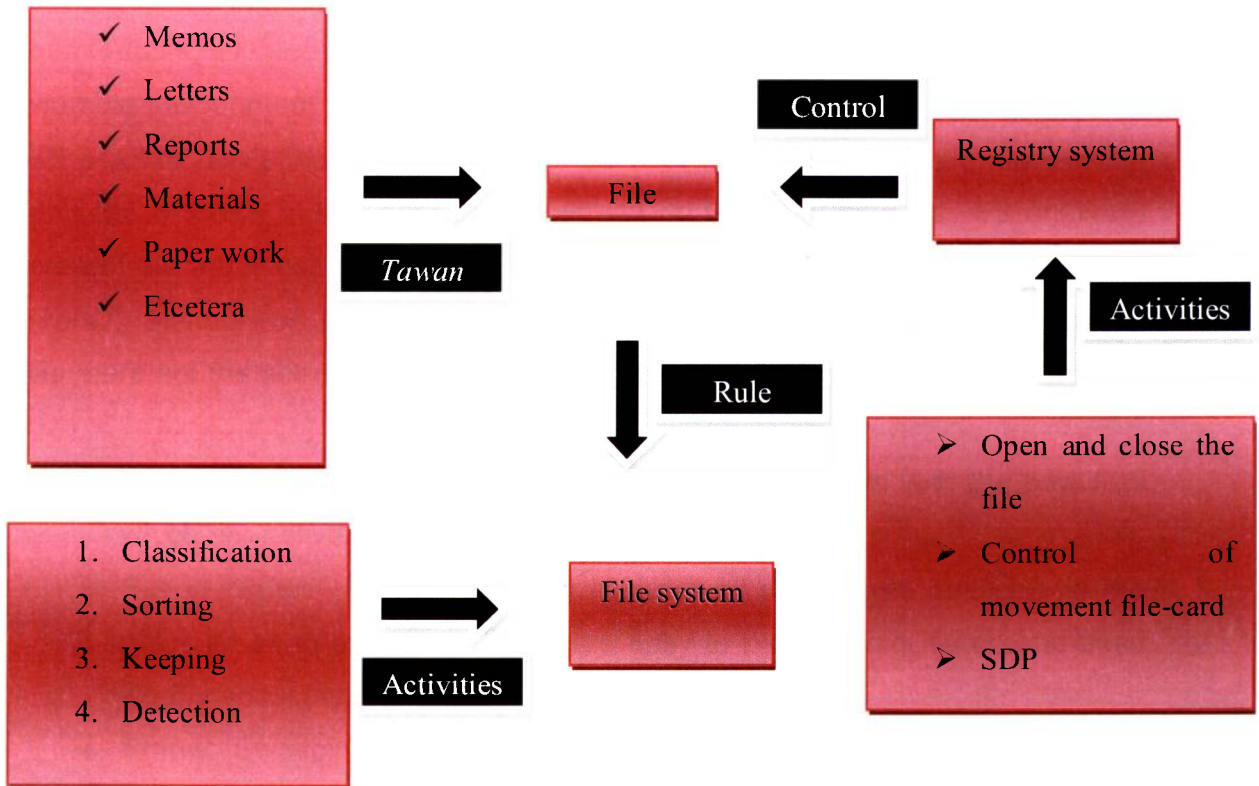


Figure 3.3

3.4 5S in File Management

MAMPU Sarawak Branch is also applying 5S practice so as to be more effective and efficient in its file management. 5S here can be defined as the management method that was introduced by the Japanese industry for the comfortable, tidy and safe working environment. It is also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this case is concerning on file management. 5S originally come from Japanese word of which are sort (*seiri*), set in order (*seiton*), shine (*seiso*), standardise (*seiketsu*) and sustain (*shitsuke*) as stated in **Figure 3.4**. So, here are the activities that involving 5S in file management of MCS.

- ✚ **Sort:** Sort all of the old files that are no longer active with the new files which are active.
- ✚ **Set in order:** Arrange and set in order all documents available in the office so as to ensure that they are easy to be retrieved, taken and used when necessary.
- ✚ **Shine:** Sweeping and cleaning registry room/file room in order to be more comfortable and tidy.
- ✚ **Standardise:** Standardize the order of files based on day, month and year (date).
- ✚ **Sustain:** Always practising sort, set in order, shine and standardise in file management so as to enhance the quality of service, cost saving and ease the file management process.

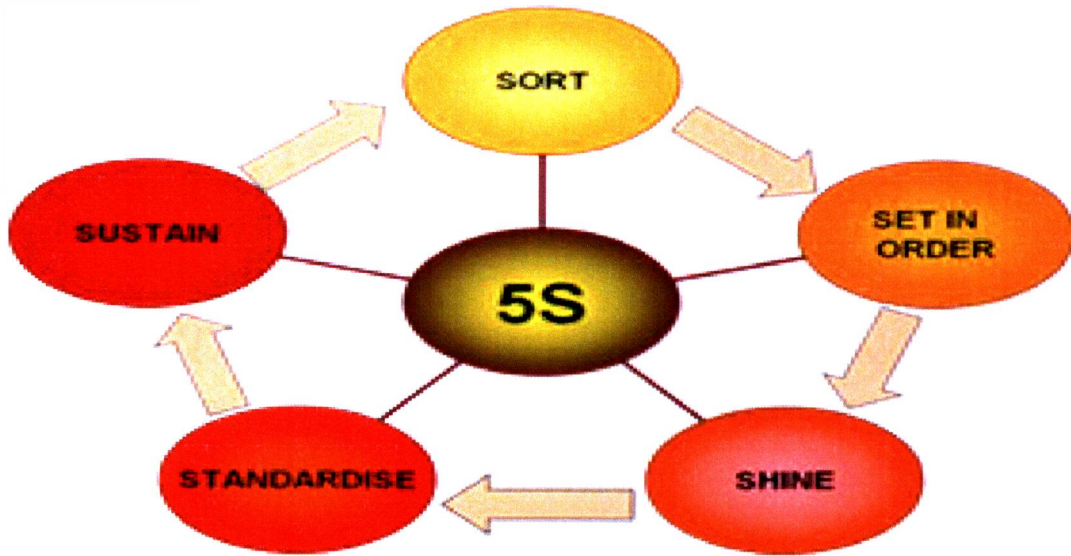


Figure 3.4

3.5 Registry and Its importance in File Management

Registry is a unit in any department or government agency that responsible in handling its records. Therefore, in order to handle its records, MAMPU Sarawak Branch (MCS) also has its own registry as well as registry room. In this case, registry room can be defined as a place where MCS use to handle every single letter or document and where the filling process are done as well as the place for keeping all active records of MCS for future use. It is also really important to every single organization including MCS in order to:

- i. Properly handle and manage all information and document of MCS.
- ii. Provide good services to customers whether internal customers of external customers.
- iii. Provide right information or records at the right time whereby the records will be provided as fast as possible.

For the third point or importance of registry, MCS actually will provide necessary record that needed by customer (internal and external) within 30 seconds based on the practice of 5S that used and practiced by MCS in its file management.

3.6 Movement of File and its methods

As what you can see from **Figure 3.6** below, it shows how the file or records that exist in MCS move to its customers and what are the controllers in every file movement to ensure the efficiency of file management of MCS.

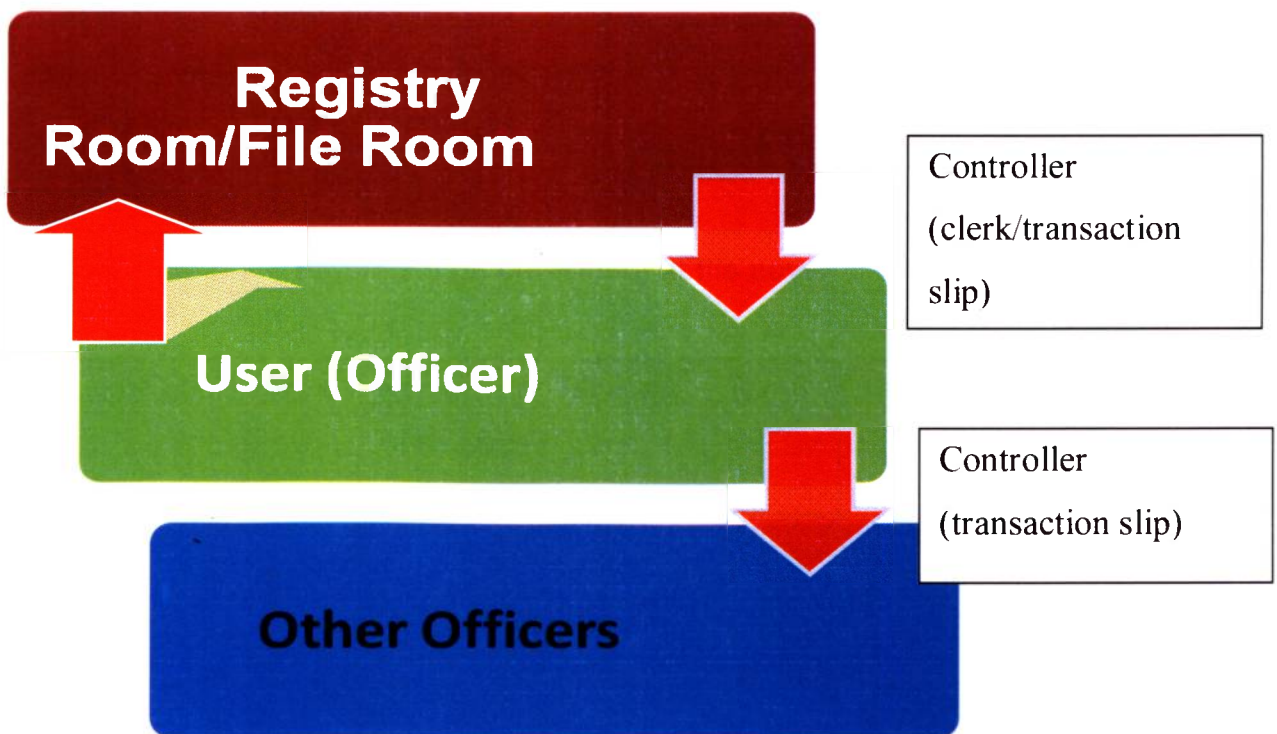


Figure 3.6

Besides that, there are several methods that being used by MCS for its file movement. Those methods are movement at file cover, registry forms, out/in file registration book, index card (AM 89 form) and developing system. Several examples of the methods are shown in **Figure 3.6 (a)**, **Figure 3.6 (b)** and **Figure 3.6 (c)**.

Nombor Fail Yang berkaitan 1. ANM/CSK 600-7/1/2 2. ANM/CSK 600-7/1/3		No. Fail : AMM/CSK 600-7/1/1			
		Fahrasat di bawah TERBITAN JABATAN PERSEKUTUAN			
Perkara PENERIMAAN TERBITAN JABATAN PERSEKUTUAN					
Tarikh	Kepada	Tarikh	Kepada	Tarikh	Kepada

Figure 3.6 (c) Index card (AM 89 form)

3.7 Application of Theory/Knowledge

In this file management of MCS, I can apply 5S concept or theory as well as any other knowledge that I have learn during my study in classroom. One of the concepts or theories that I can apply in understanding more on this file management is on the 5S practice itself whereby I have been learn in Total Quality Management (TQM) subject. 5S here can be defined as the management method that introduced by Japanese industry for the comfortable, tidy and safe working environment. It is also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this context is concerning on file management. 5S originally come from Japanese word of which are sort (seiri), set in order (seiton), shine (seiso), standardise (seiketsu) and sustain (shitsuke). Examples of the application of this 5S practice in terms of file management are shown in **Table 3.7** in the next page.

English	Japanese	Example
Sort	<i>Seiri</i>	Sort all of the old files that are inactive with the new files which are active.
Set in order	<i>Seiton</i>	Arrange and set in order all documents in the office so as to make them easy to be taken and used when necessary.
Shine	<i>Seiso</i>	Sweeping and cleaning registry room or file room so as to be more comfortable and tidy.
Standardise	<i>Seiketsu</i>	Standardize the order of files based on day, month and year (date).
Sustain	<i>Shitsuke</i>	Always practicing sort, set in order, shine and standardise in the file management so as to enhance the quality of services, cost saving and ease the file management process.

Table 3.7

3.8 Personal Reflection

During six weeks of my practical training in MCS, I have learned several new things relating to file management. One of them is how to make the sorting activity. So, in this process or activity, I have to ensure that the order of documents or letters in one file are correct based on their day, month and year. After that, I have to key in all of the data regarding the documents or letters such as their date, reference number, subjects matter and delivery status in Microsoft excel so as to ensure the effectiveness and efficiency of file system or file management. One of the sorting activities that I have involved during my practical training in MCS is stated in **Figure 3.8**.

DAFTAR SURAT MENYURAT (SURAT KELUAR) **NOVEMBER 2013**

BIL	TARIKH SURAT	NO. RUJUKAN FAIL (MAMPU.SWK.)	KEPADA SIAPA	PERKARA	STATUS PENGHANTARAN (POS BIASA/LAJU/DENGAN TANGAN/EMEL/FAKS)
1	01/11/2013	100-7/6	Pengarah Ibu Pejabat Tanah Dan Servei	Ucapan Penghargaan dan Terima Kasih	Pos Biasa/faks
2		400-2/5/2 KLT.4 (18)	Ketua Akauntan Bahagian Akaun Jabatan Perdana Menteri	Kira-kira Wang Tunai bagi Bulan : Oktober 2013	Pos Biasa/faks
3		100-6/4 KLT.3	Setiausaha Persekutuan Sarawak Pejabat Setiausaha Persekutuan Sarawak	Ucapan Penghargaan dan Terima Kasih	Pos Biasa/faks
4	04/11/2013	602-4 KLT.8 (40)	Pengarah Jabatan Kastam Diraja Malaysia	Bengkel Audit dalam 5S Jabatan Kastam Diraja Malaysia, Bintulu	Pos Biasa/faks
5		602-4 KLT.8 (41)	Pengarah Jabatan pendidikan Negeri Sarawak	Khidmat Rundingan Penambahbaikan Sistem Maklumbalas Pelanggan Jabatan Pendidikan Negeri Sarawak	Pos Biasa/faks

Figure 3.8 (a) Sorting

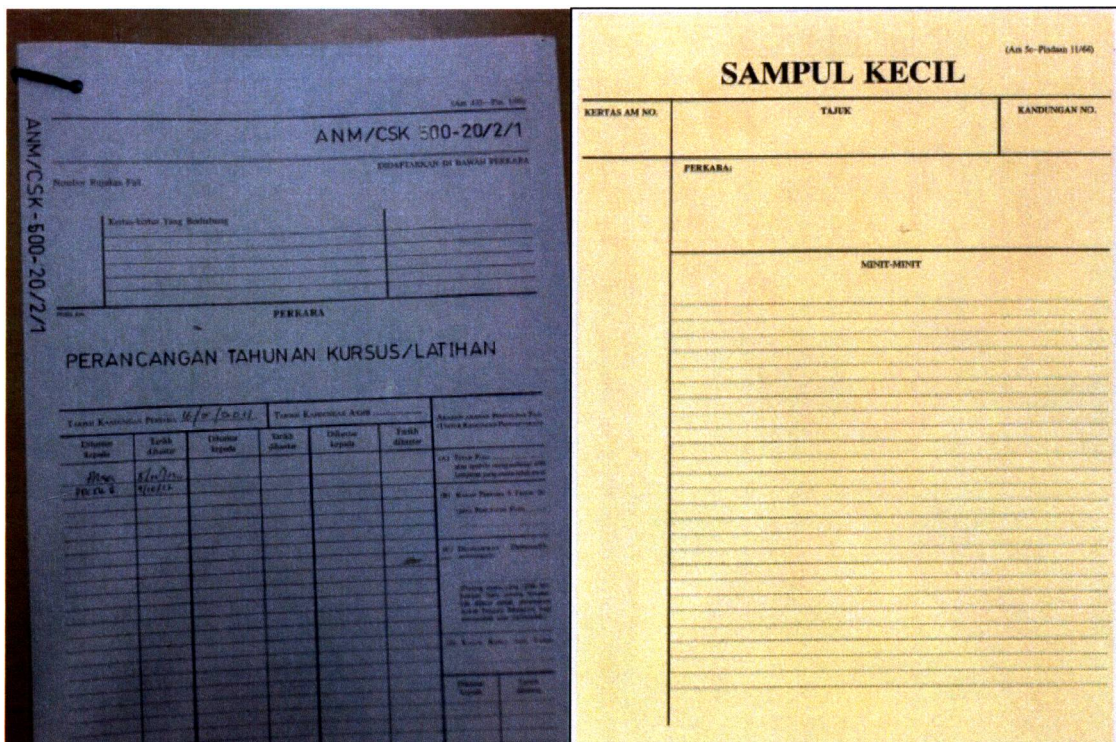
Besides that, in file management process or activities, I also help MCS in preparing new indication for its Modernization administration closing file year 2009-2013. In this part, I also have to recheck every single file and its contents (documents/letters) and relocate all those misplaced documents or letters in the correct file. During this activity, I also need to set all those files in correct order based on its month and year in order to ensure more tidiness and easily to be find and taken when necessary. **Figure 3.8 (b)** below show the new indication of Modernization administration closed files year 2009-2013 that I have prepare for MCS.

FAIL TUTUP PEMODENAN TADBIRAN (PT) TAHUN 2009-2013

KOTAK	NAMA FAIL	
22	MAKLUMBALAS KHIDMAT RUNDINGAN / NASIHAT (KLT. 20-22)	MAMPU.SWK
23	KHIDMAT RUNDINGAN (KLT. 1-2) KHIDMAT NASIHAT MCS (KLT. 1-3)	
24	KHIDMAT PERUNDINGAN / NASIHAT (KLT. 1-5)	
25	LAIN-LAIN HAL (PT) (KLT. 1-2)	
26	MAKLUMBALAS KHIDMAT RUNDINGAN / NASIHAT (KLT. 23-24)	
27	MAKLUMBALAS KHIDMAT RUNDINGAN / NASIHAT (KLT. 25-26)	
28	LAWATAN KUALITI (KLT. 1-3)	
29	AUDITAN (KLT. 1-2) MYSTERY SHOPPING	
30	ANUGERAH KUALITI PERKHIDMATAN AWAM NEGERI SARAWAK (AKPANS) ANUGERAH INOVASI DAN KREATIVITI SETIAUSAHA PERSEKUTUAN SARAWAK (AIKSUPS) PENILAIAN KIK JAWATANKUASA PEMANDU INOVASI AGENSI-AGENSI PERSEKUTUAN SARAWAK (JKPI)	

Figure 3.8 (b) New Indication for Closing File (Modernization Administration Year 2009-2013)

Last but not least, I also learn how to identify all of the files that are necessary for MCS or MAMPU. Meaning to say here, MCS or MAMPU actually use different colour indication and different designs of file cover for different types of file. In terms of colour, white colour is used for opened and limited file, green is for confidential file (*sulit*), pink is for *rahsia* file and lastly yellow for *rahsia besar* file (Sukana bt. Suadi, 2013). While, for one more file which is *sampul kecil*, Sukana bt. Suadi (2013) said that it is put inside the small yellow file. This is to ensure that the file clerk can find any necessary file as fast as possible (whereby in MCS they need to find any file in only 30 seconds) since all type of files are having their own colour indication and file cover design. For more understanding and clarification of those colour indication and file cover design for those different files, please refer to the figures below that are according to Sukana bt. Suadi (25 February 2013).



Opened file

Sampul kecil file

In conclusion, I have learned so many things in MAMPU Sarawak Branch (MCS) during my six weeks practical training especially those knowledge and experiences relating to the file management. Several of the knowledge and experiences are 5S practice in file management, sorting process, preparation of closing file indication as well as file identification by colour and file cover design.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter focuses and highlights the strengths and weaknesses together with the examples of file management that practiced by MCS as discussed earlier in chapter 3. This chapter will also provide some solutions for the improvement of the MCS's file management.

4.1 Strengths

File Management of MCS is one of the best practices that should be followed by other organizations especially public agencies in Malaysia. This is due to its strengths, effectiveness and efficiency as well as its consistency in implementing good file management or filing system. Thus, strengths of MCS's file management are explained below.

4.1.1 Application of 5S

One of the strengths of the file management in MCS is the application of 5S methodology or practices that synonym with the quality and good way of handling the task especially in terms of management such as this file management. In this case, MCS is absolutely using this 5S concept or theory in order to handle their records or file management so as to be smoother, save cost, effective and efficient. Besides that, the application of this 5S also important for MCS in enhancing the quality of its file management and to ensure the comfortable working environment when performing those filing processes such as classification, sorting, keeping, controlling and indexing. The following are the examples of the application of this 5S practice in term of file management.

English (Japanese)	Example
Sort (<i>Seiri</i>)	Sort all of the old files that are inactive with the new files which are active. This is to ensure that the files or records are up to date and to avoid overload of unnecessary files or outdated files in MCS's registry room (file room).
Set in order (<i>Seiton</i>)	Arrange and set in order all documents in the office so as to make them easy to be taken and used when necessary. This will save time and the finding and detection of the needed files can take less than 30 seconds as stated in file management quality standard.
Shine (<i>Seiso</i>)	Sweeping and cleaning registry room or file room so as to be more comfortable and tidy. This also will help the file clerk and his/her assistant work very efficient and in comfortable situation.
Standardise (<i>Seiketsu</i>)	Standardize the order of files based on day, month and year (date). This also can enhance the speed of the file detection when the file is going to be used.
Sustain (<i>Shitsuke</i>)	Always practicing sort, set in order, shine and standardise in the file management so as to enhance the quality of services, cost saving and ease the file management process. This part is really important so as to ensure that the 5S concept is practiced correctly by MCS.

4.1.2 Sorting by using Microsoft Excel

Next, another strength of MCS's file management is it does the sorting process by using Microsoft Excel. Sorting here can be defined as the process of set in order of all available files in the office based on their day, month and year or we can say them as date. So, in this sorting process, MCS now did not only do it by hand on the paper, but now MCS do it through or by Microsoft Excel whereby more trendy and can make the sorting process more faster and effective. Besides that, through this approach MCS can keep all the data by using soft copy and totally more efficient as well as cheaper since we can directly save it in our pen drive and computer. Thus, the next page is the example of sorting activity that I have made for *surat keluar* October 2013.

DAFTAR SURAT MENYURAT (SURAT KELUAR) **OKTOBER 2013**

BIL	TARIKH SURAT	NO. RUJUKAN FAIL (MAMPU.SWK.)	KEPADA SIAPA	PERKARA	STATUS PENGHANTARAN (POS BIASA/LAJU/DENGAN TANGAN/EMEL/FAKS)
1	01/10/2013	702-5 (25)	Pengarah Jabatan Kesihatan Negeri Sarawak	Jemputan sebagai Fasilitator bagi Bengkel Pemantapan Personel ICT Sektor Awam 2013	Pos Biasa/faks
2		400-2/5/2 KLT.4 (16)	Ketua Akauntan Bahagian Akaun Jabatan Perdana Menteri	Kira-kira Wang Tunai bagi Bulan : Julai, 2013	Pos Biasa/faks
3		400-2/5/2 KLT.4 (17)	Ketua Akauntan Bahagian Akaun Jabatan Perdana Menteri	Kira-kira Wang Tunai bagi Bulan : September, 2013	Pos Biasa/faks
4		400-3/1 KLT.2 (38)	Pengarah Jabatan Akauntan Negara Malaysia Cawangan Kuching	Permohonan membuka Sekatan Pin Kad Pintar Kerajaan Elektronik	Pos Biasa/faks
5	07/10/2013	400-3/1/1 KLT.2 (17)	Pengarah Cawangan Jabatan Akauntan Negara Malaysia Cawangan Sarawak	Pembatalan Capaian ke Sistem ESPKB - MAMPU Cawangan Sarawak	Pos Biasa/faks
6		400-5/1/3 KLT.4 (16)	Pengarah Cawangan Jabatan Akauntan Negara Malaysia Cawangan Sarawak	Laporan Bulanan R2 bagi Bulan September 2013 - MAMPU Cawangan Sarawak	Pos Biasa/faks

4.1.3 Rack Indication for closed files

Then, the other strength of file management in MCS is the utilization of rack indication that will shows the list of closed files that are available in one rack. Meaning to say here, it can totally help file clerk and her assistant to easily get the file needed as soon as possible based on the standard time that practised by MCS which is within 30 seconds in order to ensure the quality and efficiency of its file management. Example of the rack indication that used by MCS is shown below and it is regarding the modernization administration closed files for year 2009-2013.

FAIL TUTUP PEMODENAN TADBIRAN (PT) TAHUN 2009-2013

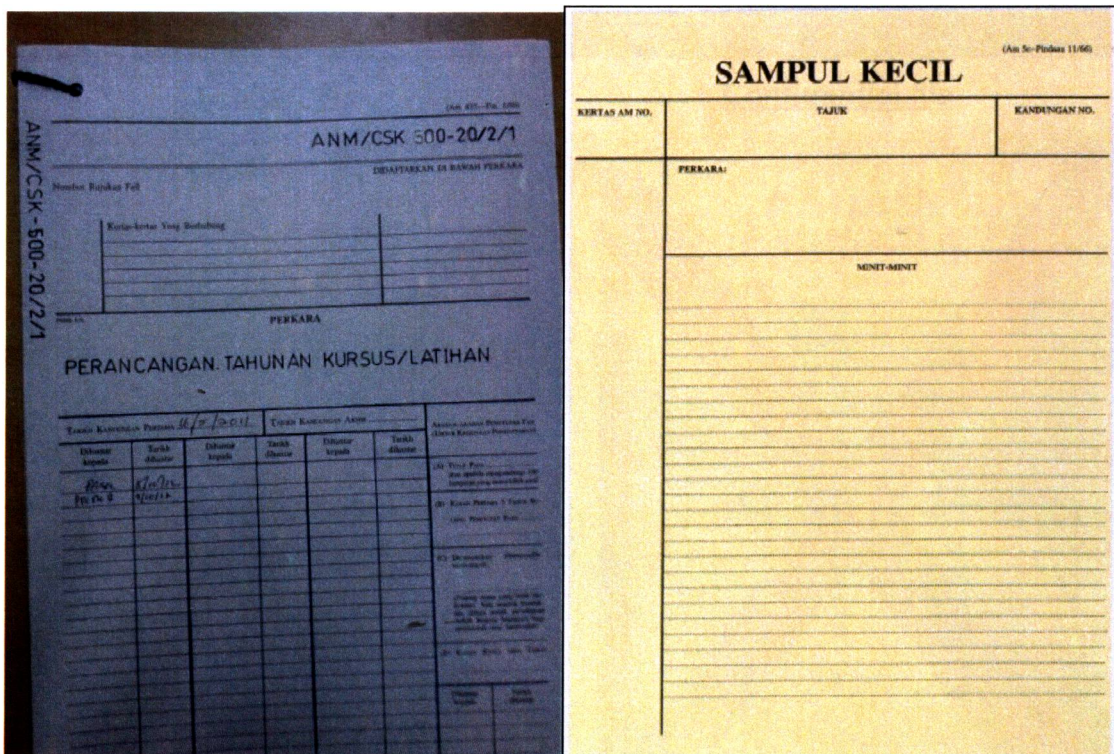
KOTAK	NAMA FAIL	
22	MAKLUMBALAS KHIDMAT RUNDINGAN / NASIHAT (KLT. 20-22)	MAMPU.SWK
23	KHIDMAT RUNDINGAN (KLT. 1-2) KHIDMAT NASIHAT MCS (KLT. 1-3)	
24	KHIDMAT PERUNDINGAN / NASIHAT (KLT. 1-5)	
25	LAIN-LAIN HAL (PT) (KLT. 1-2)	
26	MAKLUMBALAS KHIDMAT RUNDINGAN / NASIHAT (KLT. 23-24)	
27	MAKLUMBALAS KHIDMAT RUNDINGAN / NASIHAT (KLT. 25-26)	
28	LAWATAN KUALITI (KLT. 1-3)	
29	AUDITAN (KLT. 1-2) MYSTERY SHOPPING	
30	ANUGERAH KUALITI PERKHIDMATAN AWAM NEGERI SARAWAK (AKPANS)	

4.1.4 Different Colour Indication for Different Types of File

Last but not least, another strength of file management that practised by MCS is in terms of its colour indication and file cover design for several types of files that available in MCS or MAMPU. The supposed colour indication that used by MCS or MAMPU according to Sukana bt. Suadi (2013) are as follows:

- ✓ White = Opened and limited file
- ✓ Green = Confidential file (*sulit*)
- ✓ Pink = *Rahsia* file
- ✓ Yellow = *Rahsia besar* file
- ✓ Small yellow = *Sampul kecil* file

While for the file cover designs are as follows (Sukana bt. Suadi, 2013):



Opened file

Sampul kecil file

TERHAD
ANM/CSK 600-12 JLD.4
INDUSTRIAL BANK BERHAD

PERKARA
PEMUSNAHAN REKOD-REKOD SEKOLAH

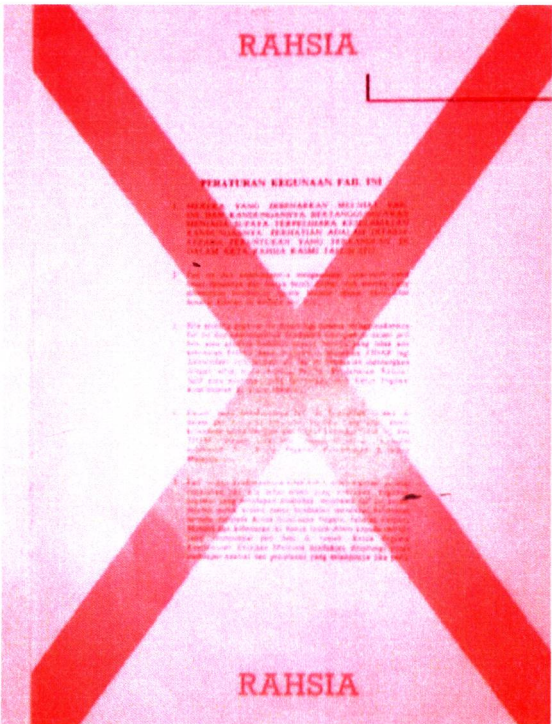
Tahun Keperluan		Tahun Keperluan Lain		
Uraian	Tahun	Tahun	Tahun	Tahun
1982	1981/82	1982	1981/82	
1983	1982/83			
1984	1983/84			
1985	1984/85			
1986	1985/86			
1987	1986/87			
1988	1987/88			
1989	1988/89			
1990	1989/90			
1991	1990/91			
1992	1991/92			
1993	1992/93			
1994	1993/94			
1995	1994/95			
1996	1995/96			
1997	1996/97			
1998	1997/98			
1999	1998/99			
2000	1999/00			
2001	2000/01			
2002	2001/02			

SULIT
PERKARA

Tahun Keperluan			Tahun Keperluan Lain			Assessment Marking For These Records Retention
Uraian	Tahun	Tahun	Uraian	Tahun	Tahun	
						1) Class files for 100 years after expiry of the retention period.
						2) Class files for 50 years after expiry of the retention period.
						3) Class files for 25 years after expiry of the retention period.
						4) Class files for 10 years after expiry of the retention period.
						5) Class files for 5 years after expiry of the retention period.
						6) Class files for 1 year after expiry of the retention period.
						7) Class files for 6 months after expiry of the retention period.
						8) Class files for 3 months after expiry of the retention period.
						9) Class files for 1 month after expiry of the retention period.
						10) Class files for 1 week after expiry of the retention period.
						11) Class files for 1 day after expiry of the retention period.
						12) Class files for 1 hour after expiry of the retention period.
						13) Class files for 1 minute after expiry of the retention period.
						14) Class files for 1 second after expiry of the retention period.
						15) Class files for 1 millisecond after expiry of the retention period.
						16) Class files for 1 microsecond after expiry of the retention period.
						17) Class files for 1 nanosecond after expiry of the retention period.
						18) Class files for 1 picosecond after expiry of the retention period.
						19) Class files for 1 femtosecond after expiry of the retention period.
						20) Class files for 1 attosecond after expiry of the retention period.
						21) Class files for 1 zeptosecond after expiry of the retention period.
						22) Class files for 1 yoctosecond after expiry of the retention period.
						23) Class files for 1 rontosecond after expiry of the retention period.
						24) Class files for 1 attosecond after expiry of the retention period.
						25) Class files for 1 zeptosecond after expiry of the retention period.
						26) Class files for 1 yoctosecond after expiry of the retention period.
						27) Class files for 1 rontosecond after expiry of the retention period.
						28) Class files for 1 attosecond after expiry of the retention period.
						29) Class files for 1 zeptosecond after expiry of the retention period.
						30) Class files for 1 yoctosecond after expiry of the retention period.
						31) Class files for 1 rontosecond after expiry of the retention period.
						32) Class files for 1 attosecond after expiry of the retention period.
						33) Class files for 1 zeptosecond after expiry of the retention period.
						34) Class files for 1 yoctosecond after expiry of the retention period.
						35) Class files for 1 rontosecond after expiry of the retention period.
						36) Class files for 1 attosecond after expiry of the retention period.
						37) Class files for 1 zeptosecond after expiry of the retention period.
						38) Class files for 1 yoctosecond after expiry of the retention period.
						39) Class files for 1 rontosecond after expiry of the retention period.
						40) Class files for 1 attosecond after expiry of the retention period.
						41) Class files for 1 zeptosecond after expiry of the retention period.
						42) Class files for 1 yoctosecond after expiry of the retention period.
						43) Class files for 1 rontosecond after expiry of the retention period.
						44) Class files for 1 attosecond after expiry of the retention period.
						45) Class files for 1 zeptosecond after expiry of the retention period.
						46) Class files for 1 yoctosecond after expiry of the retention period.
						47) Class files for 1 rontosecond after expiry of the retention period.
						48) Class files for 1 attosecond after expiry of the retention period.
						49) Class files for 1 zeptosecond after expiry of the retention period.
						50) Class files for 1 yoctosecond after expiry of the retention period.

Limited file

Confidential file



Rahsia file



Rahsia Besar file

So by using these colour indication and file cover designs, the file clerk can find any necessary file as fast as possible since all type of files are having their own colour indication and file cover designs. These also show the standardization in term of colour and file cover designs for different types of files that practiced by MCS or MAMPU where can be very effective and efficient in its file management.

4.2 Weaknesses

As far as we are concern, any system will has its own strengths and there are also several weaknesses of that particular system. Similar goes to file management of MCS. It has its own strengths and weaknesses. MCS's file management or file system actually do not have many weaknesses since its file management already has been considered as a good file management that is practiced by public agency in Malaysia. However, there are several weaknesses that I can list and highlight regarding the MCS's file management as I have completed my practical training. Thus, below are the weaknesses and their explanation.

4.2.1 Separated place for registry (file room) and its clerk and her assistant (staffs)

One of the weaknesses of MCS's filing system or file management is its separated place for registry and its staffs. Meaning to say here, MCS has its own file room whereby every single document and record will be kept in there no matter what kind of record is it. For examples, opened file, limited file and *rahsia besar* file. Here, MCS has two staffs which are directly responsible for the filing matters. These two persons are registry or file clerk and her assistant. Both of them have their own working tables which are separated from registry or file room and this practice leads to the ineffectiveness and inefficiency in handling organizational records since they have to move often from their working tables to registry room when handling MCS's record or files. This also will lead to the unaware of the file condition in the registry since they are not stay or work permanently in that particular registry. Meaning to say, any misplaced of file and other problem can not be solved and settled immediately.

4.2.2 Inadequate staffs for handling registry room

Another weakness of the MCS's file management or filing system is inadequate staffs for handling MCS organizational records or files. In this case, MCS is actually only has two responsible staffs in directly handling and managing its organizational records namely registry clerk and her assistant. MCS's registry clerk is held by Madam Azlina bt. Annuar and Mr. Thomas Tommy Nyanget is her assistant. Through this file management system, we can see that there is inadequate staffs for MCS's file system whereby can lead to the overload of work for these two staffs since they are also responsible for other matters besides of this file management such as involved in the MCS's programs. For example is Engagement Session with Public Training Institute (ILA) 1MTC Project (Sarawak zone). Due to this overload of work, it can lead to ineffectiveness in MCS's file management because sometimes they have to focus more on other matters.

4.2.3 Confusion and slow in obtaining the necessary file (when registry clerk is not around)

Last but not least, one more weakness of the MCS's file management is confusion and slow in obtaining the necessary file in case of no registry clerk is around. This is because the registry clerk is the most important person in MCS's filing system or file management even though she has an assistant. Registry clerk is also the significant person that responsible and know accurately the process of file management in MCS, she is the one who sort all available documents and set in order all those documents based on their date (day, month, year) as well as based on their types whether opened files, *sampul kecil* files, limited files, confidential files, *rahsia* files and *rahsia besar* files. So, because of her, the timing for retrieving the necessary or needed file will be fast as practiced by MCS through the adaptation of 5S practice which is within 30 seconds. However, the process of retrieving the necessary or needed file will be slow when there is no registry clerk around for example when she absent and outstation at certain time even though she has an assistant. This is because her

assistant will not be handling and managing the file system as what have been done by registry clerk. Meaning to say, registry clerk know everything regarding the file management, but her assistant only know some of that particular file management.

4.3 Recommendations

Here, there are several recommendations that MCS can take in order to solve its problems or weaknesses in terms of file management. This is to ensure the file management or filing system of MCS will be more effective, efficient, save cost and can satisfy its customers whether internal or external customers since MCS can provide fast service in retrieving any necessary file needed by its customers (internal and external). Those recommendations are as follows.

4.3.1 Develop Online File Management System

First of all is developing online file management system. This is one of the significant recommendations or solutions for the MCS in order to make its file management be more effective and efficient. This is because through this online file management system, MCS can still maintaining the separated place for registry and registry clerk whereby this system will allow the clerk to always check whether the file needed by the customer is available in the registry or not without enter the registry or file room. Meaning to say, all data regarding the files or records of the MCS are available and can be accessed via online or internet by only sitting on her seat. This will save time for the registry clerk and make the MCS's file management be more effective and efficient in retrieving the necessary files that needed by its customer since this online file management system also can keep any data including which rack and what type of files are actually needed by its customers. This online file management system really suitable for the MCS since MCS adapted 5S practice in its file management whereby all files needed by its customers must be retrieved within 30 seconds. This online file management system will absolutely fulfill that particular practice and totally will satisfy MCS's customers in terms of its file management.

4.3.2 Provide Working Table for Registry Clerk and her Assistant in Registry (File Room)

Besides of developing online file management system, MCS can also make its file management be more effective and efficient by providing working table or space for registry clerk and her assistant in its registry. Meaning to say there is no more separated place for responsible staffs (registry clerk and her assistant) in managing anything related to file management as practiced currently. Via this approach and recommendation, these two staffs can focus more on the filling matters and if there are problems arise or error occurs, they can take any relevant action immediately as well as they will be more aware on the file condition in the registry. Meaning to say, they can always update the files if necessary such as often check whether the files are put correctly based on their dates and types.

4.3.3 Appoint More Staff in File Management

Lastly, one more recommendation is MCS should appoint more staffs in its file management in order to reduce the work burden or overload of work faced by current registry clerk and her assistant as well as to ensure there is no problem arise due to the absent of registry clerk and her assistant such as slow in retrieving necessary file needed by customer since currently only those two persons are involved directly in MCS's file management. This appointment will eventually lead to efficiency of the MCS's file management and absolutely ensure the high level of customers' satisfaction can be achieved since it helps in fast retrieving or gaining the necessary files that needed by the customers even though the registry clerk and her assistant is not around. So here, MCS need and should appoint two to three more staffs in helping the current registry clerk and her assistant as well as to be the back up in case if the registry clerk and her assistant absent or outstation.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter summarizes and concludes the discussion of Chapter 1, 2, 3 and 4 by highlighting the main points.

5.1 Conclusions

As a **conclusion for Chapter 1**, the Malaysian Administrative Modernization and Management Planning Unit (MAMPU) is the lead agency in public service transformation that responsible in improving the nation's competitiveness through the effective implementation of modernization initiatives in organizational management and ICT in the Public Sector (MAMPU Official Portal, www.mampu.gov.my).The main objectives and functions of MAMPU according to Jeong (2007) are to conduct research in public administration, to conduct research in the area of human resources, to formulate policy for the modernization of the public sector as well as to report to the cabinet and/or parliament with the vision to be a leader in driving public service modernisation towards distinction by 2015 and its mission is focusing on spearheading public sector transformation to improve the well-being of the people and to strengthen national competitiveness through innovative and strategic enhancement of organizational management and ICT as well as with the motto, together we transform.

For the **conclusion of Chapter 2**, I have completed my six weeks practical training in MAMPU Sarawak Branch (MCS) by participating in many programs and tasks that have provided me with so many knowledge and good experiences for my future career. In my first week, I reported (report duty) myself together with my friend, Nursyamsina binti Sopian Khan to MCS on Wednesday, 22

January 2014 as it is our first day of practical training. I was also involved in knowledge sharing session that has been presented by Mdm. Azizah bt. Mohamad Bee, Deputy Director (ICT) MAMPU Sarawak Branch (MCS) regarding to think out of the box. I was also involved in preparing prizes and group performance for MAMPU Annual Dinner 2013 (#Rockin' the Night Away @ MCS 2013), involved in a demonstration on monthly staff role model evaluation system which was done by ICT division of MCS, participated in group meeting on dinner performance for MCS's annual dinner as well as attended MCS's annual dinner (#Rockin' the Night Away @ MCS 2013) which was held and organized at Grand Margherita Kuching hotel.

In my second week, I joined the knowledge-sharing sessions that was conducted by Mr. Bagus bin Gapor with the topic "Tips for Healthy Life" and Mdm. Azrianie bt. Assahari with the topic 5-W (5W). I also helped MCS in improving the notice board for knowledge-sharing session 2014, helped Mdm. Azlina bt. Annuar in disposal process of MCS's documents, participated in *Majlis Perasmian Senam 1 Malaysia Kompleks Persekutuan Kuching* which was done by Y.B. Datuk Joseph Entulu Belaun (Minister in Prime Minister's Department as well as participated in Engagement Session with Public Training Institute (ILA) 1MTC Project (Sarawak zone) organized by MAMPU. In this second week, I have also been assigned by Mdm. Azlina bt. Annuar in arranging and sorting documents or letters of MCS for June until December 2013, involved in MAMPU Club program (K-Masuri) which is to celebrate and acknowledge the efforts of Mdm. Azrianie bt. Assahari who has been promoted to M44 as well as helped Mdm. Azlina bt. Annuar to do "sorting" for letters of July, October, November and December 2013 by using Microsoft Office Excel.

In week 3, I started my week by arranging and adjusting '*daftar surat menyurat* (out-flow)' from January until December 2013 and helped Mr. FaizulAsri b. Suhaili in preparing kit for meeting *Jawatan kuasa Pemandu Inovasi (JKPI) Agensi-agensi Persekutuan Sarawak Bilangan 1 Tahun 2014*. I also made and designed new *Jadual Pergerakan Pegawai* for MCS, joined the knowledge-

sharing sessions whereby presented by Mdm. Cornelia Wong Chui, Deputy Director (TPP) of MCS with the topic 'Learn to be Grateful' and the Service Circular topic which is regarding the Time-based Promotion on the Basis of Excellent for Support Group Officers whereby presented by Mr. Fairoul Ashmey b. Pauzan. In this third week, I also helped Mr. Hew Fah Lin in improving corner space of MCS and joined MCS in 'open house' program for Chinese New Year 2014 with the participation of OKU workers in Kuching Federal Complex.

In the fourth week, I joined three knowledge-sharing sessions in which presented by Mr. Faizul Azri bin Suhaili with the topic "*Hidupkan Nilai Kasih Sayang, Kikis Buruk Sangka*", 'The Value of Time' that presented by Madam Fara Wahida bt. Sunary and Service Circular No. 1 of 2014: Wages of Grant Assistance Stitch where presented by Mdm. Hamdiah bt. Mohd Bujang. In this week, Miss Sharon Pearl as my supervisor/ lecturer for my practical training also visited MCS for my practical training evaluation. I also attended the program organized by Dewan Bahasa dan Pustaka (DBP) Sarawak Branch which is '*Wacana Pemikiran Zaini Ozea*', involved in thanksgiving ceremony for Mr. Faizul Azri bin Suhaili who will be transferred to other agency or organization and celebrate MCS's staffs whose birthday in January and February. On the same week, I also attended another program organized by DBP Sarawak Branch which is Night for Zaini Ozea Appreciation.

In fifth week, I attended the knowledge-sharing sessions that has been presented by Madam Iffah Imani bt. Muhidin with the topic 10 tips for happy life and presented by Mr. Hew Fah Lin with the topic 'Speak from the Heart'. After that, I also assisted Madam Azlina bt. Annuar in 'filing' work for administrative modernization year 2009-2013 and in updating record book for '*surat keluar*' for September, October, November and December 2013 as well as I prepared new pictures for two new staff of MCS which are Madam Anny Lee Chiao Chen and Mr. Allan ak. Peter Alek. In this week, I also have meeting with Madam Cornelia Wong Chui, Deputy Director (TPP) of MCS regarding two programs, Road to

AISA 2014 and Sarawak Chief Minister Award 2015 (AKMS). After the meeting, I helped Mr. Allan ak. Peter Alek in checking and make a call to 57 federal agencies regarding the focal person appointment for Sarawak Chief Minister Award (AKMS) 2015.

Lastly in my sixth week of practical training, I attended the knowledge-sharing sessions that presented by Director of MCS which is Tuan Haji Mohd Shahabuddin bin Omar with the topic 'Parents sacrifices for Our Success', the topic 'I Want What She Has' that presented by Miss Normi bt. Bunyuh and the topic on Service Circular No. 38 Year 2013, the Subsidy of Childcare Fee for Child Care Centre that presented by Miss Refazila bt. Mohd Redzuan. Besides that, I also helped Madam Anny Lee Chiao Chen and Nursyamsina binti Sopian Khan in reminding and collecting appendix A for invitation letter for Road to AISA 2014 and I have a discussion with Madam Cornelia Wong Chui, Deputy Director (TPP) of MCS regarding presentation of Training of Trainers (TOT). I also joined Mr. Stevincent Freddy Baru in giving advisory talk to Department of Occupational Safety and Health (JKKP) regarding the Conducive Ecosystem for Public Sector (EKSA), attended the Annual General Meeting (AGM) No. 1 Year 2014/2016 of Sport and Recreational Club of MCS (K-Masuri), involved in the appreciation and thanksgiving ceremony which was organized for me and Nursyamsina binti Sopian Khan after six weeks of our practical training in MCS as well as having a presentation for Training of Trainers (TOT) with the topic Lean Six Sigma. In this final week, I also involved in program organized by Implementation and Coordination Unit (ICU) with the collaboration of Malaysian Administrative Modernization and Management Planning Unit (MAMPU), Ministry of Finance (MOF) and Ministry of Housing and Local Government (KPKT) which is Road to AISA Talk 2014 for Borneo Zone (Sarawak). Lastly, I completed my six weeks practical training in MCS on 28 February 2014 (Friday) by helping MCS members in practicing 5S whereby I helped them in packing as well as rearranging the MCS things like locker so as to be more structured. 5S here actually refers to

sort, strengthen, shine, standardize and sustain which are really significant in Total Quality management (TQM).

Next, for the **conclusion of Chapter 3**, several of the knowledge and experiences that I have learned in MAMPU Sarawak Branch (MCS) during my six weeks practical training especially those knowledge and experiences relating to the file management are 5S practice in file management, sorting process, preparation of closing file indication as well as file identification by colour and file cover designs. Here, file management is defined as the process of classifying, sorting, keeping, controlling and indexing the file for the purpose of detection when necessary. In this file management, MCS applying 5S practice so as to be more effective and efficient in its file management. It is also aiming for more quality working environment that is systematic and practical. 5S originally come from Japanese word of which are sort (*seiri*), set in order (*seiton*), shine (*seiso*), standardize (*seiketsu*) and sustain (*shitsuke*).

As mentioned earlier, sorting process, preparation of closing file indication as well as file identification by colour and file cover design are also the knowledge and experiences that faced by me myself in my practical training at MCS. In sorting process, I have to ensure that the order of documents or letters in one file are correct based on their date and key in all of the data regarding the documents or letters such as reference number, subjects matter and delivery status in Microsoft excel so as to ensure the effectiveness and efficiency of file system or file management. For preparation of closing file indication, I helped MCS in preparing new indication for its Modernization administration closing file year 2009-2013. In this part, I have to recheck every single file and its contents (documents/letters) and relocate all those misplaced documents or letters in the correct file. During this activity, I also need to set all those files in correct order based on its month and year in order to ensure more tidiness and easily to be found and taken when necessary. Whilst, for file identification by colour and file cover design, it refers to different colours indication and different designs of file cover for different types of file in MCS. In terms of colour, white colour is used

for opened and limited file, green is for confidential file (*sulit*), pink is for *rahsia* file and lastly yellow for *rahsia besar* file. While, for one more file which is *sampul kecil*, it is put inside the small yellow file. For file cover designs, please refer to **Chapter 3 (3.8 Personal experience)** or figures in **4.1.4 (Chapter 4)**.

For the **conclusion of Chapter 4**, there are several strengths of MCS's file management. Those strengths are the application of 5S practice or methodology, sorting by using Microsoft Excel, rack indication for closed files and different colour indication for different types of file. For the application of 5S methodology or practices, MCS is applying it in order to handle their records so as to be smoother, save cost, effective and efficient. It also help in enhancing the quality of MCS's file management and to ensure the comfortable working environment when performing those filing processes such as classification, sorting, keeping, controlling and indexing. While, sorting by using Microsoft excel here refer to the MCS's sorting process in which MCS now did not only do it by hand on the paper, but now MCS do it through Microsoft Excel whereby more trendy and can make the sorting process more faster and effective. Through this approach, MCS can keep all the data by using soft copy and totally more efficient as well as cheaper since we can directly save it in our pen drive and computer. For the utilization of rack indication, it helps file clerk and her assistant to easily get the file needed as soon as possible based on the standard time that practiced by MCS which is within 30 seconds in order to ensure the quality and efficiency of its file management. In terms of different colour indication and file cover designs for different types of files that available in MCS, the supposed colour indication that used by MCS or MAMPU are white colour for opened and limited file, green for confidential file (*sulit*), pink for *rahsia* file and lastly yellow for *rahsia besar* file. While, for one more file which is *sampul kecil*, it is put inside the small yellow file. For file cover designs, please refer to **Chapter 3 (3.8 Personal experience)** or figures in **4.1.4 (Chapter 4)**.

In this chapter, there are also several weaknesses of MCS's file management and some recommendations to ensure the file management or filing system of MCS will be more effective, efficient, save cost and can satisfy its customers whether internal or external customers. Here, one of the weaknesses of MCS's file management is its separated place for registry and its staffs. Here, MCS has its own file room and it has two staffs (registry/file clerk and her assistant). Both of them have their own working tables which are separated from registry and this practice leads to the ineffectiveness and inefficiency in handling organizational records since they have to move often from their working tables to registry room when handling MCS's record or files. This also will lead to the oblivious condition of the file in the registry since they are not staying or working permanently in that particular registry. Another weakness of the MCS's file management or filing system is inadequate staffs for handling MCS organizational records or files. In this part, MCS only have two responsible staffs (registry/file clerk and her assistant) that directly handling and managing its organizational records. It shows that there is inadequate staffs for MCS's file system whereby can lead to the overload of work for these two staffs since they are also responsible for other matters besides of this file management such as involved in the MCS's programs such as Engagement Session with Public Training Institute (ILA) 1MTC Project (Sarawak zone). Due to this overload of work, it can lead to ineffectiveness in MCS's file management because sometimes they have to focus more on other matters. Another weakness of the MCS's file management is confusion and slow in obtaining the necessary file in case of no registry clerk is around. This is due to the registry clerk is the most important person in MCS's file management even though she has an assistant-since she is responsible and know accurately the process of file management in MCS and the one who sort all available documents and set in order all those documents based on their date as well as based on their types. So, because of her, the timing for retrieving the necessary or needed file will be faster as practiced by MCS through the adaptation of 5S practice which is within 30 seconds. However, the process of retrieving the necessary or needed file will be slow when there is no registry clerk around for

example when she absent and outstation at certain time even though she has an assistant. This is because, her assistant will not handling and manage the file system as what have been done by registry clerk and her assistant only know some of that particular file management.

For recommendations, first of all is developing online file management system. Through this online file management system, MCS can still maintaining the separated place for registry and registry clerk whereby this system will make the clerk can always check whether the file needed by the customer is available in the registry or not without enter the registry or file room. Meaning to say, all data regarding the files or records of the MCS are available and can be accessed via online or internet by only sitting on her seat. This will save time for the registry clerk and make the MCS's file management be more effective and efficient in retrieving the necessary files that needed by its customer since this online file management system also can keep any data including which rack and what type of files are actually needed by its customers and it will fulfil the 5S practice as well as will satisfy MCS's customers in terms of its file management. Besides developing online file management system, MCS can also make its file management be more effective and efficient by providing working table or space for registry clerk and her assistant in its registry. Meaning to say, there is no more separated place for responsible staffs (registry clerk and her assistant) in managing anything related to file management as practised currently. Via this approach and recommendation, these two staffs can focus more on the filling matters and if there are problems arise or error occurs, they can take any relevant action immediately as well as they will be more aware on the file condition in the registry. That means they can always update the files if necessary such as often check whether the files are put correctly based on their dates and types. One more recommendation is MCS should appoint more staffs in its file management in order to reduce the work burden or overload of work faced by current registry clerk and her assistant as well as to ensure there is no problem arise due to the absent of registry clerk and her assistant such as slow

in retrieving necessary file needed by customer since currently only those two persons are involved directly in MCS's file management. This appointment will eventually lead to efficiency of the MCS's file management and absolutely ensure the high level of customers' satisfaction can be achieved since it helps in fast retrieving or gaining the necessary files that needed by the customers even though the registry clerk and her assistant is not around. So here, MCS need and should appoint two to three more staffs in helping the current registry clerk and her assistant as well as to be the back up in case if the registry clerk and her assistant absent or outstation.

As a **whole conclusion of my practical training**, MAMPU Sarawak Branch (MCS) is the best organization that students especially students of Bachelor in Administrative Science (Honours) of Universiti Teknologi Mara should have their practical training with since MCS can provide various tasks that are in line with the courses that taken by them during the study period. Some of the tasks are Training of Trainer (TOT) presentation, Total Quality Management and Conducive Ecosystem for public Sector (EKSA) Analysis. All of MCS's staff including its top management such as Director, Deputy Directors (TPP and ICT) and its senior officers also really friendly and supportive in giving information and guidance to the practical training students. Therefore, I recommend that the students should have their practical training in MCS since it can give and provide good training to the students in order to be good and competent employees after they graduate from the university and involve in their related works.

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APPENDICES

**BORANG PENGESAHAN FOCAL PERSON
ANUGERAH KETUA MENTERI SARAWAK (AKMS)**

Sila fakskan borang ini kepada:

MAMPU Cawangan Sarawak
Tingkat 5, Bangunan Sultan Iskandar
Jalan Simpang Tiga
93300 Kuching
(u.p. Encik Stevincent Freddy Baru)

Tel: 082-257 991
Faks: 082-256055

Tuan,

Berikut merupakan pegawai (*Focal Person*) Anugerah Ketua Menteri Sarawak (AKMS) yang dilantik:

Bil	Nama	Jawatan & Gred	No. Telefon (H/P)
1.			
2.			

Dipohon untuk dikembalikan/difakskan Borang Pengesahan *Focal Person* AKMS sebelum atau pada **28 Februari 2014 (Jumaat)** ke alamat seperti di atas.

Sekian, terima kasih.

Tandatangan :

Nama :

Jawatan :

Jabatan :

Cop Rasmi Jabatan

LAMPIRAN A

**SENARAI KEHADIRAN
JERAYAWARA ANUGERAH INOVASI SEKTOR AWAM**

TARIKH : 27 FEBRUARI 2014 (KHAMIS)
MASA : 8.30 PAGI HINGGA 1.00 PETANG
TEMPAT : BILIK GERAKAN NEGERI,
 TINGKAT 2, WISMA BAPA MALAYSIA
 KUCHING, SARAWAK

BIL.	NAMA	JAWATAN	KEHADIRAN
1			
2			

Dipohon untuk dikembalikan/difakskan senarai kehadiran ini ke alamat seperti di bawah sebelum atau pada 25 Februari 2014 (Selasa).

MAMPU Cawangan Sarawak
 Tingkat 5, Bangunan Sultan Iskandar
 Jalan Simpang Tiga
 Kuching
 (Tel : 082-257991, Faks : 082-256055)
 Email : azriane@mampu.gov.my

(Tandatangan)

Nama :

Jawatan :

Tarikh :

Cop Rasmi Jabatan :



Engagement Session with Public Training Institute 1MTC Project (Sarawak zone)



Program: 'Wacana Pemikiran Zaini Ozea'



Road to AISA Talk 2014 for Borneo Zone (Sarawak): Registration Session



Fewel: Pehin Sri Haji Abdul Taib Mahmud



Thanksgiving Ceremony for Nursyamsina and I (Practical Training Students)



Training of Trainer (TOT) Session