

UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



PRACTICAL TRAINING REPORT

LAWAS DISTRICT COUNCIL

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2010726391

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Declaration

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

Signed,



FARIDZUL AZLI BIN MOHD. TAHIR

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Chapter 1

Introduction of the Organization

1.0 INTRODUCTION

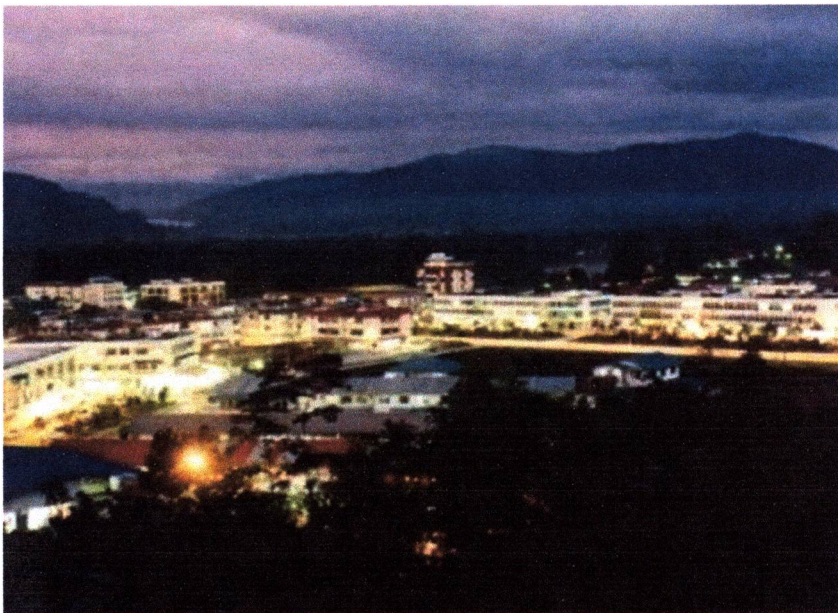
Chapter 1 describes the introduction of the organization of the practical training. It specifically include among others the background of the organization, objectives, and company policy or organization policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

1.1 Lawas District Council (LDC)

Lawas District is a county located in Limbang, Sarawak. Lawas District rating stragetik the bordering states of Sabah and Brunei Darussalam and Labuan Federal Territory Lawas District as a rural tourist especially the people of Brunei. The hilly nature and greenery make Lawas district floranya rich with all the fruit crops and vegetables. One of the unique Lawas District is the production of apples and oranges that can be found in the highlands of Ba'kelalan. To ensure the smooth running of regional development, the existence of Lawas District Council is appropriate to ensure not miss Lawas District in the development of this State.

Lawas history according to Chang Pat Foh in 'Legends and History Of Sarawak' are as follows: *Originally, Lawas was part of Brunei but Sultan of Brunei leased it to the British North Borneo Company. It was only on 5.1.1905, the Lawas River area was annexed to Sarawak from British North Borneo Company with the consent from the British Government. Lawas, in Bahasa Malaysia means "Luas", is spacious and wide area. In the olden days, people in the area*

grouped themselves together in the spacious area to settle down there and, hence, a township was born. However, there is another legend. Long time ago, a group of merchants was attacked and chased after by the pirates at Kuala Lawas. They escaped and retreated to the present site of Lawas Town. At the time the area was thick jungle and they managed to hide themselves there. The pirates could not find them and they returned to the sea. the merchants felt relief, safe and secure. In local malay dialect, it was called "Lawas" (relief, safe and secure) until today.



Lawas District Council established since 1954, has been given the responsibility of implementing the power to govern the areas under his control by virtue of the laws enacted under the ' Local Authorities Ordinance, 1948 and the Bye- Laws of the Local Council (Council By -Laws), which drafted and enacted in

1,2 Ordinance .

Lawas District Council is under the administration of the Ministry of Local Government and Community Development (LGCD) formerly KASKA . It is led by the Chairman of the Council as the President of the Majilis of which are usually held by Lawas District Officer . Council Daerah Lawas anchored by seven Sections of Administration , Penbendaharaan , Evaluation, Enforcement , Libraries , Public Works and Public Health . Specialization Council to seven Sections is to ensure and improve service quality and effectiveness of its functions.

As a result of the cooperation of all this section, the Lawas has been known as one of the districts in Sarawak known for their cleanliness and beauty . It is proven by the success of the Council won several competitions Program Clean and Beautiful in addition to representing the State at the national level . The comments from the neighboring state of Sabah politicians , also proved that the presence Lawas Malaysia map is already known .

1.3 MISSION AND VISION

1.3.1 Vision

Become A Local Authority An Advanced , Competitive and Efficient Features Services By Year 2015

1.3.2 Mission

Lawas District Council will provide efficient management of expenses Prudent and responsible for creating an environment that is clean, safe , happy with the provision of proper infrastructure.

MOTTO

Working together Dutiful

FUNCTIONS

- 1 . Provide efficient and continuously efficient .
- 2 . Planning , implementation and maintenance projects.
- 3 . Ensure that each held in the administrative area of the Council measured , assessed and taxed door / levy (oil palm plantation estates) .
- 4 . Plan, manage and overcome problems of hygiene and public health .
- 5 . Formulate , review and enforce the existing laws under the jurisdiction of the Council .

6 . Coordinate , receive and manage reports of activities - the activities of the Council

7 . Plan, manage and provide public library facilities .

1.4 Client Charter of Local Authorities

1.4.1 . Provide feedback on complaints realistic in not more than three (3) working days from date of receipt .

1.4.2 . Building application will be processed and submitted to external agencies / sections related to internal review within fourteen (14) working days .

1.4.3 . Building plans brought to the Council Committee within a period not exceeding fourteen (14) working days after the approval of all relevant agencies for approval.

1.4.4 . " Occupation Permit " shall be issued within seven (7) working days after the meet .

1.4.5 . Payment of the purchase order / work and claims will be paid within fourteen (14) working days as soon as all the details of the payment is received .

1.4.6 . Application of the new solid waste collection will be processed within five (5) working days in the service area of the existing collection .

1.4.7 . Ensure that all new books obtained processed and displayed for the loan within five (5) months from the date of purchase / acquisition .

1.4.8 . Taking further action within three (3) working days for each offense / contravention of the law.

1.4.9 . Business license application must be processed within fourteen (14) working days from receipt .

1.4.10. Notification letter of application business license will be issued within ten (10) working days after the decision by the Full Meeting .

1.4.11 . All except the proportional holdings of residential and shop houses with " Occupation Permit " which was referenced will be submitted to the Rating and Valuation Division of the Ministry within thirty (30) days from the date / holding period is referenced .

1.4.12 . Ensure residential and shop houses with " Occupation Permit " referenced , evaluated and released assessment tax bill within sixty (60) days from the date of issuance of " Occupation Permit " (in accordance with the KFA) .

1.4.13 . Long houses and dwellings subject to the rate of general purpose only referenced , evaluated and assessment bills issued within three (3) months from the date ukurperiksa .

1.4.14. Minutes of the Council shall be prepared and circulated within seven (7) working days after the meeting.

1.5 Logo



Horn (Black):

Reflect Lawas district as the center of the leading manufacturers of Buffalo in Limbang.

Leaf (Green):

Function represents the beauty of the city in terms of urban beautification by planting flowers and trees.

Home (Brown):

Symbolizes the power of the council in terms of building plan review prior to approval.

Six terms (Red / Orange):

Represents management and maintenance of public facilities in the central part of the white color symbolizes cleanliness aspect.

Gear (Brown):

Symbolize the role of the Public Works maintenance and preparation of engineering aspects.

"DISTRICT COUNCIL LAWAS":

Others describe the functions of administration, enforcement, and evaluation library.

1.5 ORGANIZATION STRUCTURE

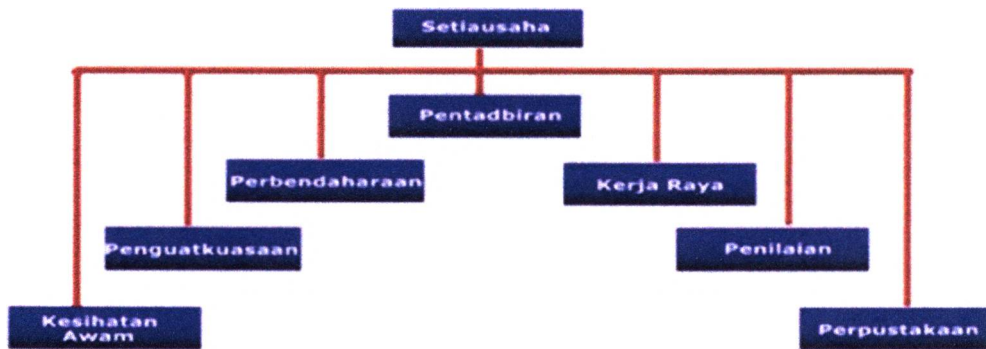


Figure 1.0 LAWAS DISTRICT COUNCIL ORGANIZATIONAL CHART



In general there are 7 parts form the backbone of the Council. Each part plays an important role.in carrying out a specific function. Under each section there are units which play a role or perform tasks that have been set. With the cooperation and the role played by the divisions that moved the Council to be an agent of development in

Lawas District.

* ADMINISTRATIVE DIVISION

* WORKS DIVISION

* PUBLIC HEALTH

* TREASURY DIVISION

* EVALUATION DIVISION

* SECTION LIBRARY

* ENFORCEMENT SECTION

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

Each week the student intern will be required to submit to the weekly activity report (log) summarizing his/her daily activities. This report should be a clear, concise, and accurate account of the types of activities the intern participated in and/or observed. During the week, interns should make notes of their observations, thoughts, questions, and feelings.

Interns should always proofread their reports before submitting them to their agency coordinator for approval. Effective communication skills are mandatory if an individual is to be successful in their career pursuits. Therefore, students must work hard during their internship by identifying and correcting their inadequacies to develop into a stronger candidate for employment.

The following weekly reports represent different, but acceptable, activity report styles. The memo heading report sample is the preferred style of the internship coordinator. Interns are encouraged to be creative concerning the overall appearance of their weekly reports. Additionally, each report should be properly numbered and contain the total hours completed for the week.

I go through my practical training at Lawas District Council from the 22nd of July until the 30th of August 2013. I was assigned to Public Work department to assist the Public Work Department, Mr. Saadi bin Sapie. Throughout my one month internship at Lawas District Council (LDC), I was exposed to several daily tasks.

My daily tasks are including updating department's files and document, making a draft for a formal letter to send to other department, and also making a site visit of the project that handled by LDC.

2.1 SUMMARY SCHEDULE OF PRACTICAL TRAINING

WEEK	EXACT NATURE OF WORK
<p style="text-align: center;">First week 22 July 2013 – 26 July 2013</p>	<p>For the first week of my internship, I participated in a tour of the department and was introduced to various personnel. Following a detailed orientation to the department's internship program. I had a meeting with my supervisor and we discussed my schedule for the upcoming weeks. I reviewed departmental policies, rules and regulations, and then spent the rest of my first day reviewing administration files of the Lawas District Council (LDC)</p> <p>The second day of my internship, I went out to the housing area and make inspection to the contractor that make a cleaning all the drain in selected housing area. I also make sure that drain is clean and water flow without any blocking from rubbish or weed. The next day, I assign by my supervisor to make a draft of formal letter. After that I assign to make a filling in my department. On the last day of the</p>

	<p>week, I was assigned to occupy the information counter attending incoming calls and letter. The experienced gained through the front desk task have helped me with my confidence and communication skills.</p> <p>In summary, I found my first week to be very exciting and educational. I was exposed to new things and realized the importance of working together as a team and sharing responsibilities. I am looking forward to next week's assignment. I look forward to continuing my relationship with the members of the Lawas District Council (LDC).</p>
<p style="text-align: center;">Second Week 29 July 2013 – 2 August 2013</p>	<p>On the second week of my internship, I continued to familiarize myself with the office, my duties and responsibilities and the people within our office.</p> <p>On Monday, I was assigned to record a letter and a document into files in File room. I also learn how to respond into public complaint via online in “ Tele-Khidmat Masyarakat Sarawak- LDC”</p> <p>On Tuesday and Wednesday, I</p>

	<p>continue updating files in file room and make a record to incoming and out letter from the office. I also distribute Borang Maklumat Rumah Kampung instructed by En Kamal Bakal. On the next day I assign by my supervisor to check and updating the contract's payment and also make a copy after checking the document. And the next day I continue updating files in File room.</p> <p>In summary, this was an enjoyable and informative week. Although the nature of the daily works done can be considered as repetitive or routine, the opportunity to deal with different individuals and parties provided me with various kinds of experience and information.</p>
<p>Third Week 5 August 2013 – 9 August 2013</p>	<p>The third week of my practical training commence with the Eid holiday due a lot of the staff were on Eid leave. I was responsible to updating and compiling files in filing room and filing incoming letters. Other than that, I continued to checked on the format of formal letter to be sent to other company or organization.</p>

	<p>I was granted an Eid leave which started on Wednesday (7 August 2013), a day prior to the public holiday which started on Thursday.</p> <p>In summary, with the supervisor still on leave, no actual task was actually given. I was more involved by filling in for any required task instead.</p>
<p>Forth Week 12 August 2013- 16 August 2013</p>	<p>On the forth week, as per usual I was assigned to record a letter and a documents into HRM's log book. I also went to the site to check whether the project from Lawas District Council was running according to the plan or not. And to make sure that the contractor is working on the time of visit site.</p> <p>On the next day, I continued to to the filling and checked the document in the department.</p> <p>On Wednesday, I continued to do the filling in the filing room.</p> <p>On the last day of the week, I was assign to continued checking the site of yesterday activity</p> <p>In summary, Although the nature of the daily works done can be considered as</p>

	<p>repetitive or routine, the opportunity to deal with different individuals and parties provided me with various kinds of experience and information.</p>
<p style="text-align: center;">Fifth Week 19 August 2013 –23 August 2013</p>	<p>On the fifth week, as per usual I was assigned to record a new letter/ document before filling the letter and also record the letter in the HRM's log book.</p> <p>On the next day, I went through respond and check the email from top management via officials website council in Sarawak..</p> <p>I also continued to updating files in the file room and also record letter / document into HRM's log book.</p> <p>On the Saturday I was assign by Secretary to attend Gotong-royong Perdana 1Malaysia "Membasmi Tikus". All staff join this activity.</p> <p>In summary, throughout the week, I personally feel that I have gained a massive amount of experience whilst learning different kind of stuff. Besides that, I was also able to meet up and gather with the staff from other</p>

	<p>department due to the Eid open house program.</p>
<p>Sixth Week 26 August 2013 – 30 August 2013</p>	<p>For the sixth week of practical training that is the last week, as per usual I have been asked for updating the files in the file room and check the letter.</p> <p>On Tuesday, I am delegated a task which updating department's files and documents. Incoming letters were daily received. The letters were the distributed the personnel concerned. If any follow up action is required, the matter will be taken into consideration. The letter was then filed for further references.</p> <p>On the next two days, I went through the usual task given which is to updating the files in the file room.</p> <p>In summary, Although the nature of the daily works done can be considered as repetitive or routine, the opportunity to deal with different individuals and parties provided me with various kinds of experience and information. What is more, I personally feel that I have gained a massive amount of experience whilst</p>

learning different kind of stuff.

CHAPTER 3

ANALYSISST OF TRAINING

3.0 INTRODUCTION

Chapter 3 describes the analysis of the practical training. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and tasks of job description given under chapter 2, it shows that, my practical training experience was more focused on human resource practices at Lawas District Council (LDC).

3.1 TASK ANALYSIS

During the course of the six weeks of my practical training, I have complete several types of responsibilities such as filing, data key in, data updating, filling the various form, performing clerical tasks and so forth. As for this chapter, I will highlight on the area of filing as I found that filing tasks as one of the most numerous tasks I had done in Lawas District Council (LDC). I choose filing as the area to be analyzed because in my opinion, LDC needs an effective filing system. Filing is under the records management topic in Office Management. Without proper filing, the whole process in LDC will not run efficiently as it needs proper way to keep the records of letters, files and other type of documents. As a student of Administrative Science, I had learnt that filing is one of the important aspects in record management in the scope of Office Management. Hence, by performing the filing tasks, it will able to

reinforce and relate what I had learnt in the field of Administration Science, particularly Office Management to the real workplace. I believe that theory and practical complement each other as by only being good or admirable in theory will not make oneself a good employee. The principles of systematic filing should be practice in every office according to the appropriateness.

3.2 DEFINITION OF FILING

Office records have to be preserved for the present and future reference. Filing refers to the system of keeping records in proper order. Papers and documents filed properly ensure their availability for the possible users or references at some future date. Filing provides means of preserving records of business transactions. It involves keeping of records in systematic manner.

Filing as stated by Dr. R.C. Bhatia in his book Principles of Office management said that filing may be defined as the process of arranging and storing records so that they can be located whenever required. It means placing of the records of different categories systematically that is, classifying, coding, arranging and placing the records in storage, so that they may be found and delivered when needed for future reference.

3.3 ELEMENTS OF FILING

An analysis of above definitions reveals the following essential elements of a filing system:

- i) Logical classification or sorting the records
- ii) Systematic arrangement of the records

iii) Keeping the records in suitable containers in form of magnetic tapes, microfilms, etc.

iv) Identification and location of the papers as and when required

v) Withdrawal and delivery of papers required.

3.4 FILING PROCEDURE OR ROUTINE

Filing is a form of record keeping in files for future reference. It provides a means of preservation of business records for reference at a future date. The processes of arranging and storing records so that they can be located when required. The routine which helps in smooth handling of files is called filing routine. Thus, the systematic arrangement made for handling of file is termed as filing routine. A filing routine consists of receiving paper and documents and placing them in files and issuing files for use and future reference. A well-maintained filing system allows vital information to be accessed quickly and saves company money by saving time.

Filing routine which is primarily meant to receive letters, put them in files and issue files for future reference consists of the following steps. These are-the steps involved in storing and use of files.

The first step is order to file. Responsible officer issues necessary order to file records. On the receipt of such order the filing clerk is authorized to perform necessary work on filing.

Second is classification and grouping. The papers and documents received by filing section are classified on the basis of the system adopted by the organization.

The heading of the file should be clear to avoid confusion. The function of classification should be done by a trained filing clerk to avoid misfiling.

The third step is indexing. A code mark on the paper is given to indicate a particular heading which is helpful for preparing an index of records. Proper index to file is attached for easy location of letters at the time of reference.

Fourth is cross reference. Certain documents are required by more than one file and in such a case a cross-reference card is attached on the file indicating that it has been transferred to some other file. Instead of this, a number of copies of such records are kept in different files.

Fifth steps are attaching a tickler. The documents which require further processing are called follow-up-actions. A follow up file is maintained to facilitate follow-up action on these letters. To facilitate follow-up action a tickler or follow-up slips are used.

The next is sorting in files. After the above steps are maintained papers are filed in chronological order to facilitate easy indexing of letters.

The seventh step is issue of files. When a file is needed by an officer he sends a requisition note. The filing clerk prepares out guide card which indicates the whereabouts of the file. The file is issued to the concerned office after preparation of our guide cards by the filing clerk.

The next one is disposal of dead files. The existences of dead or obsolete files are no longer required by the firm and these are destroyed. The officer should give instruction for destruction and he should be present at the time of destruction of records.

The last one is microfilming. Some vital records are retained for a great long time. These are retained by microfilming the documents.

3.5 QUALITIES OF GOOD FILING SYSTEM

According to J.N. Jain and P.P. Singh (2007) the efficiency of an office depends on the quality of filing system. A good filing system should possess the following qualities:

3.5.1 Indexing

If there are a large number of files, the filing system should be supplemented by a well-designed index system. The index will help in quick location of files.

3.5.2 Proper classification

Proper classification helps in putting the document in proper files. It also facilitates in locating them in case of need. Systematic classification of records reduces the chances of misfiling. Number of miscellaneous files should be restricted to minimum

3.5.3 Ease of location

It is better to place current records at some nearby place and old records at obscure place. In many big offices, a separate room or a hall under the charge of a supervisor is allocated for storing old records in a systematic manner. To know about the whereabouts of files take out should be placed in the racks / shelves from where the files have been take out.

3.5.4 Economy

According to M.A. Shewan (2008), the filing system should not be too expensive to install or too costly to operate. The cost of installing and operating the filing system should match with benefits from it. There is no use of having an elaborate and expensive system of filing when a simpler one can be used. As a measure of economy, old records which are no longer in use should be destroyed. Space is quite costly, so big department should use such equipment with less space.

3.5.5 Elasticity

The system should be capable of expanding and contracting with the needs of the organization. An elastic filing system is costly when the needs of business increase. So it has to be substitute by a new filing system (M.A. Shewan, 2008).

3.5.6 Accessibility

Quick accessibility to records is very essential. Records should be within the reach of users. Required information should be available within reasonable time. Filing system should allow writing on the papers contained in a file without disturbing their arrangement (J.N. Jain and P.P. Singh, 2007).

3.5.7 Safety

According to J.N. Jain and P.P. Singh (2007), it is necessary that records should be kept in such a manner that they remain safe from dust, insects, weather, theft, and fraud and mishandling. Certain documents – like title

deeds of the property have to be preserved throughout the life of the organization, stored in fire proof cupboards.

3.5.8 Cross Reference

A good filing system should permit cross referencing. Sometimes one letter may be concern with different files, so arrangements should be made to place a copy of such letter in every relevant file.

3.5.9 Simplicity

The filing system should be simple to understand and easy to operate. An office should adopt a system suitable for it but efforts must be made to make it simple.

3.5.10 Adequacy

It is essential that the filing system should be adequate for the purpose it is to be used for. The system should meet the requirements of the organization. An over elaborated filing system and sophisticated filing equipment may lead to waste for a small office. Overcrowded drawers or cabinets or shelves indicate clearly about inadequacy of existing system of record keeping in the organization.

3.6 CLASSIFICATION OF FILES

In order to make files promptly available, it c is necessary that they should be given proper titles and classified or grouped according to some fixed basis. Classification is the process of selecting headings under which documents are

grouped or classified on the basis of common characteristics before filing takes place, the following are the chief methods of classification of files.

3.6.1 Alphabetical Classification

Under this system letters are filed in the alphabetical order of the names of parties. This classification is the most commonly followed of all. The telephone directory is an example, whereby all of us are familiar to this system.

This is good when the headings of files can be expressed in one word, name of people or products, etc. Files containing letters are arranged; according to the alphabetical order. The first set of files may contain the papers of employees whose names begin with A; those having their names beginning with B, in another file and so on. If there are more names under A, dictionary method will be followed.

3.6.2 Numerical Classification

In this system, a number is allotted to each customer and the same number is put on all papers or documents relating to transactions with him. For this organization, the customer is the employees. The file is also numbered and the papers are filed on the basis of numbers. Thus, the number allocated to each correspondent becomes his file number. If one file contains records of more persons, decimal system may be used e.g., 1.1 denotes one person; 1.2 denotes another and so on. And these are file No. 1. To locate a particular file, it is necessary to refer to an index.

Therefore index cards are prepared and the file numbers are written on them and arranged in alphabetical order in a safe place or drawer. Whenever a file is needed, one will consult the index card, obtain the number of the files and then take out the file required.

3.6.3 The Alphabetical-Numerical or Alpha-Numerical Classification

This system is very popular nowadays. It is a combination of the alphabetical system and the numerical system. In this system each letter or sub-letter is given its own number and an index card is placed behind the guide card for each alphabetical section.

The names and numbers of all the folders are mentioned in numerical order behind each card. The colored guide cards are used to sub-divide for folders into groups to facilitate their speedy location.

For instance, all files are arranged alphabetically and the first group is Aa-Ag. The folders of ABC process, Claim are first and second in order within this group; the first folder will bear the number C/1 and the second folder will bear the number C/2 and so on.

3.6.4 Geographical Classification

Geographical filing is an arrangement of countries, towns, other areas in an alphabetical order. It is convenient to use the geographical system for major groupings and then introduction of alphabetical order.

This is a good system and is being adopted by the concerns. The area over which the activities of a firm are spread may be divided into a number of

regions and the papers are filed on the basis of locality. This is a good system, when a firm has many branches or business throughout a country.

The files which contain the correspondence of one locality are arranged state wise, city wise, etc. This system is generally profitably used by banks, insurance, departmental stores, etc.

3.6.5 Subject wise Classification

In this, records are filed according to the nature of their subjects or contents. This system can be profitably adopted by a concern which may classify correspondence into well-defined groups. Papers are first arranged subject wise and then in alphabetical order.

There may be order file, invoice file, complaint file, etc. Papers on a particular subject are arranged and put together, rearranged alphabetically or numerically and filed accordingly. This system is more important where subject-matter will be given more weight than the name of the correspondence.

3.6.6 Chronological Classification

Various records are identified and arranged in strict date order and sometimes even according to the time of the day. For examples, newspapers, current prices, market reports etc. It is a useful system if dates are known.

3.7 COMPARISON BETWEEN THEORY AND TRAINING

At LDC, the filing method that they implement is alphabetical system. It is the use of traditional filing systems where paper documents are filed in filing cabinets.

Alphabetical filing systems are one type of system that is easy to teach and learn. Documents are filed in alphabetical order typically by employee name. Any employee can find a needed document as long as the needed employee name is known. At LDC, they are using filing cabinets to put all of the paper file folders. The paper file folders are categorized using alphabetical system. They have their own filling room where all of the filing cabinets are located. The examples of filing cabinets at the organization are shown at figure 3.1.

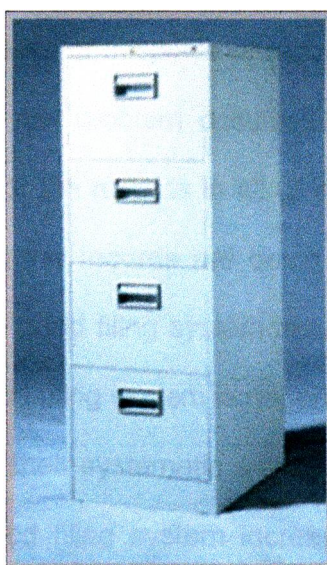


Figure 3.1: Examples of filing cabinets at the organization

The most department using filing system is Human Resource. In the organization, Human Resource staffs are the one who have the authority to view the entire file in filling room. For all of the minutes of meeting, the record must be made to ensure the minutes of meeting are updated. I am advised to make the service promptly. The efficient filing is the key to prompt service whereby the records can easily be found and can satisfy the customers. The organization keeps updating the records and they have one specific employee that keeps the records updated. Encik

Sa'adi Sapiie is the one responsible to keep the records updated. His experiences in filling system guide him to efficient service and all of the employee will go through him to access the file.

The filling equipment used at the organization is file folders, file boxes, drawer filing, shelf filing, and much more. They exactly follow the theory in filing system whereby the uses of this specific equipment are practiced. My usual task are involving filing system and in one month internship I get used to the filing system at LDC. From my experience, they manage to practice it successfully and it helps doing their job accurately. There are cases of misplace of records due to certain reason by the employees. Although there are problem occurred, but it is solved in a very effective way. They did search for the records in all of the filling equipment and the previous procedure before filling the records are being revised. The success of a business largely depends on the good filing system because it acts as a tool in the hands of the management. A good filing system is not only concerned with storing of records but also concerned with their systematic arrangement so that these can be used for future reference. A good filing system increases efficiency in operation, helps in formulating company policies and provides a protection to valuable records. LDC did well in their filing system and of course it needs to be improved by the future.

One of the most used filing equipment at the organization is black lever arch folder as shown at figure 3.1.

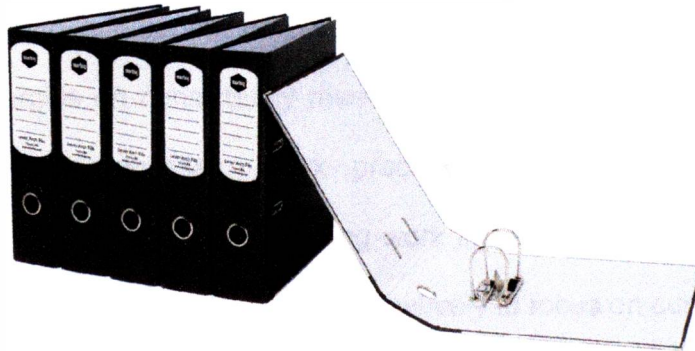


Figure 3.2: One of the most used filing equipment at the organization is black lever arch folder

3.8 FILING AND TOTAL QUALITY MANAGEMENT

What is Total Quality Management? Basically, it is a management philosophy. In different organizations Total Quality Management may be known by different names, for example, Total Quality Control, Total Quality Leadership, Quality Improvement Programme, Continuous Quality Improvement, or Total Quality Service. Whatever name Total Quality Management goes by, its three basic ingredients are constant: quality, customer satisfaction, and continuous process improvement. Essentially, quality means doing things right the first and every time. It is not only important to do things right, however, but to do the right things right. There is no point in producing round widgets, for example, when customers only want square ones. Quality is achieved by determining what customers want and consistently satisfying or exceeding their requirements. In order to achieve quality and meet customers'

needs, errors and unnecessary rework must be eliminated from work processes through continuous improvement.

For the purposes of the Filing Room Procedures Improvement Project, TQM adopted the following operational definition: TQS is "a process which focuses an organization's energies on consistently meeting customers' expectations by means of redesigning work processes. Work process redesign is an approach to transforming work processes by streamlining work flows, rationalizing organizational structures and using information technology creatively to focus on customer needs.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

This chapter highlights the strength and weaknesses of job or task assigned during training as discussed in chapter three that is filing system. Furthermore, this chapter also will provide solution for improvement in the future. Based on training at Lawas District Council (LDC), the filing system has many rooms for improvement. They also has shown that they also trying their best in following the filing procedure. The employee willing to learn the filing process and they did not refuse to learn or accept the new things.

4.1 STRENGTH OF FILLING SYSTEM AT LDC.

The first strength of filing system at the organization is it uses the manual filing system. A manual filing system cannot be destroyed by an accidental power loss. Also, the computer hackers cannot access a manual filing system from another computer. This helps in security issue of the company. According to the setup in the office, the filing has its own filing room whereby it can be locked to prevent any person to steal the private document such as personal records. The example is if the file is being recorded in the online system, if there are power losses such as the electricity down at certain time, it may lead to the loss of the information and the employee has to redo their data recording. It may consume much time and it lead to low employee motivation to do their work. If they are using manual filing system, they can easily continue their work even though there is power loss happened. The manual filing system also did not require any internet connection whereby if they are using internet connection, any interruption such as server down can affect their work.

If they are server down happened, it will disturb the whole employee task. Certain employees might not be able to do any work because his or her job may require internet connection such as filing work. Manual filing system also teaches the employee the actual filing system that will give them a very worthy experience. They need to learn the manual filing system because theoretically, filing system is based on manual technique that requires hard copy of all documents. The example of manual filing system is keeping the records in hard copy whereby they need to keep all the records in filing room and keep them updated. By using this way, the employee will always need to deal with the records and keep them familiar to the jobs done. Even though the technology keep evolving nowadays, the manual filing system still a very preferred methods chosen by all of the organization.

Secondly is the employee at LDC are very familiar to the filing methods that they use. They are the senior employees that have very preferable experiences at filing methods. They know exactly what should they do to keep the records updated. With the training that they undergo, they have good skills at keeping the records safely and updated. For example is En. Sa'adi Sapiie. He has a very good memory at where the records located and he exactly know what are the procedure needed to be taken before filing process can take place. From my personal experience, before doing the filing process at the organization, the first step is to differentiate the letter according to department. Second step is to differentiate it according to the type of letter which means it is located into claim, pension, salary or many other categories. Each of the categories has their own number to locate which drawer or locker is needed to keep the letter. Categorizing the letter is not an easy way because we need to read the letter carefully because any misplace of the records will lead to missing of records. During my training, I was asked to find the missing records with

the help from the employees. With their expert skills, they manage to find the missing records. The employees at LDC have the good skill at filing system and they also willing to learn new skill because they are fully motivated by the environment of the office.

The third strength of filing system at LDC is they have the limit of authority to view the document in filing room. Only the Human Resource staffs have the authority to the filing room. Before other staff want to view the records in filing room, they have to consult the Human Resource staff to access the records. This is to prevent any of the records are missing or used for other purpose. For example is if the Engineering staff want to view the specific records for their work, they need to consult the staff from Human Resource department. They might do not know where the records are located and they might misplace the records after using it. Limit of authority also deal with financial limit whereby certain position or authority are responsible for dealing with the certain limit of financial approved. With the dedicated staffs at the organization, they are always aware on this matters because any misplace of the records will brings trouble to them. En. Sa'adi bin Sapiie are also the people who are responsible to keep the filing room are in neat and tidy condition. The limit of authority to view the document is also to protect the private and confidential document form outsider and any other threat. For example is the personal file of the employees. If this document is misused and the employees use this document for irresponsible purpose, it might harm the organization itself. The irresponsible acts are such as the employee adding certain training course into their personal records for the career development purpose. This will bring big trouble to the Human Resource department to trace back their training course and this will affect the performance of the department.

The fourth strengths are they are also using color code filing system whereby the file is clearly distinguishable and easily retrieved. By using this methods, filing process is fast and easy and the work environment more pleasant. It creates efficient and well-organized filing system for the Human Resource department. Color-coding systems provide a variety of labels that make it easy to organize and consistently maintain file order, identify special sub categories, and create a uniform system. The connection between color and letters and numbers makes it easy for anyone to use. At LDC, they assign a color for each number 0 through 9, and a color for each letter A through Z, to aid in filing and retrieval of all types of hard copy files. By putting these colors letters, numbers and designators in a particular position on a file folder, file pocket, etc., a color or block pattern is formed. When these patterns of color are broken, a misfile has occurred. In retrieving a file, color recognition reduces look-up time. It also saves presorting time and reduces filing time. In fact, color coded filing can reduce filing and retrieval time by up to 50%. Color coding can save money that is spent on non-color coded files. Misfiles are virtually non-existent in color coded files because of the ease of spotting a file when it is out of order. Memorization of colors is not necessary; the color works as a flag which identifies position or meaning in a file sequence. A good color code system can work for the files and in most cases pays for itself in less than a year due to the time saved in filing and retrieval without misfiles. Most of the employees at LDC are familiar to the filing system that is being practiced here and they understand well on their organization policy to keep all of the records updated and private and confidential documents are always preserved. Color coding is now used in any organization since it give enormous impact on filing system and it is easy to be practiced and suit in any business of organization.

4.2 WEAKNESSES OF FILING SYSTEM AT LDC.

The first weaknesses are the unnecessary documents are still being kept at the filing room. For many years, the unnecessary records are not yet sent to archive and this cause the filling room is full of pointless documents. It also cause the file is harder to find because the room is full and getting smaller and might not have the space to keep the updated records. According to the company policy, the documents that are older than seven years can be sent to archive except for personal file. The problem is the document is not yet sent to archive and the department should take this as serious problem. In the near future, the current documents are more important and it keeps the room neat and tidy. The organization should be selective on what they should keep. The employee that responsible to the filling room takes the great workload and this might lead to dissatisfaction in term of jobs done. Even though the task is not done by one person, but the person who are responsible to take care of the filing room taking heavy workload to ensure the file are in correct order and tidy.

The second weakness is the condition of the filing equipment. The condition of the equipment is not satisfying whereby it looks a little bit old and outdated. For example are the file folders. The file folders are very old and certain of the file already broken. Some of the file folders need to be tied up with nylon rope. What concern me here is if the audit is ongoing, it may be difficult to open up the file folders and search for the records. Some of the file folders are also worn out with tear and it is still used for the filing equipment. The records in the filing room are kept in old fashioned filing equipment. Apart from the condition of the filing equipment, the filing room also is not in tidy condition. It is not in a clean and tidy condition because the room is full of filing equipment and the old records. The person responsible to

keep the room clean and tidy is waiting for the old records are being sent to archive to ensure the room can be clean up. Instead of the filing room, the room is also the used to keep the unnecessary office things such as unused computers, chairs and other thing. It makes the room look untidy and it is give the room becomes smaller and harder to find the records. They need to do something about this mess to ensure the effective and efficient filing room is produced.

Third is the file may me misplaced. It is the disadvantages of alphabetical filing system whereby the human may misplace the records. It cannot be prevented because all humans may make mistakes. This issue is related to the type of filing system chosen by the organization. In order to prevent this from happening, they need to use combination of filing system such as the use of colors to differentiate the files. Yet the problem still occurred because this problem cannot be avoided. It takes a good and efficient employee to prevent this problem. It also can lead to easier untrained employee to access and manipulate data. Anyone can look at through alphabetical filling cabinets to find a file. But for locating and manipulating an electronic database may require technical training and user errors can result in unintended alteration or data loss. Another weakness is in term of editing the records. The organization use hard copy to keep the records and send information to others. Paper files cannot be edited directly, forcing users to make new copies to update old file. This might lead to waste of paper and waste of money. The organization need to stock up their paper in the inventory store for future use. This will also lead to waste of money whereby a lot of papers are required to update these records. Their expenses will also increase due to the high usage of paper. Not yet to be considered the printing machine such as photocopy machines, printers, and scanners. Instead of money, the employee job are also increased because of the

updating the file might take longer time and longer procedure. During my training, each of the department is allocated with certain amount of papers and they are advised to reduce the amount of paper used.

4.3 RECOMMENDATION

The first recommendation that I would like to suggest is they should invest in proper filing cabinet. A filing cabinet is office furniture used to store paper documents in file folders. In the simplest sense, it is an enclosure for drawers in which items are stored. At LDC they are using lateral files cabinet whereby all of the equipment are stored in filing room. They might consider enhancing their filing equipment to ensure the filing system look proper and neat. It is also to ensure that the records can easily be find and it reduce the percentage of misfiling whereby the records are visibly clear and easy to track. The equipment such as filing cabinet in LDC is not enough to keep all the records safe and all of the important documents are sealed. The main problem here is the organization has short of filing equipment and they should consider upgrading their filing equipment. For example is to use the filing equipment that is fireproof and waterproof from potential hazards like fires and floods.

The document such as personal file should be placed into locked cabinet to ensure the potential hazards can be avoided. Lateral cabinets quantity should be added because it takes up less vertical space. Besides, it can stand firmly against the wall. Filing equipment that they should consider to upgrade is the use of paper file folder. The paper file folder are easily worn out or torn if the files are full or handle by rough employee. They should standardize their file folder to black lever arch folder because this file folder is tough and can keep more documents than paper file folder. This black lever arch folder also can easily be arranged at the cabinets. It can be labeled

in colors to enhance the filing system. This is to ensure all of the file can be kept according to its categories and enhancing their filing systems.

The second recommendation is integrate more proper records management system such as using of e-filing. This technology can be integrated into filing system whereby the technology is easy to use and increase the accuracy and prompt service by the employees. The e-filing system that can be applied is the use of software to find the records in filing room. The most important things to fulfilled in this types of filing system is to ensure all the records in filing room are correctly arranged into categories and LDC's already arrange all of the file according to its categories. They just need to hire contractor to do the software installation or internally develop the software to make this system works. This system operate in which the employee of the organization just need to key-in the number of reference of the letters and the software will show where the file is located at filing room. They do not need to manually find the required documents or records and it encourages prompt service and save much time. The employees just need to maintain the filing room in neat and proper condition.

E-filing also increases the security of the document whereby only the trained employees are the one who can access the file or records. They are the one who know how the software works and the records are much safer. A study by Missouri Department of Revenue says that, electronic field returns have 13 percent fewer errors than paper returns. It shows that the employee can reduce the misplace problem and this is very crucial to effective filing system. The employees will be given the authority to certain document depends on his or her position and only certain people will have full access to locate all of the documents or records. In this measure, it can increase the security of the private and confidential document

because when it deals with tender document, it is very highly sensitive to the competitors.

The third recommendation is to get rid of the useless records in the filing room. The filing room at the organization is nearly full and they should do something to deal with these matters. The filing room of Human Resource department should be differentiated from other department to avoid security issue. From my observation, the organization seems to share the filing room between department and this make the filing room look untidy and full of other office equipment. This should not be happening because some of Human Resource file is highly confidential and so does other department. In the future, they should have differentiate their filing room to avoid any unwanted situation happened. For every department to have their own filing room, maybe it need longer time to implement due to the shortage of space. But what is the most important is to get rid of any unwanted equipment in the filing room.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

As for my conclusion, I would like to say that my internship program Lawas District Council (LDC) has given me a lot of experience in handling real work environment. I also had a chance to apply some of my knowledge that I gain from my previous semester studies and also learn some new technique and gained a new knowledge during my industrial training. Fortunately, I able to differentiate the task and adapt to real work experience, and the work that have been given to me, helps me to figure out all the things that I have not understood before and my understanding in perform task are improve during this internship program. My first time been assigned to the job, I already start to feel the challenge in the real working environment but lucky me, I finally did complete the entire task with guidance from my supervisor and all the staff. I also learn how to use the other office equipment like photocopy machine, facsimile machine and I also know how to handling a call and dealings with LDC's clients. Other than that, I have also exposed to the manual filing system and all procedures like open a new file; store a document in file and sending document to LDC's clients and others. I also get a chance to attend the real meeting environment. In addition, I feel that my confident levels are increase and I'm sure that I will be able to work independently in the future. With all the things that I have been through and

earn, I know it will help me in the future. I am so glad that I had a chance to challenge myself in a real work environment.

5.1 CHAPTER 1

During my internship, I learn that LDC is a council that Lawas District Council is under the administration of the Ministry of Local Government and Community Development (LGCD) formerly KASKA . It is led by the Chairman of the Council as the President of the Majilis of which are usually held by Lawas District Officer . Council Daerah Lawas anchored by seven Sections of Administration , Treasury , Evaluation, Enforcement , Libraries , Public Works and Public Health . Specialization Council to seven Sections is to ensure and improve service quality and effectiveness of its functions.

As a result of the cooperation of all this section, the Lawas has been known as one of the districts in Sarawak known for their cleanliness and beauty . It is proven by the success of the Council won several competitions Program Clean and Beautiful in addition to representing the State at the national level . The comments from the neighboring state of Sabah politicians , also proved that the presence Lawas Malaysia map is already known .

5.2 CHAPTER 2

Chapter two describes the flow of tasks that had been done during the six weeks of practical training. The chapter consists of description of tasks done by day and summary of the tasks by week. By viewing to the table in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. We can see in the chapter that most of the tasks that had been done are mostly related

to the subjects learned in class. In providing management services, most of the models and approaches used are related to the subjects learned such as in the subject of management and office methodology.

Through the schedule, we can also detect whether the company misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas and Photostatting. These types of tasks are called clerical works which are not suitable for the practical student. Practical training is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the schedule in this chapter, we can see that the company fully utilizes the practical students by giving me tasks which are suitable with my capabilities. The company does not take advantage from the practical student by giving the practical students unnecessary tasks. Moreover, the company does bring me to the real management environment for my experience. They showed me on the protocol of Human Resource procedure in different aspect and the way of preparing documents such as claims and leave procedure.

5.3 CHAPTER 3

Chapter three shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, we identifies which area of the tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

During the practical training, the task that I have done is much relates to the procedures learned in records management that is filing system. The procedures used are more towards preparing the document or records and it is dealing with filing

system because each time I need to prepare a document, filing system element is not missed whereby I need to access to the filing cabinet to take the required records.

At LDC the filling method that they implement is alphabetical system. It is the use of traditional filing systems where paper documents are filed in filing cabinets. The organizations also use numerical filing system. The most department using filing system is Human Resource. In the organization, Human Resource staffs are the one who have the authority to view the entire file in filling room.

The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made me understand on how the theories work and how to use it. This has given me deeper knowledge in the theories.

5.4 CHAPTER 4

In everything that we do, there are always its strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be eliminated. Recommendations also need to be identified to help the organization improving the weaknesses of the system. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task given and to recommend ways on how to strengthen and eliminate it.

The strength of filing system at the organization is it uses the manual filing system, employee at LDC are very familiar to the filing methods that they use, they have the limit of authority to view the document in filing room and the use color code filing system whereby the file is clearly distinguishable and easily retrieved. This will become the key to a successful organization because filing system is not an easy task and need extra attention by the employees.

The weaknesses are the unnecessary documents are still being kept at the filing room, is the organization did not have the e-filing system that might help them to locate the file more accurately and reduce time consume to find the records, the condition of the equipment is not satisfying and the file may me misplaced. These kind of weaknesses need to be improved from time to time. Perhaps the organization may implement new strategies to help in improving these kinds of weaknesses.

The recommendation that I can give is to invest in proper filing cabinet, integrate more proper records management system such as using of e-filing and get rid of the useless records in the filing room. These may help in term of organizing the proper filing system and accurately give what the customer need promptly.

All in all, the experience of working and learning at the same time in such a reputable organization is awesome. The flexible working environment makes the employees love working at the company. The working environment that is relaxing and the friendly employees makes the company more fun to work at. It will be an unforgettable experience of my life where I learnt the way to behave and polish my abilities at the organization level, had the experience and exposure of performing and handling tasks, supervisor and subordinate relation. This experience has made me fully utilize my knowledge.

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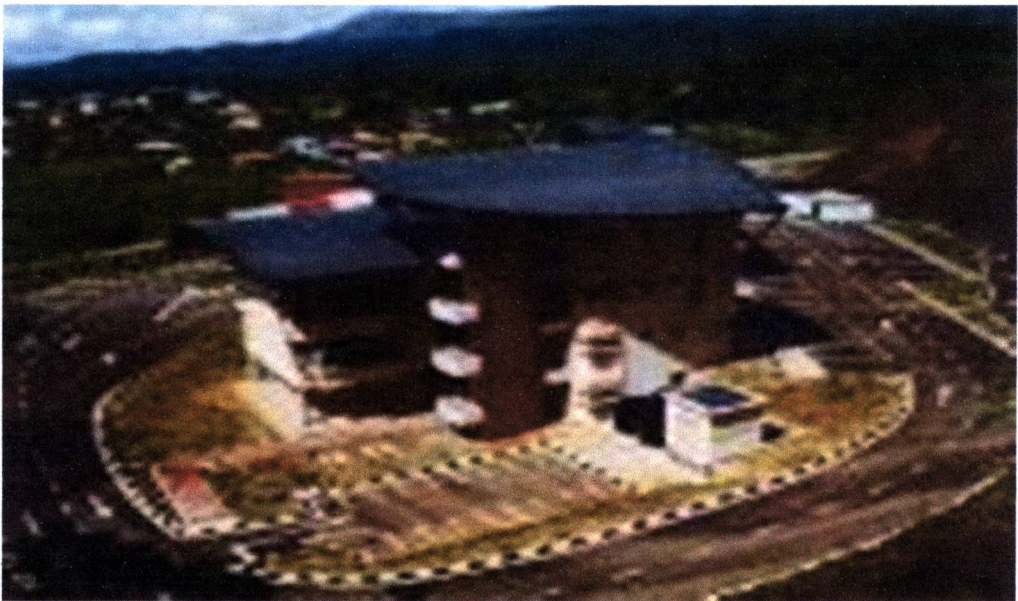
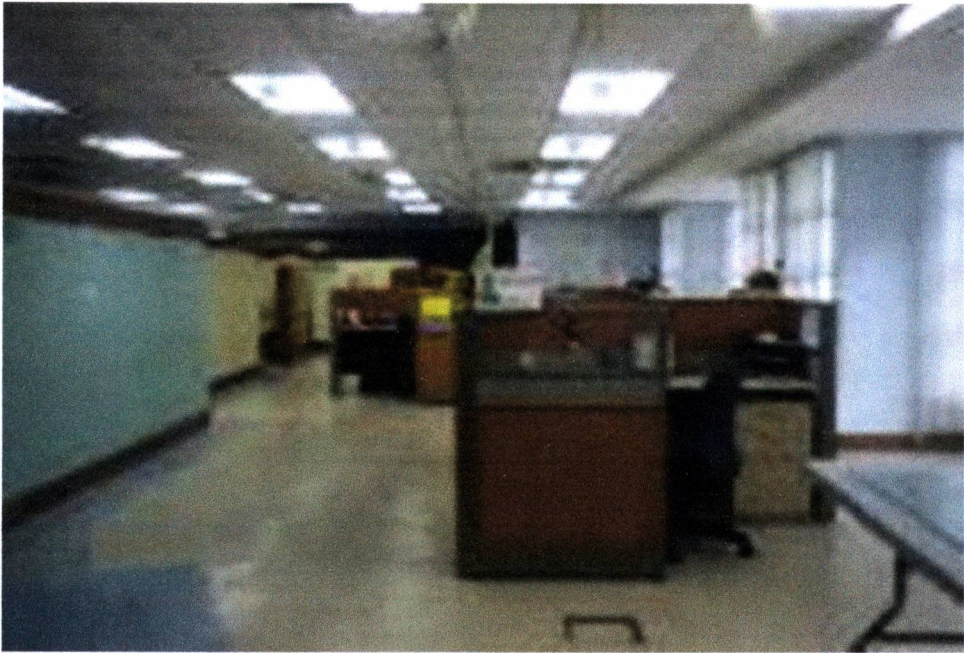
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APPENDIX





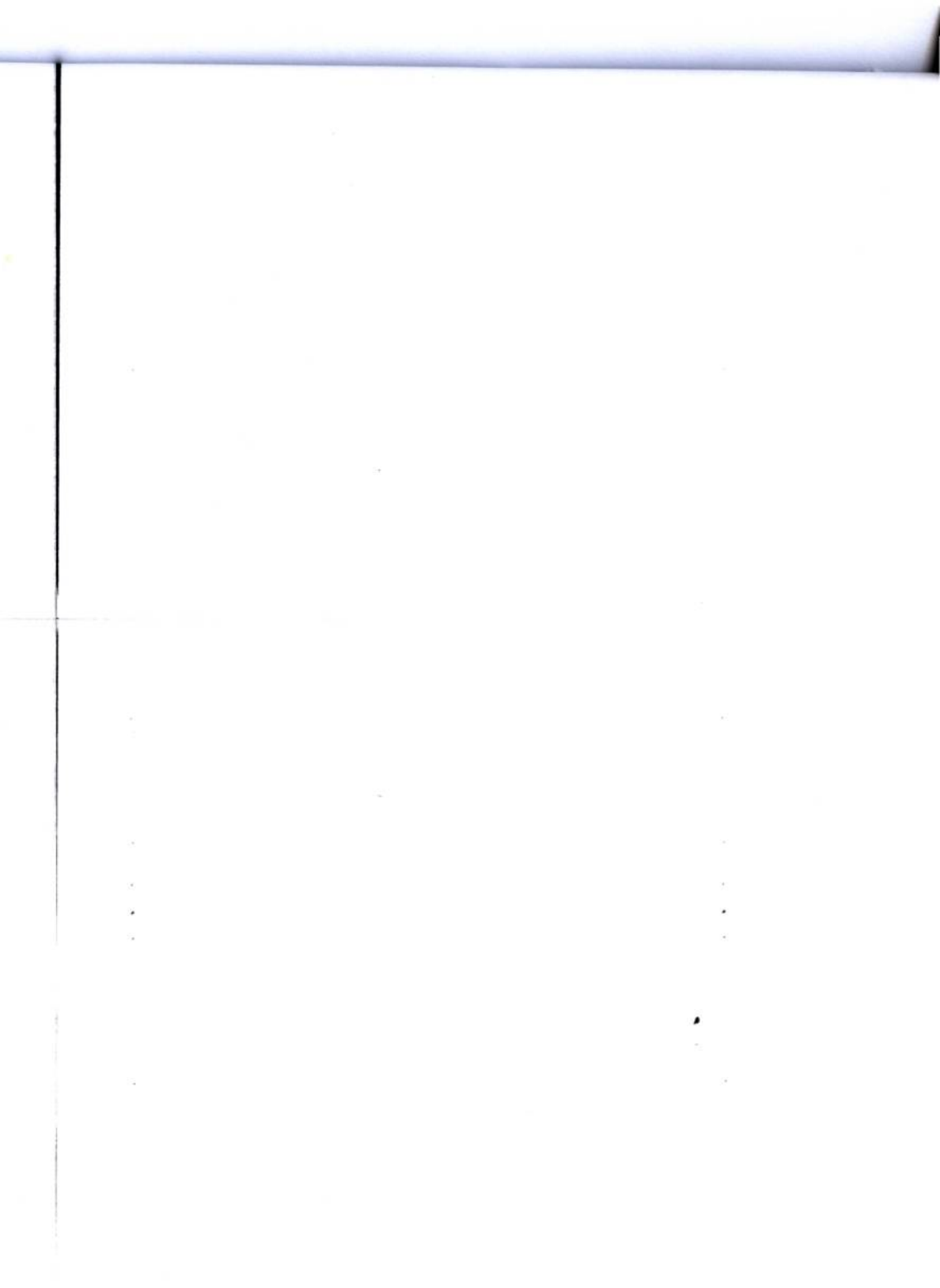




UNIVERSITI TEKNOLOGI MARA SARAWAK

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

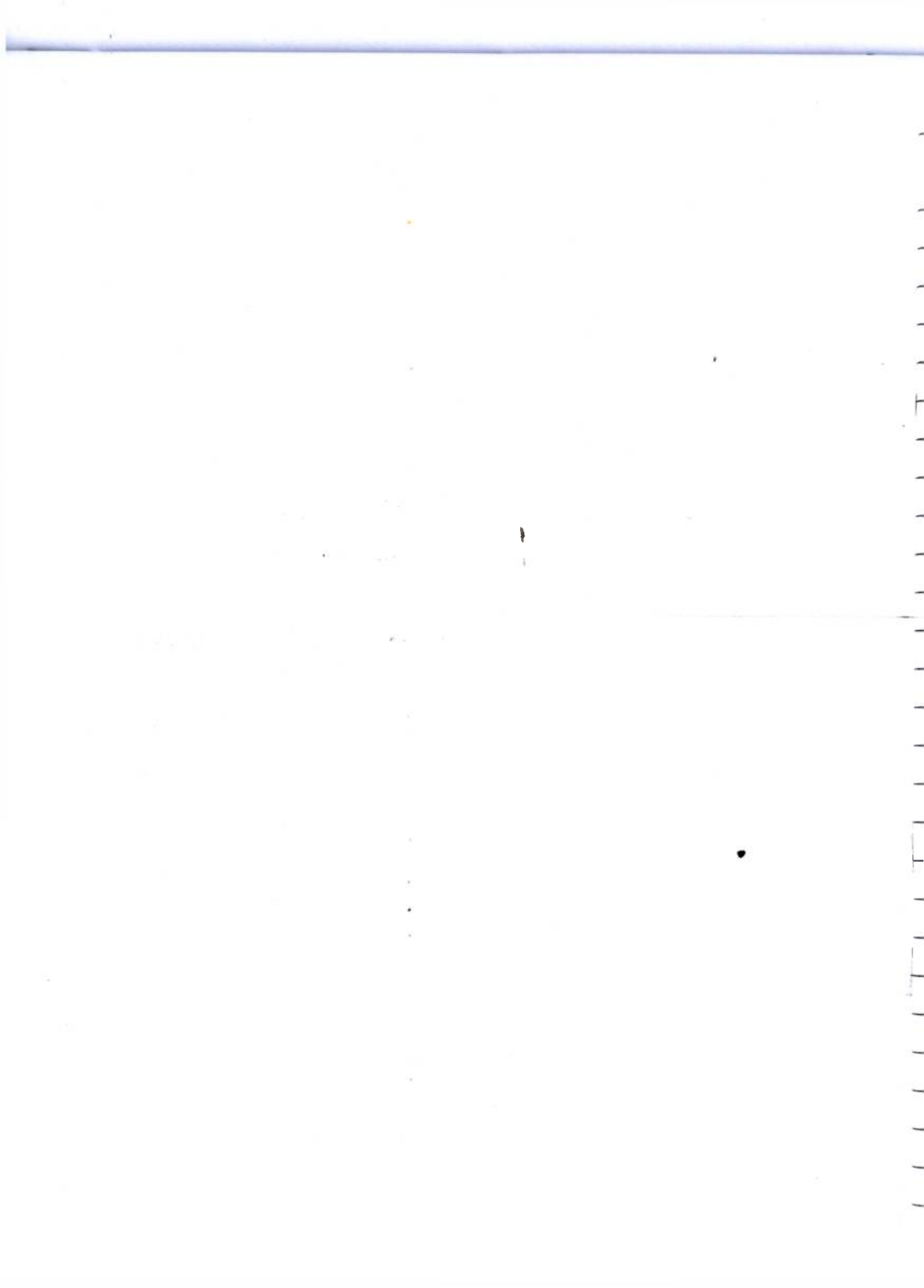
The log book should contain the following information:

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.

1. Student's name: FARIOZUL AELI B. MOHD. TAHIR
2. Date & Place of Birth: 07/03/1999
3. UiTM No.: 2010 726 391
4. Program : AM 229
5. Year: 2013 Part: 5
6. Home address : LOT 552 R.K.B. LAWAS
99950 LAWAS, SARAWAK.
7. Address during practical training:
8. Place of training: MAJLIS DABKAH LAWAS
9. Name of Supervisor in-charge : PENCIK SA'ADI B. SAPIIE
10. Duration of training : From : 22/7/2013 to 30/9/2013

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/07/2013	· went out to the housing area	
(TUESDAY)	· make the inspection to the contractor	
	that clean all the drain in selected	
	housing area.	
	· make sure that the drain is clean	
	and water flow without any	
	blocking from rubbish or weed.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/07/2013	• make a draft of formal letter	
(WEDNESDAY)	• the letter is address to Jabatan	
	Kerajaan Tempatan, Kementerian Perumahan	
	dan Kerajaan Tempatan.	
	• get some correction from supervisor	
	about the sentence and words used	
	in formal letter.	
	• also recording into the file the	
	letter that been posted.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
25/7/2013 (THURSDAY)	Reord letter / document into file in 'File Room' - instructed by PT Abdul Bari.	
	File such as :-	
	(1) Kementerian Alam Sekitar & Kehutanan Awam (KASKA)	
	(2) Jabatan Perkhidmatan Awam (JPA)	
	(3) kursus / seminar	
	(4) Invensi & Asset	
	(5) ms 10 900 Budit & Kualiti Dalaman	
	(6) Biduan Awam	
	(7) Pelekiting Jabatan Kerja Muter	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/7/2013	Updating Files in "File Room".	
(FRIDAY)	Open a new file after we close	
	- file. A file that already thick	
	for one inch must be closed and	
	put in file room properly.	
	Then the open file and closed file	
	must be record in book.	
	- Instructed by PT Abdul Zara	
	• clean 'File Room'	




 (SA'ADI BIN SAPIE)
 Juruteknik J22
 Majlis Daerah Lawas

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
31/07/2013 (WEDNESDAY)	<ul style="list-style-type: none"> - distribute 'Borang Maklumat Rumah Kampung' 	
	<ul style="list-style-type: none"> - instructed by En Kamal Bakar from Evaluation Department. 	
	<ul style="list-style-type: none"> - reword letter / document into file. 	
	<ul style="list-style-type: none"> - more than 11 letters / documents 	
	<ul style="list-style-type: none"> - instructed by PT Abdul Zara. 	
	<ul style="list-style-type: none"> - File involve :- 	
	<ul style="list-style-type: none"> (1) Kurusi seminar 	
	<ul style="list-style-type: none"> (2) Perhubungan Kelas 	
	<ul style="list-style-type: none"> (3) Latihan dan Bengkel Perancangan Struktur ICT 	
	<ul style="list-style-type: none"> (4) Pelbagai Jabatan 	
	<ul style="list-style-type: none"> (5) SESW / PPLS 	
	<ul style="list-style-type: none"> (6) Kementerian Alam Sekitar dan Kelestarian Alam (KASKA) 	
	<ul style="list-style-type: none"> (7) Jabatan Perumahan & Saliran 	
	<ul style="list-style-type: none"> (8) Pejabat Daerah Lawas. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
01/07/2013 (THURSDAY)	- checking and updating the contract's payment	
	- make a copy after checking the document.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
05/09/2013 (MONDAY)	• reward letter / document into file in the 'File room'	
	• reward letter into HRM's log book instructed by PT Abdul Zara.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
06/09/2013	• updating & cleaning File Room	
(TUESDAY)	• compiling Files in the File Room.	
	• Record letter and document into file in the 'File Room'	
	• Record letter into MKM's log Book instructed by PT Abdul Zora.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
07/09/2013	- compiling the files in file room	
(WEDNESDAY)	- updating letter/document that	
	was yet received.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/09/2013	- Record a new letter / document before	
(MONDAY)	filling the letter / document in the	
	HRM's log book.	
	- instructed by PT Eam.	
	- respond and check the email from	
	top management via Officials website	
	council in Sarawak.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/09/2013 (TUESDAY)	<ul style="list-style-type: none"> - writeup report and check email from top management council in sarawak official website. 	
	<ul style="list-style-type: none"> - instructed by PT Abdul Zara. 	
	<ul style="list-style-type: none"> - Record letter/document 	
	<ul style="list-style-type: none"> - open-file and close-file in the file room. 	
	<ul style="list-style-type: none"> new file open:- 	
	<ul style="list-style-type: none"> (1) carta organisasi 	
	<ul style="list-style-type: none"> (2) Peleliting Kaskm 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/09/2013	- updating files in the file room	
(FRIDAY)	- record letter/document into HRM's log book.	
	- copying letter/document of training and development.	


 * (SA'ADI BIN SAPIIE)
 Juruteknik J22
 Majlis Daerah Lawas

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
03/2013	• continue the routine activity of me	
FRIDAY)	in the office which is to updating	
	the file in the file room.	
	• record letter / document into	
	files in file room.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
107/2013	- Record new letter and document	
TUESDAY)	before filling the letter and the	
	document into the MEM'S log	
	book	
	- Instructed by PT Abdul Samad.	
	- Since the independence day is around	
	the corner, our secretary of LOC	
	instructed all the staff to decorate	
	office with flag and banner of	
	Malaysia.	
	- All staff and me going to decorate	
	office with flag and banner.	

