



**FACULTY OF ADMINISTRATIVE SCIENCE
& POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA (UITM)**

**PRACTICAL TRAINING REPORT
ADS666**

BINTULU DEVELOPMENT AUTHORITY

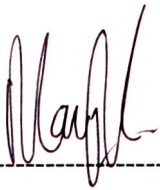
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JANUARY 2013

Declaration

I 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 me under the Academic Regulations of UiTM.

A handwritten signature in black ink, appearing to read 'Melissa', is written above a horizontal dashed line.

Melissa Sabatina Granger

Acknowledgement

I would like to acknowledge and extend my sincere gratitude to the following persons who have made the completion of this practical training report possible;

My supervisor, Leftenan Kolonel Saiful Anwar, whose time, guidance and supervision were highly valuable in assisting and guiding me in the completion of my report. This report would have been impossible without his continuous assistance, guidance and supervision. My sincere gratitude also goes to our ADS666 advisor, Mr. Fairuz Hidayat, for his vital encouragement and meaningful motivation. A bunch of appreciation also dedicated to my friends and fellow classmates for the sharing of knowledge and information. Not forgetting, a bunch of credits to my most precious parents whose unconditional love and support throughout our lives will can never be repaid. I will not be able to go this far without their supports and encouragements which keep us motivated all the way. And to the Almighty God, who made all things possible.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter explains about the background of the organization, vision, mission, objectives, services it offers, client charter and organization structure.

1.2 Background of the Organization

The Bintulu Development Authority (BDA) was formed following the discovery of huge reserves of natural gas and oil offshore in Bintulu. The development of these huge reserves warranted a central body that not only coordinates the development projects but can also implement projects on its own. Therefore, on July 8, 1978, the BDA was created to undertake these roles.

Under the BDA Ordinance 1978, the BDA was established to serve as the government agency to take charge of physical planning and development in Bintulu Division of Sarawak. BDA's designated area covers the whole of Bintulu Division with a total area of 12,515 sq. km including 5 km offshore. It consists of two districts which are Bintulu District and Tatau District.

The Logo of BDA reflects the character of an organization within a region of dynamic economic growth and it encompasses the most appropriate characteristics reflecting BDA's major undertakings in spearheading development in Bintulu Division.



BDA's corporate colours are green and yellow with the Authority's (BDA) in green on a yellow background. The jungle green relates to the richness and freshness of the natural resources available in Bintulu while the chartreuse yellow represents an accelerated growth within the framework of a democratic system of Government.

1.2.1 Vision

Bintulu... A Friendly Industrial City by 2020

1.2.2 Mission

We, being a development and local authority, are committed to manage the advancement of Bintulu, in partnership with its people, into a friendly and sustainable city through the provision of quality physical, social and economic development services.

1.3 Main Functions

Coordination of Development Activities

- acts as a project coordinator to facilitate the provision of public facilities and services

- collaborates with other departments and agencies to ensure the smooth implementation of the various projects

Land use Planning and Administration

- plans and administers the land within the designated area
- processes all applications for land development to ensure that land use conforms to the overall planning of the area

Local Authority Functions

Performs the local authority functions including (but not limited to) the followings:-

- Town cleaning works
- Grass cutting works
- Maintenance of recreational facilities, parks and landscaped areas
- Drain cleaning
- Scavenging works
- Enforcement of Local Authority By-laws
- Sanitation works

Social and Sports Projects

- Build indoors and outdoors sports facilities
- Undertake the construction of recreational facilities such as the public swimming pool, the 18-hole golf course, the Wildlife Park (Taman Tumbina).

- Construct various social and community projects such as the Dewan Suarah, Community Halls, Mosques, modern markets and hawker centres, traffic gardens.

Industrial Estate Development

Developed the following industrial estates complete with infrastructure and utilities to cater for the needs of the industrialists:

- Bintulu Light Industrial Estate for small factories
- Kidurong Light Industrial Estate for light and medium-scale industries
- Kemena Industrial Estate for timber-based industries and related timber activities.
- Kidurong Industrial Area (KINDA)
- Jepak Industrial Estate

Commercial Buildings Development

- Build commercial shop houses through subsidiary companies and/or on joint-venture with local developers.

Housing Development

- Staff quarters
- Public Housing e.g. Low and Medium Low-Cost Houses
- Resettlement Schemes

Infrastructure Development

- Road and drainage construction and maintenance
- Water mains and central sewerage systems

1.4 Objectives

- i. To promote, stimulate, facilitate and undertake economic & social development
- ii. To promote and coordinate further industrial and tertiary development
- iii. To promote, develop and manage residential and industrial estate
- iv. To promote, assist and develop trade, commerce and industry
- v. To promote and increase productivity of industry and to encourage more efficient utilization of natural resources
- vi. To provide facilities and amenities for the advancement and well being of people living and working within the designated area
- vii. To make such recommendations to the Chief Minister of Sarawak as the BDA sees fit in relation to any measures which it considers would achieve an increase in trade and development; and
- viii. To undertake such other functions as the Chief Minister may from time to time direct.

1.5 Services

BDA Auditorium

It is suitable for various functions such as lectures, seminars which can accommodate approximately 400 persons. It is fully air-conditioned and equipped with audio-visual equipment and lighting.

Business Licenses

Issue various business licenses under the Local Authority Ordinance 1996 and other by-laws.

Comments and Complaints Handling

Receive and investigate comments and complaints through 2 Hotlines from the public regarding the services and also entertain written comments and complaints and ensure speedy reply to all issues raised.

Domestic Refuse Collection

Domestic refuse are collected 2 times a week from residential premises and daily in commercial areas by Trienekens Sdn. Bhd. Refuse collected are normal domestic wastes not including garden or commercial wastes.

Drainage Maintenance

Drains in Bintulu are mostly maintained by BDA's Contractors.

Public Libraries

The public libraries at Bintulu, Kidurong, Tatau and Sebauh are owned and managed by BDA. The Bintulu Library is new and modern, which provides the most advanced facilities and e-services. At the moment it houses a collection of over 100,000 books. Besides being open to the general public, the library offers readers membership, internet surfing services and children's activities. The library is open from 9:00 a.m. until 8:00 p.m. every day except on Sundays where it opens until 12:30 p.m. It closes on public holidays.

Road Maintenance

Road maintenance includes patching, sealing and road lining.

Sistem Bayaran Bil Setempat (SBBS) Counter (Perkhidmatan Perbandaran BDA (PERBINDA) Office)

Various payments that can be made at this counter are rates assessment bills, Bintulu Development Authority (BDA) licence fees, firearms licences, compound fees, Over-parking compound fees and Lembaga Air LAKU, Sarawak Electricity Supply Corporation (SESCO), LAKU Management Sdn. Bhd. (LAKU) & Telekom Malaysia (TM) bills (which are not overdue). Cash, cheques and credit card payments are accepted. Customer can also make online payment through Paybills Malaysia website.

Sports and Recreational Facilities

For information on booking and rental of BDA's various sports, recreational and other facilities such as football fields, badminton, squash, ping pong tables, table & chairs for functions, tennis courts, gym facilities, and community halls.

Other Services provided are:

- Grasscutting and fogging
- Landscape Beautification & Maintenance
- Desludging, potted plants rental and stray dogs
- Processing Application for approval of kampong house building plan
- Processing various type of licences (application/renewal/cancellation)
- Attend public complaints on nuisance
- Attend public complaints on food quality control
- Road and drain maintenance
- Sewage
- Parking and public health
- Maintenance of Social & recreational facilities

1.6 Client Charter

- Investigate all customer complaints in Bintulu Town within 24 hours (working days) and give a reply within 3 days ;
- Make payment for all contract works within the time stipulated in the contract and all other payments to be paid within 30 days from receipt of a complete claim ;
- Maintain Bintulu town so as to be always clean, orderly, safe, friendly and convenient and provide necessary public facilities;
- Ensure that all refuse collection be done promptly, aptly and satisfactorily two times a week in residential areas and daily for commercial premises in accordance with the collection schedule;

1.7 BDA'S Policy

Minimum Amount And Maximum Time For Instalment To Repay Outstanding Rates

'Minimum Amount of monthly instalment is the amount of half yearly current rate bil, and the maximum repayment period is Twelve (12) Calender months, whichever is earlier.'

(Source of Policy: State | Source Documents: Management Meeting)

1.8 BDA's Organizational Chart

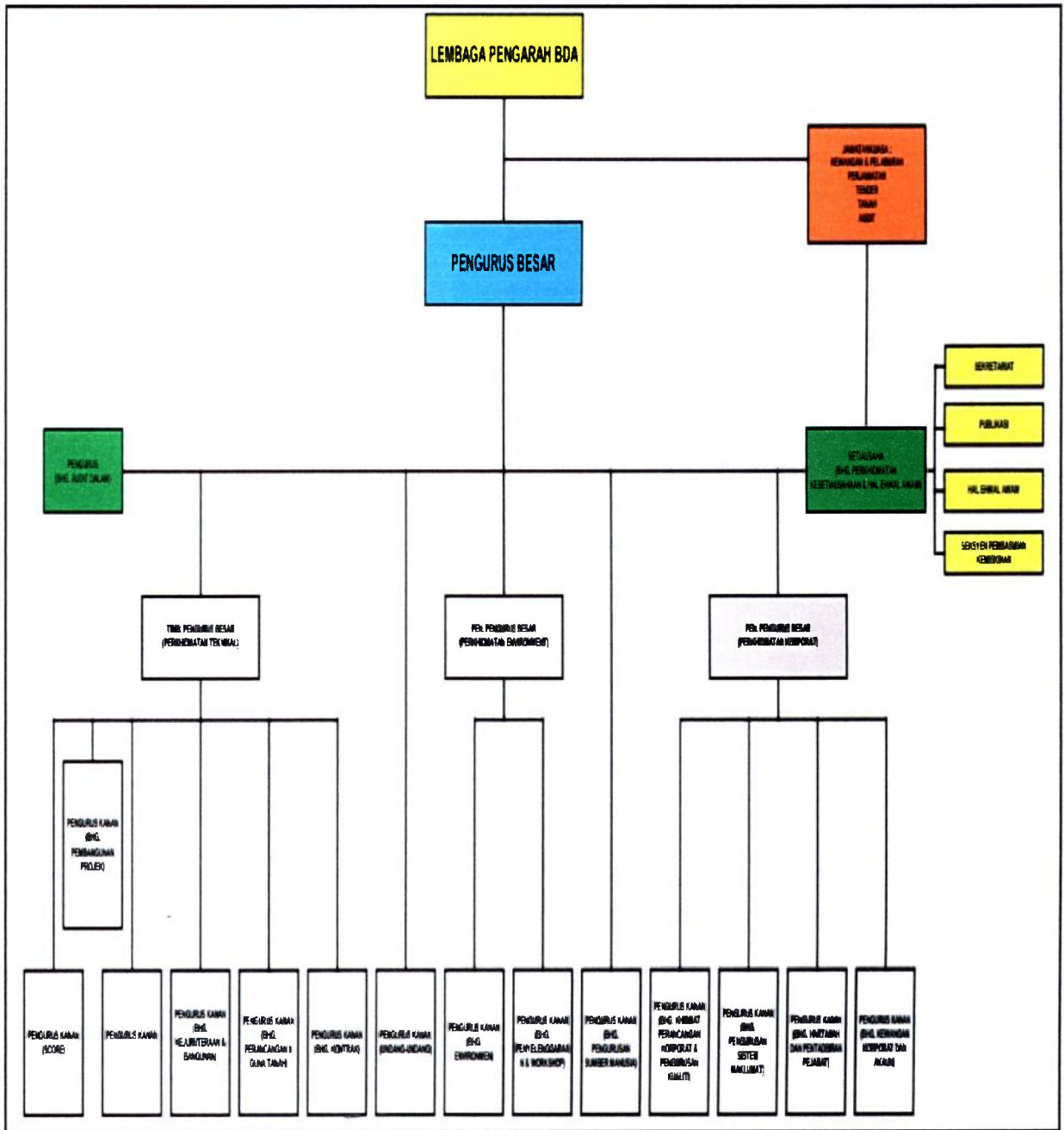


Figure 1: Bintulu Development Authority Organization Chart

(Sources from: <http://www.bda.gov.my>)

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter summarizes the daily training extracted from the Log Book. It described the jobs and tasks executed throughout the training in BDA.

2.2 Schedule of practical training

My practical training started from 16th July 2012 until 17th August 2012, which made it 5 weeks overall.

2.2.1 1st Week (16th July 2012 – 20th July 2012)

My first day of practical training was on Monday, 16th July 2012. I reported myself at Bintulu Development Authority Headquarter on that particular date. I met Mr. Idris, the officer in-charged for the industrial training students before being assigned to the Administrative Department. He assigned me to PERBINDA, which is situated few kilometres from the Bintulu Development Authority Headquarter. I am under the supervision of Mdm. Seniah Sahari. Mdm. Seniah briefly explained to me about the department and the scope of tasks that will be given to me. In short, I have been given the introduction about my tasks and the functions of PERBINDA. Mdm. Seniah assigned me to different sections every week in order to give me a wide exposure and experience on the working environment in BDA. For the first week of my practical training, I have been assigned to the Registry Section.

For my first task of the first week of my practical training, I was asked by Mdm. Dayang Norlia, one of the staffs in the Registry Section to record the in-coming and out-going letters. I recorded the in-coming and out-going letters in which the letters will be arranged in a systematic filing method. Besides, I also help to identify and search any letters in the folio file which have been requested by some of the staffs. In short, I learnt how to arrange the files in a more proper way and to update the documents record in the file. I also became the telephone operator, answering the phone calls from other sections in PERBINDA. I also learnt on how to use the Photostat machine for the first time in my life whereby I need to Photostat some documents such as meeting minutes, tenders, quotations, letters and parking section reports.

Almost every day in my first week of practical training, I took the role to response to the phone calls, from the staffs at the other departments and sections regarding the index number of the documents which are kept in the Registry Section. Besides, Mdm. Dayang Norlia also gave me the filing tasks in which I learnt how to arrange the files in a more proper and systematic method. I need to arrange the documents in accordance with the file index to ensure that the documents will be easier to be referred to in the future due to certain circumstances.

Other than that, I have attended a meeting with the managers from every section and units as well as the senior manager of PERBINDA for almost 3 hours. During the meeting, I learnt to write down the minutes of meeting by listening to the discussion between the officers and managers from different units and sections. I noted down the points of discussion between the meeting members. Each of them discussed any related issues or problems and later ended up with several solutions.

Among the agenda of the meeting were the issues regarding the staff's discipline, the town cleanliness (scavenging services), hawkers, public complaints, ICC or 5S and others. After the meeting finished, I prepared the minutes of meeting by referring to the previous format done by the staff. By doing this task, I learnt how to prepare for minutes of meeting, which is important for every organisation.

2.2.2 2nd Week (23rd July 2012- 29th July 2012)

Entering the second week of my practical training, among my tasks was to receive phone calls from the staffs in PERBINDA and also from the public. I received and response to several phone calls from the staffs from various sections or units regarding the index number of the documents which were being kept in accordance with the key index. In short, I got the chance to improve my communication skills in answering formal phone calls when I responding to the inquiry made by the phone callers.

Other than that, I helped the staff to Photostat some documents which are needed to be compiled. I managed to operate the Photostat machine much better after few times perform this task. Besides, I was also instructed to pass the documents to the officer in another unit. It gave me the opportunity to get to know more the staffs in PERBINDA. Other than all the tasks mentioned, I also learnt to type the minutes of the previous meeting. By performing this task, I applied my computer skills to insert the table format using the Microsoft Word.

On Thursday of the second week of my practical training, I was in-charge of the HOTLINE counter whereby I received and response to several phone calls from the

public regarding on the complaint of illegal dumping, problem with drainage system, request for fogging, problem with the main hole and sewerage system and so forth. There are few steps that needed to be taken in order to ensure that the case will be assigned to the officer in-charge without any further delay. First, I will write down the details on complaint made by the public. Then, I key in all the information into the TALIKHIDMAT system whereby the task will be assigned to the sections and officers in-charge. Later, I printed out the report and compiled it into the public complaint file. Before that, I recorded the important details into the Public Complaint Log Book in accordance with its sections. Apart from that, I also learnt to operate the fax machine whereby I need to fax few documents to the other agencies.

2.2.3 3rd Week (30th July 2012- 03rd August 2012)

I was transferred and re-assigned to another section, the General Administration Section for a week 30th July till 03rd August for the purpose to give me more exposure on the working environment in other sections or units.

One of the tasks that have been assigned to me was to record the outgoing mail. I recorded the outgoing letters in the outgoing mail format logbook (the name and address of the recipient, the letter's reference number and the title of the letter). This is to ensure that the letters will be easily referred based on its reference number if the letters were misplaced or did not reach the receiver. Besides recording the outgoing mail, I did receive several phone calls from the other staffs from other sections or units regarding the office stationeries and medical chit.

On Thursday of the second week of my practical training, I helped Mr. Abdul Ghafar, one of the officers in the General Administration Section to deliver the letter of reminder to the individuals or companies that had committed offence under the Road Transport Order, 2003. The letter stated that the individual or company will be compounded based on the offence done. In the process of delivering the letter of reminder, I filled in the details needed in the Registered Letter Delivery Logbook and the 'Post Berdaftar' delivery record book in order to have a proper reference of all the letters of reminder that will be delivered to the individual or company.

In conjunction with the upcoming National Day, Bintulu Development Authority (BDA) held an internal competition among all the sections and units whereby the most cheerful section, which shows high spirit of the National Day through decorations will win the competition. Thus, I helped the staffs to hang the flags and produced new and creative ideas on how to decorate our section. It was such an interesting task for me.

Apart from that, another task that I have done within my third week of practical training was issuing the medical chit to the staffs. I recorded the details needed which are the name of clinic, name of patient and the staff's number for the administration's record and later issued the medical chit to the staff who intends to consult the doctor or to the staff who have consulted the doctor. It was my first time in issuing the medical chit to the staff and it was a knowledgeable experience to me as I learnt how to handle the issuance of medical chit and get to know better the staff in PERBINDA.

As on Friday of the third week of my practical training, I was in-charge of the Customer Service Counter. I learnt to receive calls from the public and the staffs

within the organization. It was my first experience being a telephone operator and I have experienced few difficulties when it comes to remembering the extension number or the contact number of the staffs. Eventually, I managed to remember the steps in answering the calls or passing the calls to the required person. I was assisted by Mdm. Dayang Maimunah and Mdm. Mazalinawati in performing the task.

2.2.4 4th Week (06th August 2012- 17th August 2012)

I was relocated to the Licensing and Advertisement Permit Section till the end of my practical training. I am under the supervision of Mdm. Jaihan Bujang, the Head of Licensing and Advertisement Permit Section for two weeks.

On the first day of my practical training in the Licensing and Advertisement Permit Section, Mdm. Jaihan briefly explained to me the working process in the section and introduced the officers that I can refer to which related to the tasks that will be assigned to me. The tasks were interesting as I communicated more with the public and the other staffs regarding the renewal of license and advertisement permit. In short, by performing this task, it can enhance my communication skills.

On the 07th August 2012, I rechecked the payment record in the licensing system. I went through the licensing files and recheck the payment made by every of the licensee whether or not they have renew their license till the year of 2012. Then, I rechecked the payment record in the licensing system to ensure that whether or not the payments have been updated or not. Later, I made a call to the licensee who failed to pay their license till the year of 2012. I need to call the licensee in order to

request them to settle their payment at the BDA Licensing Section as soon as possible.

On the 09th August 2012, my task was to type the letter of decline to St. Peter's Church in Tatau. They have requested to conduct a fun fair in Tatau to increase their fund collection. The Licensing and Advertisement Permit Section have to disapprove the proposal as the quota to conduct fun fairs was full. However, they can reapply for the permit once again by early of the year 2013.

Apart from that, I also did performed the usual tasks that I have done previously in the Registry and General Administration Sections such as printing, filing, binding and faxing documents and receiving phone calls.

2.2.5 5th Week (27th Feb 2012- 2nd March 2012)

For the final week of my practical training, I continued the task to recheck the payment record in the licensing system as there was quite a number of licensee who failed to settle their payment for the renewal of license.

I also continued the filing task to update the file content record using the new format of form as required PERBINDA. Besides that, I also did help the staffs to design a new form for the purpose of displaying banners. After designing the form, I printed it out and checked by the staff-in-charge.

During my days in the Licensing and Advertisement Permit Section, I did some updates for the documents record in the files using the standardised ISO 9001:2008 forms. It was the same filing process like what I had learnt in my previous

section. I also did some data key-in using the Microsoft Excel. Besides key-in the data, I also helped the staffs to perform the 5S task which is important for every sections and units to practised and applied in performing their job.

On my last day, I learnt to prepare the license payment bills. So far, I have learnt a lot about the process of the license renewal from the staffs and I am very glad and thankful that they were always being helpful in guiding me doing my practical training. After all, it was a great experience for me.

CHAPTER 3

ANALYSIS: FILING SYSTEM

3.1 Introduction

This chapter explains the analysis of the training specifically focuses on one area of task as covered in the practical training. This chapter also reflects the definition of concept and theoretical aspects, demonstration of practical aspects at the work place and how I transformed knowledge gained at workplace to reinforce understanding on the concepts learned in class. It also includes my personal experience during my practical training.

3.2 Task Analysis

Throughout the five weeks of my practical training, I have done many types of tasks such as filing, meeting preparation, in- charge of the counter service and HOTLINE, handling public complaints, performing clerical tasks and so forth. But as for this chapter, I will highlight on the area of filing as I found that filing tasks as one of the most frequent tasks I had done in PERBINDA. I choose filing as the area to be analyzed as in my opinion, PERBINDA needs an effecting filing system. Without proper filing, the whole process in PERBINDA will not run smoothly 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

excellent in theory will not make oneself a good employee. The principles of systematic filing should be practice in every office according to the suitability.

3.3 Definition of filing

According to S.K. Sharma (2008), in modern business offices, everyday many letters are received ad many letters are sent out. It is necessary that the incoming letters and copies of outgoing letters have to be kept safe for future reference. This method of keeping the letters safe is known as 'Filing'. On the other hand, as stated by J.N. Jain and P.P. Singh (2007), filing means arranging papers in a systematic manner so that they can be quickly and conveniently located. Papers are the memory of the office. A large numbers of papers relating to different transactions, plans, decisions, obligations and other matters have to be kept in every office.

3.4 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:

i. 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.

ii. 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.

iii. 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.

iv. 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.

v. 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).

vi. 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).

vii. 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 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.

viii. 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.

ix. 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.

x. 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. Over crowded drawers or cabinets or shelves indicate clearly about inadequacy of existing system of record keeping in the organization.

3.5 Classification of Files

According to J.N. Jain and P.P. Singh (2007), by proper classification, the required files can be located quickly and conveniently. Accessibility to documents highly depends on how they have been classified. They are five broad methods of classifying records:

i. Alphabetically

ii. Numerically

iii. Geographically

iv. Chronologically

v. Combinations of different methods

In PERBINDA, they practiced combination of different methods such as alphabetically, numerically and geographically. For example, in the Registry Section, all of the files and letters were classified according to the index number. Some files were classified numerically such as according to years.

3.6 Advantages of Filing

According to S.K. Sharma (2008), the advantages of filing are as follows:

- i. **It removes mutual misunderstanding:** With the help of filing, business letters are kept safe, therefore if in future there is mutual misunderstanding, and then it can be removed by making the customer or businessman satisfied by showing him the concerned letters or copies thereof.
- ii. **As evidence in court:** If all business letters are kept safe in files these can be produce as evidence in the Court.
- iii. **Helps in compliance with the previous order:** If the customer repeats the previous order, the order can be complied easily from old references in the files.
- iv. **It reminds customer regarding payment:** Such customers whose payment is due from a very long time can be reminded by showing the letters as evidence.
- v. **To write follow-up letters:** It helps in writing follow-up letters by referring to the previous letters.
- vi. **It keeps the important documents safe:** Within the rules of the government it is very useful to keep important letter safe for long period.
- vii. **It helps in planning:** Important information is collected from old letters and records and future planning for business is done.

3.7 Modern Methods of Filing

As now we are in modern era, most of the organizations including PERBINDA are practicing the modern methods of filing equipments which are more convenient and easier to use. Among the modern methods of filing are as follows:

i. Vertical Filing

This is the most modern system of filing. Under this system the papers are kept in special type of thick paper folders. The envelopes are arranged in drawers of cabinets in vertical upright position according to different methods of classification. There is no need to remove folders from drawers so it avoids the risk of misplaced folders. It can be locked too.



Figure 2: Vertical Filing

ii. Open-shelf Filing

Open-shelf cabinets can be made from metal or wood. The shelves do not have shutters but provision can be made for them. The files are generally arranged in numerical orders and the outer edges of files show the titles or serial numbers. The files are arranged just like books in library. This method of filing is lack of safety because it is too opened and anyone can take the files. However, it permits more visibility, provide compactness and help in doing the filing work faster.

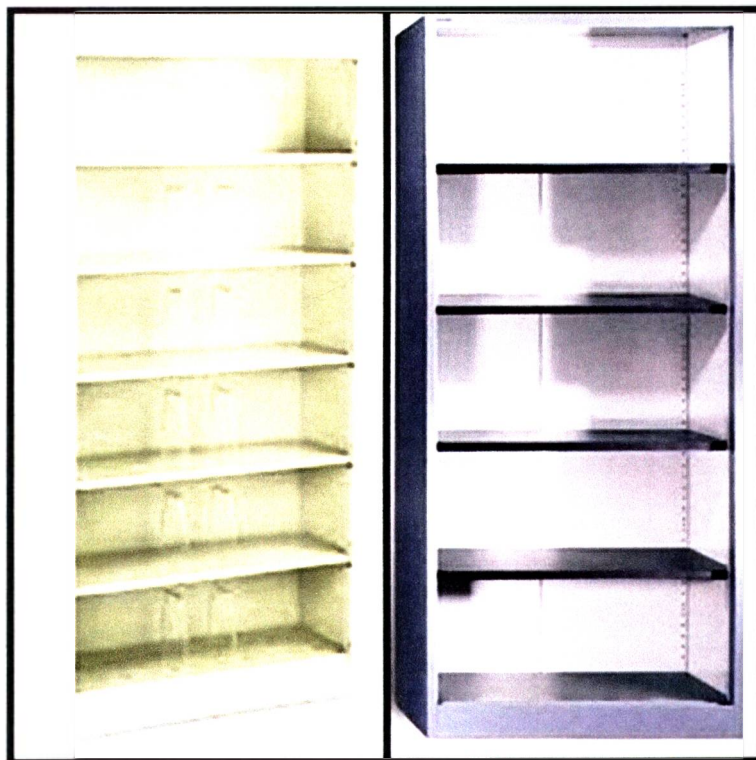


Figure 3: Open-shelf Filing

3.8 Centralized Versus Decentralized Filing

According to J.N. Jain and P.P. Singh (2007), Centralized Filing implies the location of the filing equipment and personnel in a single section or area of the office which is easily accessible to all departments. The main advantages of this arrangement are to avoid duplication of filing works, to save space, save cost of filing equipments, enables uniformity and standardization of filing system and methods and the works can be done by a specialized staff.

However, centralized filing may cause great delay in bringing records to those who need them, especially when the distance of different departments in the office is far from each other. The central filing has to rigidly follow the rules of filing and this may cause inconvenience to the management in departments and most importantly it is impossible to operate a centralized filing if the records are needed frequently across different departments in the office.

As for the Decentralized Filing, it implies the location of filing equipments and staff in each departments, not in one specific section as stated by J.N. Jain and P.P. Singh (2007). The difficulties involved in Centralized Filing can be avoided by departmental filing.

As for PERBINDA, they have been practicing the Decentralized Filing. Under the Decentralized Filing system, each department or division of the organization made its own arrangements for filing. Every department or division maintained their own filing equipment and staff to operate the system. This type of filing system enabled prompt action as the relevant files were within easy reach of the users. It is also able to keep the secrecy of documents and information in each different

department. However, I noticed that this type of filing also had disadvantages in term of duplication of works, redundancy, not able to follow same standards and uneconomical. When comparing the Centralized Filing versus Decentralized Filing, there is no such thing as perfect filing system but in order to decide which is the most appropriate to be used, refer to the basic principle which is ' files should be located in such a position that they can be readily available where and when wanted'.

However, regardless of the disadvantages, the Decentralized Filing still served as the most suitable filing operation for PERBINDA because it suits the nature of works in PERBINDA whereby different sections or units has its own documents which must be easy to be accessed.

3.9 Reflection and Experience

Throughout my five weeks of practical training, I was able to reflect the theory of filing which I have learnt in the Office Management during my diploma level to my real working environment. Previously, I only learnt it in theory and could not imagine how it would be implemented in the real working environment. Based on my experience in performing my practical training in PERBINDA, filing was one of the important tasks to perform in order to ensure the whole working process runs smoothly.

The filing system being used in PERBINDA is a simple one. For example, in the Registry Section, every file was provided with the form to record the file content. In the form, we must write the file number, file name and there were five columns in the table to be filled in. The first column was the folio number, means the sequence of the letters or documents in the files from the oldest to the latest, followed by the column of from and to whom the letter was written to. For document received from outside PERBINDA, it must be recorded according to its location (sender) while document within PERBINDA itself will be recorded according to the subject of the letter in accordance to the index number. Next column was the reference number and the date and the last column was the number of pages.

Thus, my task was to check every file to make sure that every file has the form, and to update the file content list in the form. However, all files had the form and those files which had the form also not being updated even though there were many latest documents and letters coming in.

In the Licensing and Advertisement Permit Section, I noticed that the files were put inside the metal vertical cabinets. From what I had learnt in Office Management, this type of modern filing method has many advantages. With that type of file storage, it ensure the safety in which the files are kept in strong folders which are generally kept in steel drawers hence the papers remain safe against dust, weather and insects. The drawers also can be locked to avoid theft of important or confidential documents. This type of vertical filing cabinet is also economical as more files can be stored in less space. Even though the initial cost of the equipment is quite expensive at first but due to its long life and economy in space will ultimately work out to be cheaper.

As for the other sections, they are also using the open- shelf cabinet to store the files. For open- shelf, they stored the Lever Arch Files (hard cover file) in it. They used the wooden open-shelf cabinets. The files were arranged in alphabetical and numerical orders with the outer edge of files showing the title of the files. Open-shelf filing allowed more visibility and help in doing the filing work faster. But, I think that this type of files storage is less of safety and confidentiality as it was put in the open space where anyone can reach it.

While doing the filing works, I also able to learnt from the staff on how to open up new files by referring to the Index book. In the Index book, we need to write down the details of the new file such as the title, reference number, edition and many more. Every file need to be recorded in the Index book for reference.

One of the good filing system qualities is to serve as ready reference and I can relate this principle when I understood that many things need to be referred to the information in the files. My experience was when I performed my practical

training in the Registry Section meanwhile one of the staff in the other sections was assigned to prepare a letter whereby he needs to know the previous reference number of the same type of letter so he asked my help to look through the relevant files and search for the reference number according to the index book. I also helped him to photocopy the letter in order to be kept in the file as a reference in the future. With the proper record of the previous data in the file, it was not very difficult for me to do the task as I can refer to the example in the file.

While I was arranging the files in a more proper and systematic method, I noticed that many documents were too old. It had caused too many old files need to be kept in the office in which it took up more space.

Thus, as a conclusion, I would say that filing is not an easy task even though it may sounds simple. All the planning is done based on information of past which can be obtained from record in the files. Filing should be treated as an important aspect of office management and the top management should train and remind the staff of every department on how to do proper filing.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

This chapter highlights the strengths and weaknesses of the job or tasks assigned during the practical training. As what I had discussed in previous chapter, I would focus on the filing task. I found that filing in BDA (PERBINDA) had both strengths and weaknesses. The last part of this chapter will suggest some recommendations for improvement.

4.2 Strengths of filing in BDA (PERBINDA)

From my observation, the filing task which was assigned to me during practical training in BDA (PERBINDA) had some strength which is as follow:

4.2.1 Standardized filing system

Throughout my five weeks of practical training in BDA (PERBINDA), I observed that the filing system in their office was generally good. They are practising the standardized filing system as what had been set out by the Ministry of Local Government and Community Development. Besides, it had been proven by the standardized forms used to record the content of the files. The standardized forms were used as to comply with the ISO 9001:2008 standard.

4.2.2 Filing task not as daily- tasks

Even though I chose filing as my subject for this report, it does not mean that filing was the only task assigned to me every day throughout the period of my

practical training. My supervisor gave the opportunities for me to perform different kind of tasks in order to expose me to a wider scope of jobs. Among other jobs that I did were counter service, attended the Friday Prayer (meeting), prepared minutes of meeting, perform clerical tasks and so forth. I was also assigned to different sections or units so that I will gain more experience and learn to perform all sorts of administration tasks throughout the five weeks. Hence, I believe that my supervisor has done a great job by assigning me to many types of task in different sections and units.

4.2.3 Positive attitude of the staff

I would like to thank the staff in BDA (PERBINDA) for their assistance and guidance as they were very helpful in guiding me to perform the filing tasks. They do not hesitate to assist me in performing the filing tasks. They were very friendly and polite in treating the practical trainees including me. Other than that, they were very opened and generous in sharing their working and life experiences with me during my practical training. In my opinion, this kind of good attitude possessed by the staff pictured good image to BDA (PERBINDA) in giving training to the practical students.

4.3 Weaknesses of filing in BDA (PERBINDA)

However, throughout my five weeks of practical training, I also found that there were several weaknesses in the filing management of BDA (PERBINDA). Among the weaknesses of filing in BDA (PERBINDA) are:

4.3.1 Less of confidentiality and security

Another weaknesses that I noticed in term of filing in the BDA (PERBINDA), it was lack of confidentiality and security. I observed that the files storages were easily reached by anyone in the office, even practical trainee like me. The staffs were free to enter the Registry Section and open the file drawers to get the files. Moreover, it was not locked. Some documents were confidential but it seemed that the superior trusted everyone in the office to take the files. I think this was their weakness in filing management as they supposed to consider the aspect of confidentiality and restricting the security in managing their filing matters.

4.3.2 Too many old files

While doing the filing task, I noticed that there were many old files containing old records since years ago were still kept in the file storage. Some of them were all those records more than 10 years ago. Those old files had caused the storage to be full and thus made the office space more crowded.

4.3.3 Lack of systematic filing system and knowledge among the staffs

I also notice that not all the staffs were knowledgeable about the filing system, how to manage the files accordingly and how to open up new files and other matters regarding proper filing system. Thus, the staffs should be trained and exposed to how to perform filing systematically.

4.4 Recommendations

Hence, due to the weaknesses that I had observed in term of filing, I would like to give some recommendations for the BDA (PERBINDA) team to improve their filing system.

First, **training on filing management** should be given to the staffs in the BDA (PERBINDA). The staffs, especially the new ones need to be trained on how to run the filing system being used by BDA (PERBINDA). The filing system, once installed, cannot run by itself. It must be led by a competent administrator and be staffed with people who fully understand it. Without understanding the system, the staffs will not be able to operate it. So, the upper management should educate and train the staffs about the proper filing system and remind them the importance of it.

Second, BDA (PERBINDA) should have the **inventory**. The inventory is a list of all records used in a company. The inventory is used to answer the questions such as how many records are there, what types of records, how old are they, where are they located, who are responsible for keeping them, how long they have to be kept and so forth. With the inventory, essential information about each department's filing and record-keeping practices can be gathered at the same time. Thus, it will keep track the files so that no files are missing.

Third, they should decide the **suitable retention period and disposal for the records**. Records have different period of usefulness- lives of different lengths. For example, a memo for the staffs to attend the monthly meeting can be destroyed minutes after it has been read. But some records must be kept permanently. Which should be destroyed early and which should be kept has to be decided by the people who work with the information. This will avoid too many unnecessary records to be kept in the files storage. So, it can save space.

Next, the BDA (PERBINDA) should use the **suitable storage to store the files**. The metal drawers are the most modern storage which is fireproof, dust-free and secure. BDA (PERBINDA) should buy more that kind of file storage to ensure the safety and confidentiality of the files.

Last but not least, the effective filing system will not be achieved without **cooperation and sense of responsibility from all staffs** in the BDA (PERBINDA). Thus, the top management should disseminate sufficient information about the effective filing system and promote participation of all staffs in all departments so that they become aware of the importance of effective filing.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter will conclude everything from chapter 1 until chapter 4 and summarize everything about the practical training.

5.2 Conclusion

During my practical training, I observed that the BDA (PERBINDA) has a very good work environment, close relationship among the staffs and good teamwork among each other, even though they are from different sections and units. I can say that Mr. Awang Ali has a very strong leadership skills and very charismatic because everyone in the BDA (PERBINDA) seemed to respect and obey him. I think with that kind of leadership, it will able to enhance the quality and performance of BDA (PERBINDA).

As we can see, from years to years, the development progress in Bintulu is very obvious. Before this, Bintulu used to lack of basic infrastructure and many things but not anymore as it has grown to be a well-developed and modern area with people living comfortably. Bintulu played a very significant role in the history of democracy in Sarawak as it became the first meeting place of the State Legislative Assembly on September 8, 1867.

On the other hand, there is a discovery of large reserves of natural gas offshore Bintulu in 1969 and a thorough study have been conducted in 1975 whereby nearby Tanjung Kidurong, there is a suitable site for Sarawak's first deep-water port. Apart from that, since Bintulu has the potential to be an industrial division, the Bintulu Development Authority (BDA) was established in 1978 by the State Government to undertake infrastructure development as well as to coordinate and promote industrial investment in the area.

From 1979 onwards, Bintulu has witnessed unprecedented industrial development that looks set to continue beyond the year 2000 as Bintulu is Sarawak's leading industrial growth centre. Thus, Bintulu Development Authority (BDA) plays a main role to promote the growth of this industrial division. Bintulu Development Authority (BDA) also attributed Bintulu's success and achievement to the people who shared the same vision as their community leaders, elected representatives and the Barisan Nasional government to develop the region socio-economically.

The roles of Bintulu Development Authority (BDA) as the local authority are very important in providing services such as planning and implementing development projects, provides library services to communities, provide waste management services, handling solid waste, produces a variety of licenses and building permits to control the business activities and ensure safety of residents, provide vector control services and infectious diseases, beautifying the environment, provide facilities for small businesses, controlling the activities of small businesses, providing sports and recreational facilities, ensure quality control and food hygiene.

Hence, in order to accelerate the development in Bintulu and to take care of the social-being of the people, all these functions must be performed effectively. Based on my observation and experience during my practical training, the staff in the Bintulu Development Authority (BDA) had showed their commitment in doing their respective works in every division. I can say much about the Registry Section, General Administration Section and the Licensing and Advertisement Permit Section as I had done my practical training in these sections.

In these three sections where I have performed my practical training, the staffs have performed their job very well. In order to satisfy the residents in Bintulu and to avoid any complaints in the future regarding BDA services, the staff who in-charge of the HOTLINE counter must ensure that all complaints and requests made by the public are taken into action by assigning the tasks to the sections and officers in-charge. In doing that, they must be responsive to the public and reduce time consume in taking actions.

During my practical training, I had done various types of tasks. For example, I had been assigned to help the staff in the Registry Section whereby I response to the phone calls from the staffs at the other departments and sections regarding the index number of the documents which are kept in the Registry Section, attended a meeting with the managers from every section and units as well as the senior manager of PERBINDA, in-charge of the HOTLINE counter whereby I received and response to several phone calls from the public regarding on the complaint of illegal dumping, problem with drainage system, request for fogging, problem with the main hole and sewerage system and so forth, served in the customer service counter, filing, documentation and lots more.

During my practical training, I was able to get to know many of the staffs and they were very friendly and willing to guide me. Among all, my greatest fear was when it comes to answer the phone calls made by the public whom complaint about their uncollected garbage. They often blamed the BDA staff because of the late collection of garbage in their area. Most of the complainants were upset and they tend to speak with high tones of voice while complaining in the phone. However, I managed to overcome that fear and able to deal with the different attitude of complainants.

Hence, overall, I think that this practical training had gives many benefits to me because it had taught me the real experience which I never learnt from any lectures. This practical training exposed me to the real working environment, boost up my confidence level, developed and enhanced my communication skills and taught me the value of teamwork in the real working world. I am grateful because I had the opportunity to undergo this kind of practical training as it can be classified as one of my working experience which will be useful when I have to face the interviewers during my future job interview as I have been told that most of the interviewers will ask about working experience.

However, I am quite disappointed with the period of training as we are only given five weeks for us to perform our practical training. If compared to other faculty, we have the least period of training where most other faculties are having about five months to undergo the training. Many organizations especially the private and well-established one such as SMDS and Petronas reluctant to receive our application to have practical training at their place because they had set the minimum period of practical training is not less than three months. Thus, I think that it was quite a loss

for me because if I had the chance to stay longer, I can learn more and gain more experience. In short, I hope that our faculty will give longer period for the students to undergo their practical training in the future.

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APPENDICES



Figure 4: 1st week of my practical training



Figure 5: The binding machine and photostate machine used during my practical training

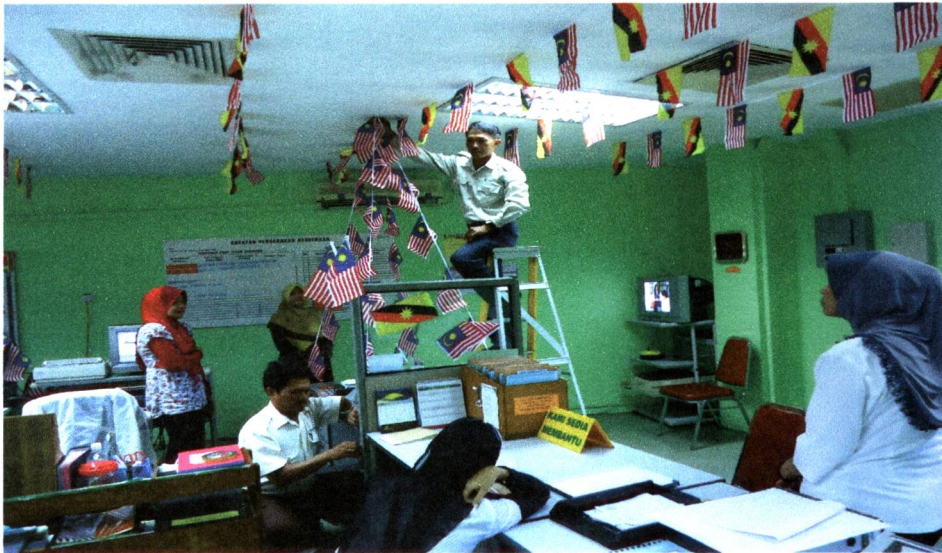


Figure 6: Decorating the office for the National Day Intersection Competition

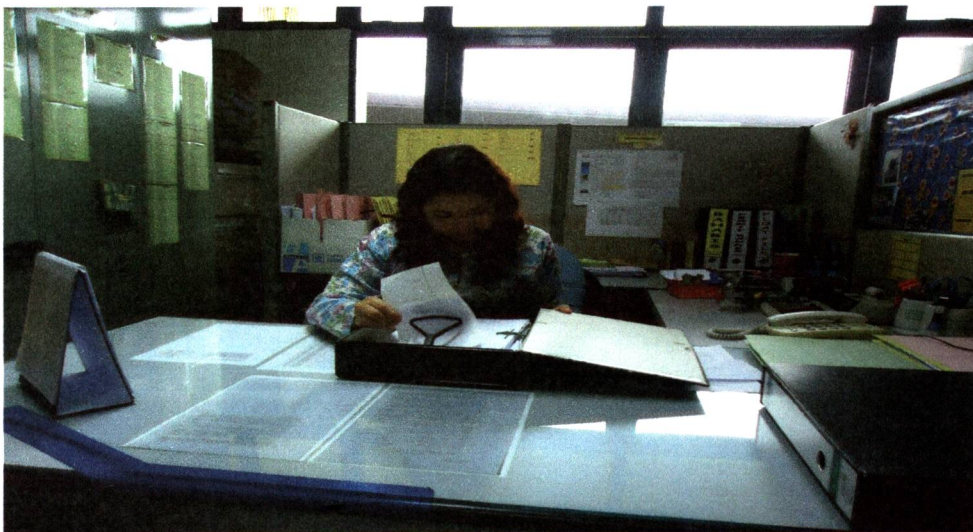


Figure 7: 4th week of my practical training



Figure 8: Rechecked the payment made by every of the licensee



Figure 9: Operating the fax machine



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : MELISSA SABATINA GRANGER

NO MATRIK UITM : 2010716481

NO KAD PENGENALAN : 890110-13-6214

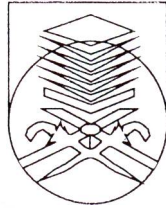
PROGRAM : AM228/AM225*

NAMA PENSYARAH PENYELIA : LEFTENAN KOLONEL SAIFYL ANWAR

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA
1	20/09/2012	1.30 pm
2	27/09/2012	1.30 pm
3	04/10/2012	1.30 pm
4	16/10/2012	1.30 pm
5	23/10/2012	1.30 pm
6	19/11/2012	12.00 pm
7	10/12/2012	4.00 pm

TANDATANGAN	CATATAN
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>good progress</i></p>
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>good progress</i></p>
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>good progress</i></p>
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>done progressively</i></p>
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>"</i></p>
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>"</i></p>
<p><i>[Signature]</i> COLONEL SAIFUL ANWAR MD ALI (R) Senior Lecturer 253925</p>	<p><i>Test completed well in good.</i></p>



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.

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
MONDAY 10/07/2012	1) Report Duty at Bintulu Development Authority Headquarters.	
	<p>Met Mr. Idris, the officer in-charge before being assigned to the Administrative Department. I am under the supervision of Mdm. Seniah Sahari. Mdm. Seniah and Mdm. Dayang Norlia (one of the officer) briefly explained to me about the department and the scope of tasks that will be given to me. My supervisor will assign me to different sections every week in order to give me a wide exposure and experience on the working environment in BDA. For the first week of my practical training, I have been assigned to the Registry Section.</p>	<p>Satisfactory! Seniah Sahari</p>
		<p>17/7/12</p> 


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
DAY 7/20/12	1) Recording in-coming and out-going letters	
	<p>I recorded the in-coming and out-going letters in which the letters will be arranged in a systematic filing method. Besides, I also help to identify and search any letters in the folio file which have been requested by some of the officers. In short, I learnt how to arrange the files in a more proper way and to update the documents record in the file.</p> <p>I have applied some of my office management knowledge and skills for today task.</p>	
		<p>Good.</p> <p>Sanal Singh 18/7/12</p>
		


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WEDNESDAY 07/20/12	<p>1) Photostating documents</p> <p>I learnt to handle the photostate machine whereby I need to photostat some documents such as meeting minutes, tenders, quotations, letters and parking section reports.</p>	
	<p>2) Filing</p> <p>Mdm. Dayang Norlia gave me filing tasks in which I learnt how to arrange the files in a more proper and systematic method. Besides, I need to arrange the documents in accordance with the file index to ensure that the documents will be easier to be referred to in the future due to certain circumstances.</p>	<p>Good.</p> <p><i>Semat</i></p> <p>19/7/12</p>



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
THURSDAY 21/07/2012	1) Filing	
	<p>I continued with the filing tasks as there were still many documents that needed to be categorized in accordance with the file index. In my opinion, this task is beneficial to me as it helped me to do a more proper and systematic filing for documents. A systematic filing system is required for the organization to achieve the ISO 9001:2008 standard.</p>	
	<p>2) Received Phone Calls</p> <p>I received and responded to few phone calls from the staffs from other departments and sections regarding the index number of the documents which are kept in the Registry Section.</p>	<p>Good.</p> <p><i>SanaulGund</i> 23/7/12</p>





DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WED 23/07/2012	1) Preparing minutes of meeting and attending meeting	
	<p>I have attended a meeting with the managers from every sections and units as well as the senior manager of PERBINDA from 8.15 am till 11am today. During the meeting, I learnt to write down the minutes of meeting by listening to the discussion between the officers and managers from different units and sections. Each of them discussed any related issues or problems and later ended up with several solutions. Among the agendas of the meeting were the issues regarding the staff's discipline, the town cleanliness (scavenging services), hawkers, public complaints, ICC or 55 and others. By doing this task, I learnt how to prepare the minutes of meeting which is very important in every organizations.</p>	<p>Good exposure.</p> <p><i>Sauah</i> 23/7/12</p> 

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
MONDAY /07/2012	1) Filing I continued with the filing tasks as there were still many documents such as tenders, quotations and minutes for meeting that need to be arranged and kept in accordance to the filing index.	
	2) Files Arrangement I also arranged the files at the shelves according to the reference number.	
	3) Answering Phone Calls I got the opportunity to improve my communication skills by answering the phone calls and at the same time I learnt how to improve my ethics in communicating with others in answering phone calls.	 Satisfactory! Samat Sa 24/7/2012

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WEDNESDAY 25/07/2012	<p>1) Received Phone calls</p> <p>I received and responded to several phone calls from the staffs from various sections or units regarding the index number of the documents which were being kept in accordance with the key index.</p>	
	<p>2) Photostating documents</p> <p>I helped the staff to photostate some documents which are needed to be compiled. I can operate the photostate machine ^{much} better after few times perform this task.</p>	
	<p>3) Hand over documents</p> <p>I was instructed to pass the documents to the officer in another unit. It gave me the opportunity to get to know more the staffs in Bintulu Development Authority.</p>	<p>Good efforts.</p> <p><i>Samah Samah</i> 25/7/2012</p>



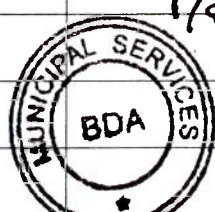
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
WEDNESDAY 5/07/2012	<p>1) Typing / Printing</p> <p>The task for today was to type the minutes of the previous meeting. By performing this task, I applied my computer skills to insert the table format using the Microsoft word. After finished with the typing task, I printed out the minutes. I think this task is important as I know the exact format of minutes for meeting after doing the job.</p>	
	<p>2) Answering phone calls.</p> <p>I also helped the staff at the Hotline counter to answer the call which made by the public.</p>	
	<p>3) Filing</p> <p>I continued the filing task as usual as there are still many documents that need to be updated.</p>	<p>Satisfactory!</p> <p><i>[Signature]</i></p> <p>25/7/2012</p>

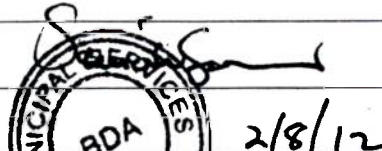
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
FRIDAY 6/7/2012	<p>i) In-charge of HOTLINE counter /</p> <p>I received and responded to several phone calls from the public regarding on the complaint of illegal dumping, problem with drainage system, request for fogging, problem with the mainhole and sewerage system. There are few steps that needed to be taken in order to ensure that the case will be assigned to the officer in charge without any further delay. First, I will write down the details on complaint made by the public. Then, I key in all the information into the TALIKHIDMAT system whereby the task will be assigned to the sections and officer in charged. Later, I printed out the report and compiled it into the Public Complaint file. Before that, I recorded the important details into the Public Complaint Log Book in accordance with its sections. /</p>	<p>Very Good.</p> <p></p> <p><i>Samal Singh</i></p> <p>26/7/2012</p>

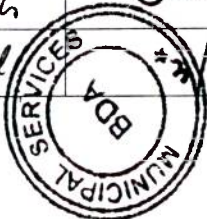
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
DAY 07/2012	1) Faxing documents ✓	
	<p>As for today tasks, I learnt to operate the fax machine whereby I need to fax few documents to the other agencies.</p>	
	<p>2) In-charge of HOTLINE counter.</p> <p>I continued to receive and response to the phone calls made by the public and later I proceed with the four steps in order to ensure that the problems or requests made by the public can be solved within 3 working days. I gain a lot of experience as I received and responded to the phone calls whereby I learnt to deal with my emotions and the emotions of the public as well and also able to communicate politely and wisely with the public.</p>	<div data-bbox="1106 1561 1324 1779" data-label="Image"> </div> <p data-bbox="1070 1779 1448 1845">Sangat Memuaskan</p> <p data-bbox="1128 1867 1405 1943">Semangat</p> <p data-bbox="1157 1954 1426 2009">27/7/2012</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
MONDAY 3/07/2012	<p>I was re-located to the General Administration Section for a week which will be until the 3 of August 2012 for the purpose to give me more exposure on the working environment in other sections or units.</p>	
	<p>1) Recording the outgoing mail /</p> <p>I recorded the outgoing letters in the outgoing mail format logbook (the name and address of the recipient, the letter's reference number and the title of the letter). This is to ensure that the letters will be easily referred based on its reference number if the letters were misplaced or did not reach the receiver.</p>	
	<p>2) Answering phone calls /</p> <p>I answered several phone calls from the other staffs from other sections or units.</p>	<p>Satisfactory!</p> <p><i>[Signature]</i></p> <p>1/8/2012</p>



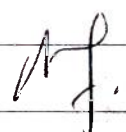
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
FRIDAY 17/2012	1) Recording the Registered letter Delivery ✓	
	<p>As for today task, I helped Mr. Abdul Gafar, one of the officer in the General Administration Section, to deliver the letter of reminder to the individuals or companies that had committed an offence under the Road Transport Order, 2003. The letter stated that the individual or company will be compounded based on the offence done. In the process of delivering the letter of reminder, I filled in the details needed in the Registered letter Delivery logbook and the 'Pos Berdatter' delivery record book in order to have a proper reference of all the letters of reminder that will be delivered to the individual or company.</p>	<p>Satisfactory! [Signature] 1/8/2012</p> 

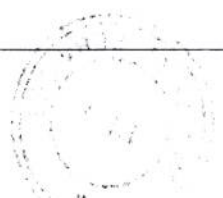
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
Wednesday 08/20/12	<p>1) Recording the outgoing mail</p> <p>As for today task, I continued with the recording task whereby I recorded the outgoing mail (letters) in the outgoing mail format logbook as there are few new letters that need to be delivered today. ✓</p>	
	<p>2) 'PERTANDINGAN PROGRAM KECERIAAN' in conjunction of the upcoming National Day.</p> <p>In conjunction with the upcoming National Day, BDA held an internal competition among all the sections and units whereby the most cheerful (which shows high spirit of the National Day by hanging flags, decorations which related to the National Day) section will win the competition. I helped the staffs to hang the flags and thought of new and creative ideas on how to decorate our section. It was such an enjoyable moment for me. ✓</p>	<p>Good!</p> <p></p>

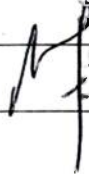
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WEDNESDAY 10/08/2012	1) Issuing the 'medical chit' to the PERBINDA/ENVIRONMENT staffs,	
	<p>As for today task, I recorded the details needed (name of clinic, name of patient and the staff number) for the administration's reference and later issued the 'medical chit' to the staff who intends to consult the doctor or to the staff who have consulted the doctor. It was my first time in issuing the 'medical chit' to the staff and it was a knowledgeable experience to me as I learnt how to handle the issuance of 'medical chit' and get to know better the staffs in PERBINDA.</p>	
	2) Receiving phone calls	Very Good!
	I received and responded to several phone calls made by the staffs from different sections which related to the 'medical chit' and stationeries.	<p>Sunahgar 10/8/2012</p> 

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
FRIDAY 1/08/2012	1) In-charge of the Customer service counter ✓	
	<p>As for today task, I learnt to receive calls from the public and the staffs within the organization. It was my first time being a telephone operator and I have experienced few difficulties when it comes to remembering the extension number or the contact number of the staffs. But at the end of the day, I managed to remember the steps in answering the calls or passing the calls to the required person. I was assisted by Mdm. Dyg Maimunah Awang Abdullah and Mdm. Mazalinawati Mohd. Kamari in performing the task.</p>	<p>For 3 weeks, she has been exposed to handle and experience different types of duties/jobs related to Office Administration. She has shown a very satisfactory performance. Well done!</p>

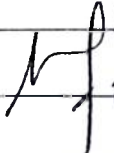


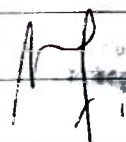
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WDAY 08/2012	<p> I was relocated to the Licensing and Advertisement Permit section starting today until the end of my practical training which is on the 17th of August 2012. I am under the supervision of Mdm. Fairhan Bujang, the Head of the Licensing and Advertisement Permit Section for two weeks. Mdm. Fairhan briefly explained to me the working process in the section and the officers that I can refer to which related to the tasks that will be given to me. The tasks seems interesting as I will communicate more with the public and the other staffs regarding the license renewal and advertisement permit. In short, by performing this task, it can enhance my communication skills. </p>	<p> Satisfactory  9/8/2012 </p>



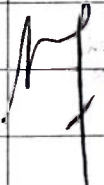
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WEDDAY 8/08/2012	1) Recheck the payment record in the licensing system	
	<p>As for today task, I went through the licensing files and recheck the payment made by every of the licensee whether or not they have renew their license till the year of 2012. Then, I recheck the payment record in the licensing system to ensure that whether the payments have been updated or not. Later, I made a call to the licensee who have been confirmed failed to pay their license till the year of 2012. I need to call the licensee in order to request them to do their payment to the BDA licensing Section as soon as possible.</p>	
		<p>Good</p> <p>  Irfan BIJANG Pembantu Tadbir M22 Unit Pelantikan Lembaga Kemajuan Bintulu 8/8/2012 </p>

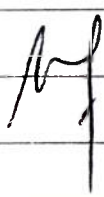
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WEDNESDAY 08/08/2012	1). Recheck the payment record in the licensing system.	
	<p>As for today task, I continued with the yesterday task which was rechecking the payment record in the licensing system. Initially, the licensing officer had delivered a warning letter to the licensee as a reminder. However, since there was no payment made after the delivery of the first warning letter, we need to make a call to the licensee to remind them once again about the matter.</p>	
	<p>2). Received phone calls</p> <p>I received several phone calls from the other staffs and the public which related to the advertisement permit and license renewal.</p>	<p>Mf 9/8/2012</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>WEDNESDAY 09/08/2012</p>	<p>1) Typing / Printing</p> <p>My first task for today was to type the letter of decline to St. Peter's Church in Tatau (they requested to conduct a fun fair in Tatau to increase their fund collection). The Licensing and Advertisement Permit Section have to disapprove the proposal as the quota to conduct fun fairs was full. However, they can reapply for the permit once again by early of the year 2013.</p>	
	<p>2) Fax documents</p> <p>After done with the printing job, I send the letter to our senior manager, Mr. Awang Ali, to be signed and later faxed it to Tatau District office.</p>	<p>Very Good.</p> <p> <small>Jabatan Pembantu Tadbir Unit Pelancongan Lembaga Kemajuan Ethn</small> 10/8/2012</p>

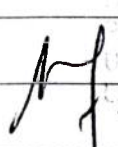
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
FRIDAY 0/08/2012	1) Decorating the office with the staffs.	
	<p>Since the evaluation for the Merdeka Raya Intersection Competition will be conducted next week, me and the staffs were busy decorating the office with flags, 'ketupat' and 'pelita'. We really enjoyed ourselves in doing the task and by helping the staffs, it can enhanced my relationship with the licensing and advertisement permit section staffs.</p>	
	2) Recheck the payment record in the licensing system	
	I continued with the task above as there are still more retailers who have not yet renew their business license.	Good.
		

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
MONDAY 6/08/2012	1) Check the payment record in the licensing system.	
	<p>As for the today task, I help one of the staffs, Mdm. Doris to check the payment record in the licensing system. The payment record need to be checked in the licensing system to ensure that the licensees have pay or renew their license within the given period.</p>	
	<p>2) Design new form</p> <p>I was asked by one of the staffs, Miss Yusraliyana, to design a new form for the purpose of displaying banners. After designing the form, I printed it out and ready to be checked by the staff-in-charge.</p>	
		<p>Well done!</p> <p>JAHAN BINTANG Pembantu Tadbir Unit Persekitaran Kementerian Pendidikan dan Kebudayaan</p> <p>Mf.</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
TUESDAY 4/08/2012	1) Fax documents	
	Today, I faxed several documents to few agencies and now I could operate the fax machine without any difficulties.	
	2) Photostate	
	I helped the staff to photostate some documents which need to be compiled. I learnt how to use the different types of photostate machine compared to what I had used previously.	
		Satisfactory -
		

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
WEDNESDAY 5/08/2012	<p>1). Filing</p> <p>As for today task, I have been assigned to perform the filing task which related to the hawkster's license which have been renewed recently. The files or documents will be arranged in accordance with the categories of file; which are the market/hawker licensee file and trade premises licensee file.</p>	
	<p>2) Arranging documents / files</p> <p>Besides filing, I helped the staffs to arrange the documents in the files (the copy of the licensee's payment bill). This is to ensure that the files and documents will be easy to access and search for in time in need or under any circumstances.</p>	<p>memuaskan!</p> <p>JAHANUDDIN  <small>Penyelia Unit Kerja Jabatan Perdagangan</small></p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
THURSDAY 16/08/2012	1) Key-in Data using MS-Excel	
	As for today task, I key-in the data by using the Microsoft Excel. By doing this work, I learnt and applied my computer skill in using MS-Excel software for data processing.	
	2) SS's Task	
	Besides key-in the data, I also helped the staffs to do the SS's task which it is important for every sections and units to practise and applied in performing their jobs.	
		Very Good! Mf

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
FRIDAY 1/08/2012	1) Prepared the license payment bills.	
	<p>Today was my last day of my practical training in PERBINDA. As for today task, I learnt to prepare the license payment bills. So far, I have learnt a lot about the process of the renewal of license from the staffs and I am very glad and thankful that they were always being helpful in guiding me doing my jobs on any given tasks.</p>	
	2) Printing documents Besides preparing the license payment bills, I also helped the staffs to print out the license that have been renewed whereby the copy of the license will be kept in the files for future reference.	<p>She is polite and performs well in every task. She has great potential and works toward achieving it well done! keep it up!</p> <p style="text-align: right;"> <small> PUSAT RUJUKAN Universiti Teknologi M2 Unit Pelajaran Pengiraan Kemanusiaan Berbilang </small>  </p>