



UNIVERSITI TEKNOLOGI MARA  
KAMPUS KOTA SAMARAHAN

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

ADS666 PRACTICAL TRAINING  
SOCIAL WELFARE DEPARTMENT SARAWAK


PREPARED BY  
NUR ATHIRAH BT HUMUR      2012800622

UNDER SUPERVISION OF  
MADAM NOOR FADHLEEN MAHMUD

## Declaration

I hereby declare that the work contained in this practical training report is original and my own except those duties identified and reorganized. If I were 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.



---

Nur Athirah Binti Humur

## ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful, Alhamdulillah, all praises to Allah for the strengths and His blessing in completing this practical training report. Special appreciation goes to my supervisor, Madam Noor Fadhleen bin Mahmud, for her supervision and constant support. Her invaluable help of constructive comments and suggestions throughout the experimental and draft works have contributed to the success of this report.

Not forget, my appreciation to my coordinating lecturer for ADS 666 Practical Training, Mr. Fairuz Hidayat Merican Bin Wan Merican for his support, knowledge and effort. I would like to express my appreciation to Depart of Social Welfare of Sarawak's Director for accepting me to undergo practical training there.

Sincere thanks to my deepest gratitude goes to my beloved parents for their endless love, prayers and encouragement. Last but not least thank to all my friends and others for their kindness and moral support during our time conducting this study. Thanks for the friendship and memories. To those who indirectly contributed in this practical report, your kindness means a lot to me. Thank you very much.

**Nur Athirah bt Humur**

**Bachelor of Administrative Science and Policy Studies (Honours)  
Faculty of Administrative Science & Policy Studies  
Universiti Teknologi MARA, Kota Samarahan**

## **CHAPTER ONE**

### **INTRODUCTION OF ORGANIZATION**

#### **1.0 INTRODUCTION**

Students of Bachelor in Administrative Science (Hons) or AM228 of UiTM Samarahan, Sarawak are required to attend a practical training with any organization that chooses by the student themselves. In order to complete this subject, I decided to do my practical training at Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS) within 6 weeks, starting from 22 January 2014 until 28 February 2014. All of students are provided with log book to be filling in with their tasks during practical training every day from Monday until Friday. This chapter will summarize about the background of the organization, mission, vision, motto, client charter, organization structure, and also list of their policy especially in Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS).

#### **1.1 HISTORY OF ORGANIZATION**

In March 1993, Social Welfare Department has been upgraded from the Welfare Division of the Ministry of Social Development Sarawak. The function of this department has been developed and placed as important agencies under the Ministry of Social Development and Urbanization Sarawak. In the beginning, the Welfare Division was established to address the welfare by taking over the function from Sarawak Welfare Council in General Assistance by assisting

victims of disasters, as well as expand its charitable activities by providing the necessary services in accordance with the changing times.

Development of the Department of Social Welfare in detail as follows:

Year of establishment

**1965 : Ministry of National Youth Culture**

**1966 : Welfare Division**

**1975 : Ministry of Welfare**

**1984 : Ministry of Social Development**

**1993: Department of Social Welfare**

The Welfare Department was enacted under the Constitution of Malaysia, in Table 9 List With or concurrent list and therefore in the state, the Department of Social Welfare has been declared as an agency responsible for such things as the following:-

1. Coordination of all Policies and Activities relating to Welfare Services
2. Charitable Trusts (excluding Muslim Charitable Trusts)
3. Care and Counseling Service for Juvenile Delinquents
4. Protection of Women and Young Girls

5. Protection of Welfare of Children and Young Persons in need, and prevention of Child Abuse
6. Adoption of Children
7. Rehabilitation and Welfare of Disable and Vagrants
8. Coordination and Supervision of Activities of Voluntary Organizations
9. Relief and Rehabilitation of Victims of Natural and Civil Disasters
10. Administration of Old Folk Homes
11. Supervision of Care Centre

### **Social Welfare**

Welfare is defined as "a system of social services and institution organized and planned, designed to help individuals and groups to achieve the standard of living, health standards, social and personal relationships that allow them to build capacity and promote the well-being of harmony based on the needs of the family and society"

### **Social Works**

In performing their duties and responsibilities, the Department of Social Welfare use social work as an approach toward achieving social welfare. Social work is defined as "a professional activity that helps individuals, groups or communities to enhance or improve their capacity to meet social needs and create conducive conditions to achieve that goal"

## **1.2 MISSION, VISION, MOTTO OF ORGANIZATION**

### **MISSION:**

Providing Quality of Welfare Services for Those People Who Needs

### **VISION:**

Agency as a Leader in Welfare Services for People's Welfare

### **MOTTO:**

Humanity in Giving Welfare Services

## **1.3 CLIENT CHART**

Every organization have their own client charter in order to make sure that all the services are fulfill by the staff and same goes to Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS).

We are committed to provide quality and friendly in service to our target groups regarding each of following departments:-

## **1. The Socio-Economic Management and Assistance**

- Approval monthly payment within 30 days from the date the application is received
- Early Disaster Relief will be extended during the first visit made

## **2. Care, Protection and Rehabilitation of Children**

- Initial investigation cases of children made immediately within 24 hours of receipt

## **3. Development and Empowerment Group Targets Productive**

- Grant Approval launch within 2 months from the date the application is received

## **4. The Care and Protection of Senior Citizens**

- Approval of Application for Admission to the Institution within 45 days from the date the application is received
- Preliminary investigations carried Domestic Violence cases within 24 hours after receiving complaints

## **5. Recovery and Empowerment of Persons with Disabilities (PWDs)**

- OKU card processing within 14 days from the date the application is received



## **6. Development Community and Voluntary Welfare Association (NSA)**

- State grants approval within 3 months from the date the application is received.

## **7. Recovery Young Offenders**

- Social Report prepared within 30 days from the date of the charge received from the Police / Court

### **1.4 POLICY IN ORGANIZATION**

#### **1.4.1 Policy for Persons with Disabilities**

#### **1.4.2 Social Policy**

#### **1.4.3 Policy for the Elderly**

### **1.4.1 POLICY FOR PERSON WITH DISABILITIES**

#### **INTRODUCTION**

The persons with disabilities (PWDs) are part of the community. Therefore, they have equal rights and opportunities to lead a life like other members of society. Rights-based approach or rights-based and should be used to ensure the protection of the interests and welfare of disabled people.

## **DEFINITION**

Handicapped is a person with a disability long-term physical, mental, intellectual or sensory when faced with obstacles may not be able to participate fully and effectively in society.

## **STATEMENT OF POLICY**

Disable policy basis of equality of rights and opportunities for disabled people to participate fully in society. This also gave importance to human rights such as dignity, respect and independence to enable them to live independently.

## **POLICY OBJECTIVES**

Disabled Policy sets out four objectives:

1. Recognition and acceptance of the principle that disabled people have equal rights and opportunities for full participation in society
2. Eliminate discrimination against any person on account of his disability
3. Educate and raise public awareness about the rights of disabled people.

## **STRATEGY**

Disabled under the Policy Strategy is divided into 15 areas as follows:

## **1. Advocacy**

- Raising awareness and positive attitudes towards disabled people in the community through an effective program.

## **2. Accessibility**

- Ensure the provision of barrier-free environment (barrier-free), including those in and out of buildings, workplaces, neighborhoods and public spaces.
- Improve the provision of public transport accessible and
- Encourage the provision of and access to information and communication technology (ICT).

## **3. Health**

- Improving health services including prevention, detection and early intervention (primary care) and
- Improving the quality of medical services for the disabled (secondary and tertiary care)

## **4. Recovery**

- Improve the effectiveness and expand existing programs for disabled rehabilitation.
- Creating a new rehabilitation program for the disabled in accordance with the current development.

## **5. Education**

- Improving disabled access to education at all levels, including lifelong learning.

## **6. Employment**

- Open up more job opportunities and encourage employment of disabled people in all sectors of employment.
- Promoting self-employed disabled persons (self-employed) and independent.

## **7. Personal Safety and Social Protection**

- Protecting the disabled from all forms of exploitation, violence and abuse.
- Enhance services and facilities for the disabled are eligible and needy.

## **8. Support Services**

- Strengthening mechanisms of support services tailored to the needs of disabled people.
- Encourage the production and sale of artificial devices and support affordable disabled.

## **9. Social**

- Improve facilities and encourage the participation of disabled people in social activities.

## **10. Human Resource Development**

- Develop the capacity and provide adequate trained human resources as well as providing services to the disabled.
- Develop capacity of non-governmental organizations (NGOs) representing the interests

## **11. Community Involvement**

- To encourage the involvement of volunteers in program development disabilities.
- Establish and strengthen multi-sector and multi-disciplinary collaboration network.
- Encourage private sector participation in corporate social responsibility.

## **12. Research and Development**

- To promote research and development of disabled and disseminate research findings for the improvement actions.
- To strengthen coordination mechanisms of implementation, monitoring and evaluation of programs disabled.

## **13. Housing**

- To promote universal design in the construction of the house and surrounding areas.
- Provide opportunities for the disabled to own a home.

#### **14. Disabled children**

- Best interests in mind (best interest) for children with disabilities in all development programs, advancement and empowerment of people with disabilities.

#### **15. Disabled Woman**

- Best interests in mind (best interest) to women with disabilities in the program development, advancement and empowerment of people with disabilities.

### **1.4.2 NATIONAL SOCIAL POLICY**

*DasarPayung* that covers the philosophy and various national social development policies of the Constitution, National Principles, Vision 2020 and the country's international commitments. Social Policy (NSP) is a social development policy based on moral values and human capacity to achieve social cohesion and stability, national resilience and well-being of Malaysians who developed and established.

#### **POLICY STATEMENT**

DSN (*Dasar Sosial Negara*) is the basis of the social development values and increase human potential to achieve social cohesion and stability, national resilience and well-being of Malaysian society developed and established.

## **STATEMENT GOAL**

Creating a Malaysian society that developed and established by each member of the community the opportunity to develop their potential to the optimum in the environment based healthy social traits united, resilient, democratic, moral, tolerant, progressive, compassionate, fair and consistent with the goals of Vision 2020.

## **BACKGROUND OF NATIONAL SOCIAL POLICY**

- 1990** : The discussion of social issues and the need for National Social Policy
- 1996** : The establishment of a Cabinet Committee to Combat Social Problems (CCESP)
- 1998** : NDPC discussed the need for an NSP  
: EPU requested MNUSD the NSP
- 1999** : MNUSD workshops DSN  
: Appointment of SAP consultants
- 2002** : SAP consultants produced a draft of the NSP  
: Special Task Force in MNUSD  
: NSP, machinery performance and approach presented to CCESP
- 2003** : NSP was approved by the Cabinet (February 19)

: NSP officially launched (August 19)

## **NATIONAL SOCIAL POLICY OBJECTIVES**

### **General Objectives**

- To ensure that every individual, family and community, regardless of ethnicity, religion, culture, gender and political affiliation and regions can participate and contribute to national development and well-being continuously

### **Specific Objectives**

- Ensure that the basic needs of the individual, family and community are
- Develop and empower people throughout life
- Strengthening and developing social support systems and social services
- Generating multi-sector synergy

### **OBJECTIVE 1**

**Ensure the Basic Needs of The Individual, Family And Community**

They include: -

- The basic requirements are adequately
- Physical environment that is healthy, clean, safe and people friendly
- Social environment that emphasizes good values



- Opportunities to improve the quality of life
- Family life and society as well as the rights of citizens
- Other necessities of life appropriate to the current situation

## OBJECTIVE 2

### Develop and Empower People for Life

- Without distinction of gender, ethnicity and physical ability to utilize and enhance the resources and the optimum at each stage of the life cycle

## OBJECTIVE 3

### Consolidate and Social Support System Developing and Social Services

#### Strengthen and add:

- Social support systems such as family systems, ethnicity, religion, social organizations and others in the community
- Social service delivery in all sectors involved in social services

## OBJECTIVE 4

### Multi-Sector Synergy EARN

- Cooperation between different fields within and between the public, private and voluntary sectors should be strengthened to create synergy and resources in the community to secure social services for all members of

society, based on the concept that social development is a shared responsibility.

### **1.4.3 POLICY FOR THE ELDERLY**

#### **INTRODUCTION**

Malaysia can be a united and tolerant, with a society that has self-confidence, moral values and ethical, progressive and prosperous, and be able to play the role of ensuring the well-being of all communities.

To achieve this goal, it should be created a society that is caring and thoughtful, with a social system that emphasizes universal needs, the welfare of the people of terraced family system strong and established to enhance and strengthen ongoing basis.

Consequently, the elderly who are part of the society and the nation admittedly has a lot of experience and skills. They have contributed over the years and still have the potential to contribute to family, community and country. Therefore it is appropriate that they get the attention, respect and care to ensure their well-being.

#### **DEFINITION**

The elderly are defined as those aged 60 years and above. This definition is based on the definitions made in "World Assembly on Aging in 1982" in Vienna.

## **POLICY**

Nation to create the prosperous community seniors, dignified, possessed as well as to high, by optimizing the potential, as well them and they determine besides being given the opportunity to enjoy all the care and protection as a member of the family, and community

## **OBJECTIVES**

- Enhance the respect and dignity of the elderly in the family, community and country.
- Developing the potential of older people so that they remain active and productive in the country's development, and creating opportunities to help them continue to live independently.
- Encourage the creation and provide certain facilities to ensure the care and protection of the elderly towards their wellbeing.

## **STRATEGY**

Self-respect and dignity

- Enable the elderly to live with respect and dignity, and safe and free from oppression and persecution

- Determining the elderly are treated fairly and equitably regardless of age, gender, ethnicity, religion, disability or other conditions, regardless of their ability to contribute
- Enabling the elderly to enjoy the opportunity to realize their optimum potential
- Help the elderly gain access to educational resources, cultural, spiritual and recreational facilities in the community.

### **INDEPENDENCE**

- Ensuring that the elderly can meet basic needs through source of income, family and community support and self-help
- Help the elderly get the opportunity to continue to serve and contribute to the nation
- Ensuring that the elderly can enjoy a safe and easy to adapt in line with the ability to change
- Enable older people to continue living with their families and communities - as long as possible
- Provide early preparation to the elderly to plan contributions based on the expertise and capabilities steadily towards national development.

## **DISCLOSURE**

- The elderly play in society and participate actively in the formulation and implementation of policies related to their well-being and pass on knowledge and skills to the younger generation
- Provide opportunities for older people to contribute to the community on a voluntary basis in accordance with their capabilities and interests
- Encourage the elderly to form societies or organizations to carry out activities for their well-being.

## **CARE AND PROTECTION**

- To create facilities for the care and protection of the family and society in accordance with the system and the values of society
- Help the elderly to health care to help them to maintain or restore their physical, mental and emotional health to an optimum level and prevent the infection of the disease
- Enabling the elderly to benefit service institutions providing care, protection and social and mental stimulation in a safe and comfortable
- Help the elderly to social and legal services for the development of individual autonomy, protection and care
- Securing senior citizens enjoy the basic rights of individuals while in the care and treatment with respect to their dignity, beliefs and needs of their

- Establish a comprehensive social security system to guarantee a stable income and welfare of the elderly.

## **RESEARCH AND DEVELOPMENT**

- To promote research on the elderly for the purpose of gathering information for use in planning development programs of the elderly
- Creating an Advisory and Consultative Body Elderly to help coordinate and identify the needs to make, the activities for the elderly.

## **POLICY ACTION PLAN OF OLD posts**

- Implementation of programs and activities related to the elderly by individuals and groups, voluntary organizations, local communities, government agencies and the private sector based on the National Policy for the Elderly.
- To ensure the successful implementation of the National Policy for Older concerted efforts and comprehensive to be taken by the relevant agencies, including: -

### **Education**

Education facilities and training should be provided to enable the elderly to attend courses and further education to enable them to develop their potential to the optimum. The school curriculum should include family life education to the younger generation to understand and appreciate the elderly.

### **Employment**

- Seniors are encouraged to continue to contribute to national development through employment based on their experience and their skills. In this way, they can live independently in terms of income and well-being.

#### Participation in Society

- The elderly are encouraged to participate in family activities and community organizations, to enable them to play a role in family and society as well as to interact with them.

#### Leisure

- Appropriate facilities should be provided for the elderly carry out recreational activities in the areas of housing, recreation and sports centers.

#### Transport

- The public transport system must provide suitable facilities to enable older people to move from one place to another with ease.

#### Housing

- The houses are available and will be built should include suitable facilities for the elderly to enable them to live more comfortably.

#### Family Support Systems

- To ensure that the elderly continue to live with the family, a support system for families to be established in residential areas to assist families in caring for the elderly. Certain incentives should be introduced to support the family members who care for elderly resume their roles.

**Health**

- Medical facilities and appropriate health and specifically for the elderly should be provided to ensure that their health is perfect.

**Social Security**

- A comprehensive social security scheme to guarantee the future of the elderly should be provided.

**Media**

- To raise awareness of the elderly people, the print and electronic media should play a more active role.

**Research and Development**

- These studies should be undertaken to obtain information to enable better planning can be implemented for senior citizens.
- Social Welfare Department under the Ministry of Women, Family and Community identified as the agency responsible for the coordination of the implementation of the action plan.



## **1.5 ORGANIZATIONAL CHART**

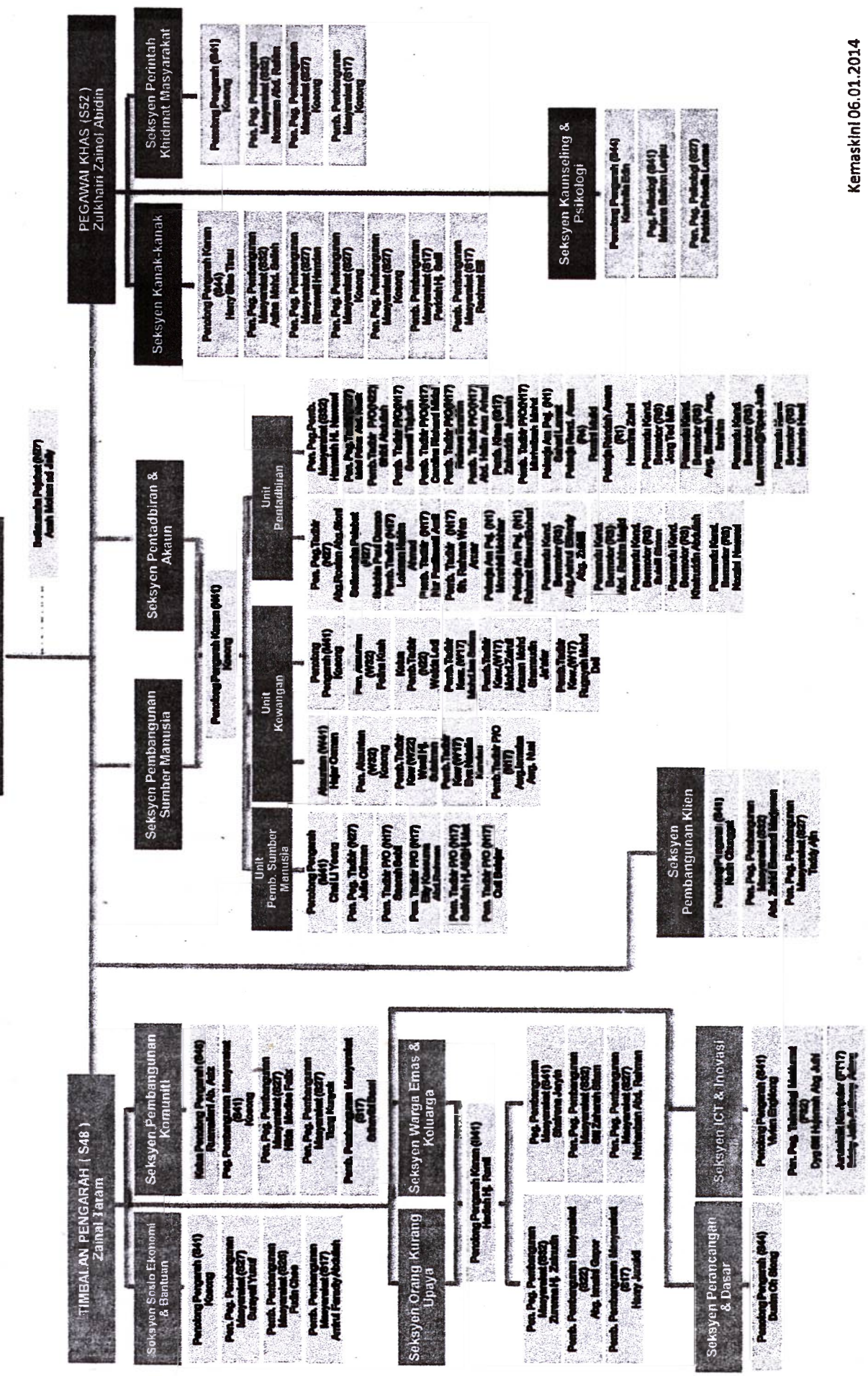
(Refer to the next page)



# CARTA ORGANISASI JABATAN KEBAJIKAN MASYARAKAT NEGERI SARAWAK



**PENGARAH (Jusa C)**  
Abang Shamsuddin Bin Abang Soruji



## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.0 INTRODUCTION

In this chapter it will summarize the daily of activities and tasks done in Department of Social Welfare Sarawak (JKMNS), which was being recorded in the log book given. Thus, the description of job and task execute throughout training will be explained in this chapter.

#### 2.1 FIRST WEEK (22 January 2014-24 January 2014)

<b>Date</b>	<b>Description of Tasks</b>
<b>22 January 2014</b>  <b>Wednesday</b>	I attended my practical training at Department of Social Welfare Sarawak (JKMNS). I arrived at 8.00 am and gather with other practical students at JKMNS lobby at 8.10 am. There are 5 UiTM practical students including me from Bachelor Administrative Science in JKMNS. Around 8.45 am I met Madam Julia Othman, Officer of Human Resource in JKMNS who in charge us during our practical training. Since there are 5 of us from the same faculty, she separated us into five sections in JKMNS and we are given option to choose our own section such as Human Resource

Development(PSM), Socio Economic and Help (), Community Development(PK), Community Service Order(CSO), and Administration and Finance Department(). I'm choosing to do my practical training under section Human Resource Development under Madam Julia Othman. After that, she brings us into the office according to our section. At 10.00 am Madam Julia introduced other staff in our section and give briefing on what they usually do in that section. To make my work easy, Madam Julia ask Madam Ketu to give staff list including their grade and position in the JKMNS. After briefing, they show me private file room and instruct me to help Madam Ety to organize personal file which sorted the staff file that doesn't work there anymore. After that, Madam Julia instructed me to fax invitation letter 'Bengkel Modul HRMIS 1: Pemurnian Data' to all JKMNS division and institution staff that are involve in this activity and make 25 photocopy of invitation letter 'Bengkel Modul HRMIS 1: Pemurnian Data' and sent to the staff that involve in that activity.

At evening around 3.00 pm, Mr. Rahmat, JKMNS's staff brings 5 of us to do ice-breaking. He brings us to all departments in JKMNS and introduced us all JKMNS's higher staff management, middle staff management and lower staff management. JKMNS's staff give positive greets to us and they are welcoming us to do practical training there and give us motivations, supports, and ready to help if

	there is any problems during our practical training time.
<b>23 January 2014</b>  <b>Thursday</b>	<p>On second day of my practical training, Madam Julia instructs me to sent 'Borang Permohonan untuk Menjalankan Tugas Sebagai Pensyarah/Penceramah Sambilan' to Madam Dayang Siti Hujimah and sent diary book to Madam Saerah. After that, Madam Julia instructed me to fax and call all JKM division to get feedback about the invitation to attend 'Bengkel Pemahaman Teori-Teori Sosial Siri 1/2014 dan Kursus Kerja Sosial Siri 1/2014 anjuran Institut Sosial Malaysia' from the staffs who are interested to attend the course and report to Madam Julia about the status who will attend the course. After I finish my task, I'm continuing to organized personal file in private file. Before going back I asked permission from Madam Julia for absent from practical training on 24/1/2014 because my families go visiting my father at Kuala Lumpur.</p>

## 2.2 SECOND WEEK (27 January-30 January 2014)

<b>Date</b>	<b>Description of Tasks</b>
<b>27.01.2014- 30.01.2014</b>	<p>For the whole weeks, I continued to organized personal file. On that day, I need to identify and listed the name of the staff that does not have personal file. Other than that, I also have to filing staff 'Laporan Penilaian Prestasi Tahunan'. From this work I have learn to identify the differences between the personal file and 'Laporan Penilaian Tahunan'. Personal file is about staff personal background. I have identified that staff promotion, salary, leave request, transfer request, certification and other. Meanwhile, Laporan Penilaian Tahunan is about the staff performance in the organization. This performance report is being evaluated by the top management. It shows which employees perform the best in the years and which employees did not perform well. According to Madam Wellda, this performance report can be use by the top management to give promotion, appreciation and other for the staffs that show the excellent performance each year. That is the important information that I learn and I get from this work. I do this filing process for the whole weeks.</p>

### 2.3 THIRD WEEKS (3 February 2014-7 February 2014)

<b>Date</b>	<b>Description of Tasks</b>
<b>3.02.2014-7.02.2014</b>	<p>On the third week of practical, Madam Keti had order me to fax letters to other division and other institutions. In this weeks, I also do have to do a filing again because from the recent week I have recognize there was a lot of information did not attach in the filing and most of the filing is outdated. Madam Julia, ask me to attached recent information. In this case, I need to sort the letter according to it file. One of the file that I recognized when I do filing is PSM file.</p> <p>From the information that I get, PSM file is only for human resource section only. In PSM file, there were a lot of sub file being organized. Each of the file contained different title that has been divided by using reference number. From that reference number, it helps me to recognize the file. It quiet tricky to manage this filing because it has a lot of file and I need to insert each letter according to their file.</p> <p>On the last day in the weeks, there is an event in JKMNS. It is a talk event in conjunction of <i>Maulidur Rasul</i> organized by the Administration and Finance Department held in Surau Istiqomah, JKMNS. All the Muslim staffs are encourage going to hear the talk</p>

	<p>and participate the event. JKMNS Director, Mr. Abang Shamshudin Bin Abang Seruji also attend the event. On that day, the talk was given by Al-Fadil Ustaz Sarbini Bin Dahlan. The talk took about 1 hour, and there also pot-luck after the talk. After that, we joined the staffs to clean the <i>surau</i>.</p>
--	--

#### 2.4 FOURTH WEEK (10 February 2014-14 February 2014)

Date	Description of Tasks
<p><b>10.02.2014- 14.02.2014</b></p>	<p>On the fourth week of practical, my supervisor visited me at JKM to monitor my activities and discuss about my involvement at JKM. During this week I still continued filing the PSM file according to it categories. Most of the files that I need to file this week are employee's internal training, employee's external training, industrial training, retirement, and transfer letter. On this week the new staff registers in our section to replace Madam Julia which transfers to other department. So, I need to make a photocopy new JKM staff list for all staff in Human Resource Section.</p> <p>Then, another work that I need to do on this week is I need to</p>



	<p>make a phone call to all division and institutions to get confirmation for 'Pekerja Projek Cari Gred S17' for 2014. I also need to make a photocopy of slideshow about federal organization for meeting. The last day of the weeks, I received a memo from Madam Chai to type a memo about a Good and Service Tax (GST) and distribute it for every staff that involve in this event.</p>
--	--

**2.5 FIFTH WEEKS (17 February 2014-21 February 2014)**

<b>Date</b>	<b>Description of Tasks</b>
<p><b>17.02.2014- 21.02.2014</b></p>	<p>On the fifth weeks of practical, there is nothing much I do. I need to do a filing about the update for staff promotion letter, and meeting letter. Then I'm going to fax an approval letter for practical to Multimedia College Sarawak coordinator.</p> <p>I also received an order from Mr Saiful to make a photocopy of 'Kajian Kepuasan Pelanggan Pejabat Setiausaha Persekutuan Sarawak Tahun 2013' and distribute it to all section at JKM and filing letter in PSM file. Madam Chai also gives me to make a photocopy of 'Surat Kelulusan Penangguhan Tarikh Mula</p>

	<p>Bertugas', 'Pelantikan Kontrak Penan 2014', 'Skim Perkhidmatan Singkat', and 'Projek Cari 2014'. She also gives me an order to fax 'Waran Penjawatan' to JKMB Samarahan and call them to know whether they receive the letter or not.</p>
--	--

## 2.7 SIXTH WEEKS (24 February 2014-28 February 2014)

<b>Date</b>	<b>Description of Tasks</b>
<p><b>24.02.2014-</b> <b>28.02.2014</b></p>	<p>For the last week of practical I'm going to make a photocopy of staff name list and make a listed of PSM file for the use of new practical student. I ask permission from Madam Safiah to see the young offender Under proceeding in the court that being held in Mahkamah Majistreet Sekyen 3. I need to organize the staff name list according to their division by using Microsoft excel. Then I need to collect money from the staff for 'Larian MAKSAK'. I also need to need to make a directory according to the section, division and institutions by using the Microsoft Excel. The last task for me is receive order from Madam Wellda to call the organization that involve in MAKSAK and key in the participation details that joined MAKSAK.</p>

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 INTRODUCTION**

Chapter 3 described the analysis of the practical training. This chapter specifically focuses on one area of task as covered in the practical training log book. In this chapter also discuss about the theory on that I implement from the classroom to the real workplace environment within the period of practical training is being held. This aspect also will be explained in detail by comparing the knowledge that had been learned in various subjects during class with the real-life situation of the organization. Based on my practical training, it clearly show that my practical training more focused on Human Resource practices at in Department of Social Welfare Sarawak (JKMNS).

### 3.1 TASK ANALYSIS

During 6 weeks of my practical training which is started from 22 January 2014 until 28 February 2014. I have given the task that gives me a new work experience and real perspective about the organization, the practical training was very important for me as part of the adaption process and also gives new experience to me. This practical training also give me a chance to applied what has been learned in classroom into practical during carried out the task that has been given. While I have assigned the task, I realize that the task given is related with what I have learned in classroom such as when some of the task given are required me to use office equipment such as computer, telephone, photocopy machine, writing a memo, arranging and compiling file which is personal files, 'Laporan Penilaian Tahunan' and PSM files, prepare and fax the letters to each division and institutions in JKMNS. All of the task that assigned are very useful for me as a part of learning process and gain some of experience that I never get when in the classroom and give clear view when working in the future.

As for this chapter, I will focus on some task that was assigned to me during practical. During my practical training, there are some tasks that give me a chance to apply what I have been studied during class. Such as did filing, key-in data and others. It's show me how importance of office management and administration process in an organization and it shows that how management plays their roles in handling and administrates all the matters in systematic ways to ensure the efficiency. So that, in this practical training, I have discovered some of the

concept that related with the task that has assigned to me where it related with I have learned in classroom in term of concept and theoretical.

### **3.2 MANAGEMENT SYSTEM**

An office is a tool of the office management and it is intended to assist in managing a business most economically and efficiently. According to Mills and Standing ford (1986), office management can be defined as the art of guiding the personnel of the office in the use of materials, methods, machines and equipment appropriate to their environment in order to achieve its specified purposes. There are five functions of office management, which is planning, organizing, directing, controlling and co-ordination. During my practical training at Department of Social Welfare of Sarawak, I have been exposed with filing system concept. The filing system is when the system of classifying, coding arranging and placing records in the convenient place and easy to retrieve when requested by user. According to George Terry defines filing as "Filing is the placing of paper in acceptable containers according to some predetermined arrangement so that any paper can be located quickly and conveniently, when required."

During some task that involving filing process in this organization, I was instructed to do filing on personal files, 'Laporan Penilaian Tahunan' and PSM files. The file that containing the information of past activities and document that have been use by the section and letter that must be arrange properly and according its series number, name of the staff and time. The filing system is important because it can be as a reference for organization when necessary in the

future. From this learning process in this task, it was showing on how the administration field can be applied according what have I learn especially in public sector where the filing process has playing an important roles to ensure that the efficiency of the administration process in this organization.

### **3.2.1 Qualities Of good Filing System**

The efficiency of an office depends on the quality of filing system, by having good filing system, it help the organization to preserving data of the organization and keeps the data in systematic manner to avoid lose. A good filing system should posses the following qualities

#### **Simplicity**

The file system should be simple to understand and easy to operate. An office should adopt a system suitable for it but effort must be made to make it simple. It should be easy to understand by employees

#### **Economy**

The filing system must not be costly. Only cheaper but effective filing system will be adopted. Unnecessary cost of installation must be avoided. Installation on filing should be as less as possible.

#### **Flexibility**

A good filing system should be flexible. It should have capacity to change with the changing needs of the office. It should discard dead files to make room for

new files. It may be changed to suit the changing need of business. Sometimes it has to be expanded and sometime it may be condensed.

### **Compactness**

A good filing system must be compact in other words; it should occupy the minimum space because modern filing system is costly. It should not occupy too much office space. It should fit with office layout.

### **Accessibility**

Under good filing system all necessary records should be arranged in such a place where the staff could reach quickly without loss of time. So, record must be placed at accessible place. It should not take much time to file new documents and take out needed documents.

### **Safety**

A good filing system must provide safety to records and documents. It should ensure safety of documents from insects, water, fire, dust etc. It should preserve documents in good condition.

### **Easy reference**

Records must be easily recorded when needed for reference. Records should be filed with different heading so that they are available at the time of need. A good filing system should provide cross reference of records. It should help to locate a record in more than one file.

## **Classification**

Under the effective filing system all files must not be settled in a single heading. They are classified into different headings. Such classification becomes helpful to find out the documents without any delay.

### **3.3 COMMUNICATIONS IN ORGANIZATION**

Communication is the process of conveying messages and it occurs when the message is composed, transmitted and understood. According to Meshane, S. L., & Von, G. M., (2010) communication refers to the process by which information is transmitted and understood between two or more person. All organization also needs the communication to communicate with each other and same goes with Department of Social Welfare of Sarawak. As we know the communication is very important especially among the employee in the office and their customers. In Department of Social Welfare of Sarawak, there are involve the communication among the staff itself and the staff and their customer. The customers are staff in the office, division and the institutions. Usually the headmaster in any school will deal with the staff in this organization relate with the order that they already order before, relate to the information about their staff or their student. Any changes about the information, they should inform to this organization because they are the one that responsible with this matters. As what I've experience in here, I can see that they are good in the communication, especially when they dealing with the customers. I also have experience when dealing with the customer, in that



time I was instructed to help one of the staff to be an operator. I learn how to deal with them such as how to speak with slow voice and answer the information that they need. Usually, the customers will ask the information such as the number of the headmaster, and other related matter. Sometimes, they called because they want to speak with one of the staff in order to solve their problem such as about the salary and so on. Communication happened also when the officer education has something to instruct their staff, he will call them to go to his room and there will be a little bit of the discussion. Besides, I also was attending to their meeting staff and there, they will discuss all the matter and issue related in order to solve the related problems. In there, I was learning a little bit how to communicate with the correct way and know how the communication should like be in order to make the communication was successful.

#### **3.4 Outcome Evaluation**

Overall of evaluation process during my 6 week of the practical training at Department of Social Welfare in Sarawak has given me the real situation of working condition and environment. Although I have no working experience, all the staff under Human Resource section have taught and guide me a lots. Madam Julia who is my supervisors has taught and exposes me with the real situation of working. This has exposed me with the real situation of working.

## CHAPTER FOUR

### STRENGTH AND WEAKNESSES

#### 4.0 Introduction

In this chapter, I will discuss on the strength of my job or the tasks assigned during my practical training at Department of Social Welfare in Sarawak as discussed in chapter 3. This chapter also will show the solution and recommendation for benefit of organization. According to my observation during practical training, I have got an experienced and feels how the real working environment from the aspect of organization behavior where it required me to become more discipline in the aspect of attendance, appearance and cooperation. In there, I also practice on how to follow the rules and regulation that has been implementing in this organization. During my practical training, it help me more in order to improve my social and interaction skills between the staff and top management in this organization and they also share with the experience that they have in order to let me gain more knowledge and information from them especially with the senior staff.

## 4.1 **STRENGTH**

### **Manual filing system**

Human Resource section is it uses the manual filing system. A manual filing system cannot be destroyed by an accidental power loss. If the file being recorded in the online system, it may lead to the loss of the information and the employees has to redo their data recording and it will take time because some of the employees work far and this will lead to low employees motivation to do their work.

Also, the computer hacker cannot access a manual filing system from another computer. This helps in security issue of the company. According to Madam Julia and Madam Keti, the filing has its own filing room whereby it can be locked to prevent any person to steal the private document such as personal file. 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 the server down happened, it will disturb the whole employee task. Certain employees might not be able to do any work because the job may require internet connection such as filing work. They need to learn the manual filing system because theoretically filing system is based on manual technique that requires hard copies for 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. Even though the technology keep evolving nowadays, the manual filing system still a very preferred method chosen by all of the organization.

### **Limit the authority**

They limit the authority to enter and view the document in filing room. Only PSM has the authority to enter the filing room. Before the other employees want to view the document, they have to get permission from PSM to access the document. This is to prevent any record from missing or use for other purpose. For example if the employees need their 'Laporan Penilaian Tahunan' file, they need PSM staff to get the file because they might not know where the file are being located and they might misplace the file after using it. The limit of authority to view the document is also to protect the private and confidential document from outsider and any other threat.

### **Active communication**

Any organization will need a good in term of communication in order to operate their business. Working either private sector or public sector will require staff for having an active interaction with the public and same goes to Human Resources section at Department of Social Welfare. I could see that, the communication between middle level and lower level was effective. Both parties cooperate among each other. Although I was a practical student, but the communication among the staff at there make me more comfortable. They also had taught and guide me a lot when I did not understand the tasks that given to me. The officer also has a good

communication with the upper level. When I was instructed to go other departments, all of them also have a good communication skill. Most the employees are polite and willing to help a new worker and practical student. Every task that was assigned to me could be accomplished as the staff have delegate to me with the right communication skills. As the results, I could get the right information and misleading of information could be avoided.

In my section, I could see that, Madam Julia taking responsibility while Madam Chai outstation. She acts as the leader of our Section of Community Development have practicing a good leadership style. This is because, I could see that, all the staff have a good cooperation with her and at the same time, she also become the counselor to her staff that needed. She always give positive instruction to her coworker to encourage them to do their work smoothly and make her coworker feel comfortable with her this to make sure that when doing the any tasks, she will ensure that all the tasks that assigned by her staff were complete, zero mistakes and finish it on time that needed by her. Beside that Madam Julia guide and teach me how to communicate with other organization and department that have a deal with us.

### **Familiar with filing method**

The last strength is the employees at Department of Social Welfare are very familiar to the filing method that they used. They know what they should do to keep the record updated. With the training that they undergo, they have good skills at keeping the record safe and updated. For example, Madam Julia and Madam Ketu know where the files are located and know the procedure needed to be taken before filing process take place. From my own experience, before doing filing process, the first step is to differentiate the letter whether it's personal or PSM letters. If the letters belong to PSM, we must differentiate the letters according to its categories, each of the categories has their own number to allocate which file is needed to keep the letters. Categorizing the letter is not an easy task because we need to read the letter carefully because any misplace of the records will lead to missing the record.

## **4.2 WEAKNESSES**

### **Document not been filing**

Most of the documents did not being updated by the employees. They just keep the letters more than three to four month to be file. So, the document are not up to dated and it hard to find the document when it needed because the document did not manage well. When I take this job, there were a lot of things that I need to do. The first thing that I do is I need to organize the document according to date before I can put it in the file. This is to make sure that the documents are

organized orderly according to the date. It will help the auditor easily searching for the specific document according to date.

### **Condition of filing document**

The condition of the equipment is not satisfying whereby it look a little bit old and outdated. For example are the file drawers. The file drawers are very old and certain of the drawer are already broken and it hard get file from the drawer. Some of the staff has two file because of so many document and most of the document are outdated. The file room is not in tidy condition, there also some letters that have not been filing for a years and the file have not been recorded correctly. The person who is responsible to record the data in the files was transfers to other section. This might become a problem when they want to find the document in the future.

### **Not suitable place**

Third weakness the filing room is at downstairs whiles the Human Resource section at upstairs. The room is just too far for the Human Resources section. It makes me harder to find the certain document when needed. I need to repeatedly going upstairs and downstairs just to find the document that needed. For me, this situation just wasting the time and tiring the employees just to find certain file that needed.

### **File may be misplace**

When there is many file in the drawers did not manage accordingly, it may lead to misplace the file. This is because the drawer has been manage according to it serial number but the file that has been put inside each drawer did not organize according it own serial number. This situation would make the employees facing a problem to find those file that needed by them. Some of file and document also would be missing because of misplace of the document or being put inside the wrong drawers.

## **4.3 RECOMMENDATIONS**

### **Update the file**

They should update their file from time to time. This is to make sure that the document will be organized accordingly. This will help the employees easily find the document that needed by them. Besides that, the situations also will reduce the time taken that need by the employees to find the document that need by them. They will not wasting lot of their time inside the private room. So, they can focus to the others work that they need to do and finish it on time.

### **Change the place of file room**

Second is the file room need to be near to Human Resource section. If the room is nearer it will make the staff easily to go to the room and they do not need to go downstairs repeatedly just to take a certain document. It also will save their time and they can work more easily. This because in my experience, it can be say that



almost every day we need to go to private room just to get the document or file the letter. So, by placing the file room nearer to Human Resource Department will help to improve working performance of employees of Human Resource. This situation will help them to do their work more effective in short period of time.

### **Extend the period of practical**

The last recommendation is Uitm should extend the period of time for the practical training. This is because; the six weeks of practical training are really not enough for the student to gain more of experience and knowledge from the aspect of the real working environment in this organization and be exposed with more task that need to be assigned. Otherwise, the faculty also should implement the new policy to ensure that every student will follow practical training program in organization for at least one semester. By having long period of time, the student will be exposed with more knowledge and experience when they following practical training. This would give the students more working experience and help them to get ready to facing the real working situations.

## **CHAPTER FIVE**

### **CONCLUSION**

#### **5.0 INTRODUCTION**

This chapter will summarize all the discussion in each chapter by mainly concentrated on the main points.

#### **5.1 SUMMARIZE ON EACH CHAPTER**

##### **5.1.1 INTRODUCTION OF THE ORGANIZATION**

In chapter one, it was discussing on the background of the organization and the details of the organization. It included the background of Social Welfare Department Sarawak in general such as company history, mission, vision, motto, client charter, organization structure, organization policy and a little background on Community Service Order Section. By having the information of this organization in chapter one, it help me to identify the background of the organization itself and give me some information of the organization nature of work.

##### **5.1.2 SCHEDULE OF PRACTICAL TRAINING**

In chapter two, it discussed on my daily activities and tasks done in Community Service Order section in JKMNS. This chapter show on my daily activities during my practical training. It is based on what I've recorded in my log book. The practical log book is supervised, not only by host supervisor but also by my

lecturer in evaluating my current progress in this organization. By having this kind of log book, I am able to organized and record every work or task given during my practical training. In overall, I'm doing filing during my practical training. I also learned how to write a memo and getting involved in organization activities. Besides, I also gained new experience when given opportunity to go to court and institution place where the young offenders undergo their community activities.

### **5.1.3 ANALYSIS**

Chapter three discuss on the analysis. It is an analysis of the main task that assigned to me during my practical training. I have learnt a lot of knowledge that related with my lesson in the classroom. As what can I seen, the industrial training is the best way in order to exposed the students with the real working environment before enter into the real working world. Through this practical training, I can gain more knowledge and information on how the real working looks like for example, when I was there, I was learn on how to record the information, keep the data to the system, filling system and so on. Furthermore, this practical training was giving me an opportunity to increase my social skill through the strengthen relationship with the staff from the organization and also to the other department in this organization. It is because when we enter into any organization, we will face various kinds of staff that make us to use the communication skill to communicate with them. From my analysis in this chapter 3, it can show that how much theoretical aspect that I learn in the classroom is applicable in my practical training attachment in sixth week's time.

#### **5.1.4 RECOMMENDATION**

The chapter 4 discussing about the strengths and weaknesses the task given and organization which based on my observation and experience while training there. Even though, there having the strength and weaknesses in this organization, but in this chapter also provided some solution that necessary to the organization that give benefits for the organization and improve the organization efficiency. During my practical training in this organization, I'm able to know and feel the office environment such as the office layout and cooperation among staff between each other and different department in this organization. Even though, they are having different department but they need each other and it is because, each task that has assigned by staff are related between each other where it was shows that the important of two ways communication

#### **5.2 OVERALL SUMMARY**

As a conclusion, my practical training attachment in Social Welfare Department Sarawak starting from 22 January 2014 until 28 February 2014 is considered to be very valuable period for me. During sixth weeks of practical training, that was giving me a lot of experience and real situation in the Social Welfare Department such as about organization background, vision, mission, objectives as well as how actually the organization operates to achieve its own objectives. The most important thing for the practical training that student undergo it is the valuable experience on how actually the theory that was learn in the class is being applied during the practical training. Therefore, form this practical training can be

conclude that the aims of sending the student for practical training is for give expose for the student itself to the real career world situation by gained precious experience and knowledge from this practical training. Even though, the time of period of practical training was very short which is sixth week only, but the student can gain a lot of knowledge and benefits from that and it was served as the platform for the student to enhance it ability, knowledge of the task, commitment and responsibility, cooperation, aptitude, adaptability, personality and discipline. For instance, during the practical training, self-confidence was enhanced by the doing the task given as a new experience that they do not do before. I'm realize after having this practical training, I have experiencing some changes in myself whereby my communication skills are slowly improved and of course I cannot experience these changes without any supports from the staffs who always teach me everything about the administrative line and the public relations with the public. However, with this practical training attachment, I can measure my readiness level to work in the workplace after getting a job and preparing for far more serious challenges that requires both physical and mentally readiness. In short, Social Welfare Department can be one of the best places for the Uitm students especially Bachelor of Administrative Science students to get used with the administrative line deeper. So that, I'll recommend this place as a starting line to give preparation for students in becoming the administrative officers in the future.

## REFERENCES

Jain, J., & Singh, P. (2007). *Modern Office Management*. New Delhi: REGAL PUBLICATIONS.

Sharma, S. K. (2008). *Hand Book of Office Management*. Jaipur (India): SHREE NIWAS PUBLICATION.

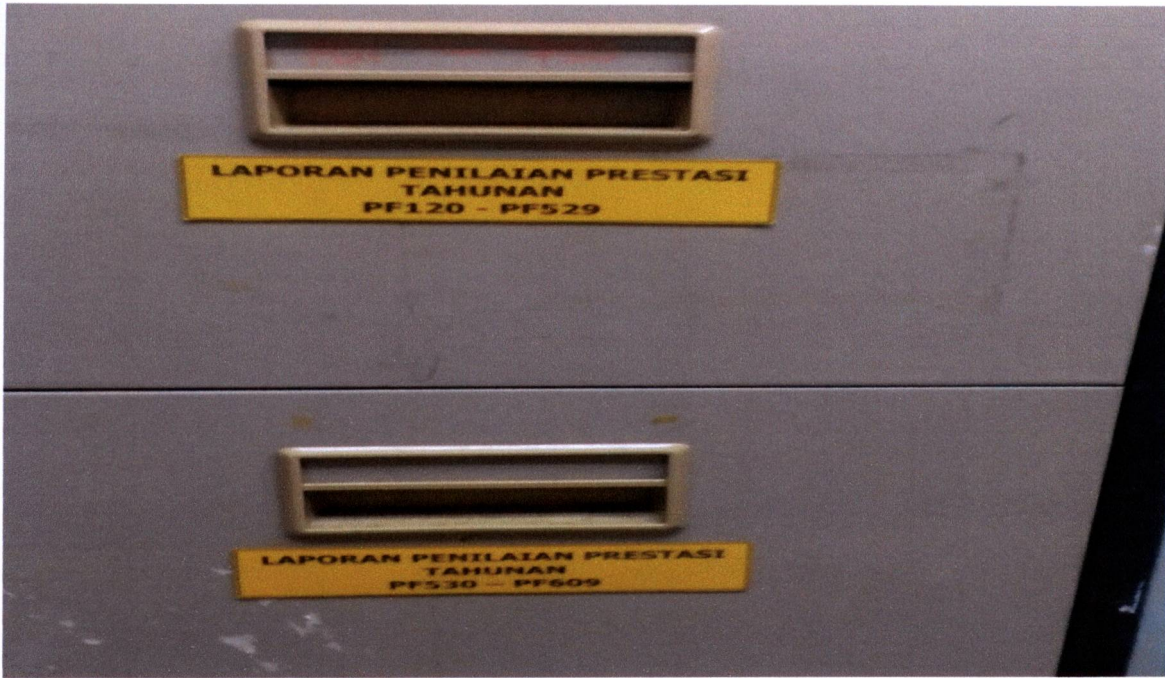
Department Social Welfare of Sarawak. <http://www.welfare.gov.my>

## APPENDIX

---

No.	Program Attended/Activity	Date	Role
1	Program MaulidurRasul	<u>7/2/2014</u>	Participant

---



Drawer for staff 'Laporan Penilaian Prestasi Tahunan'

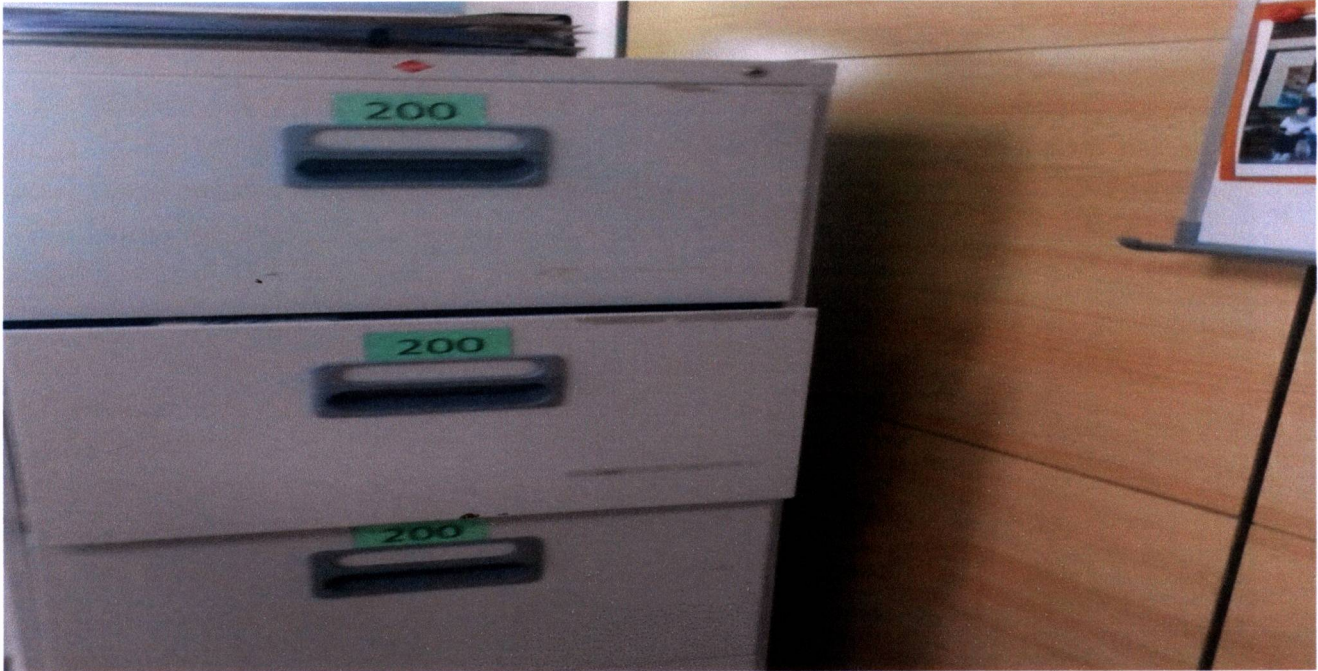


Files 'Laporan Prestasi Tahunan'

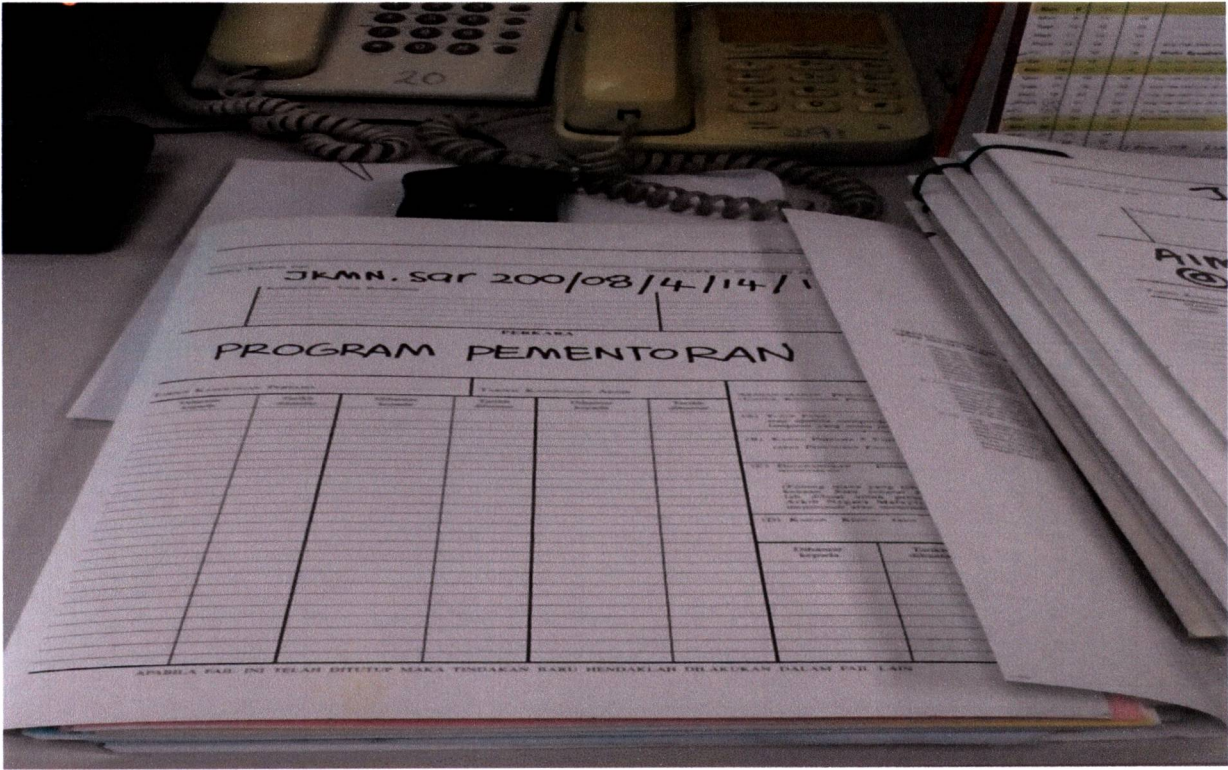




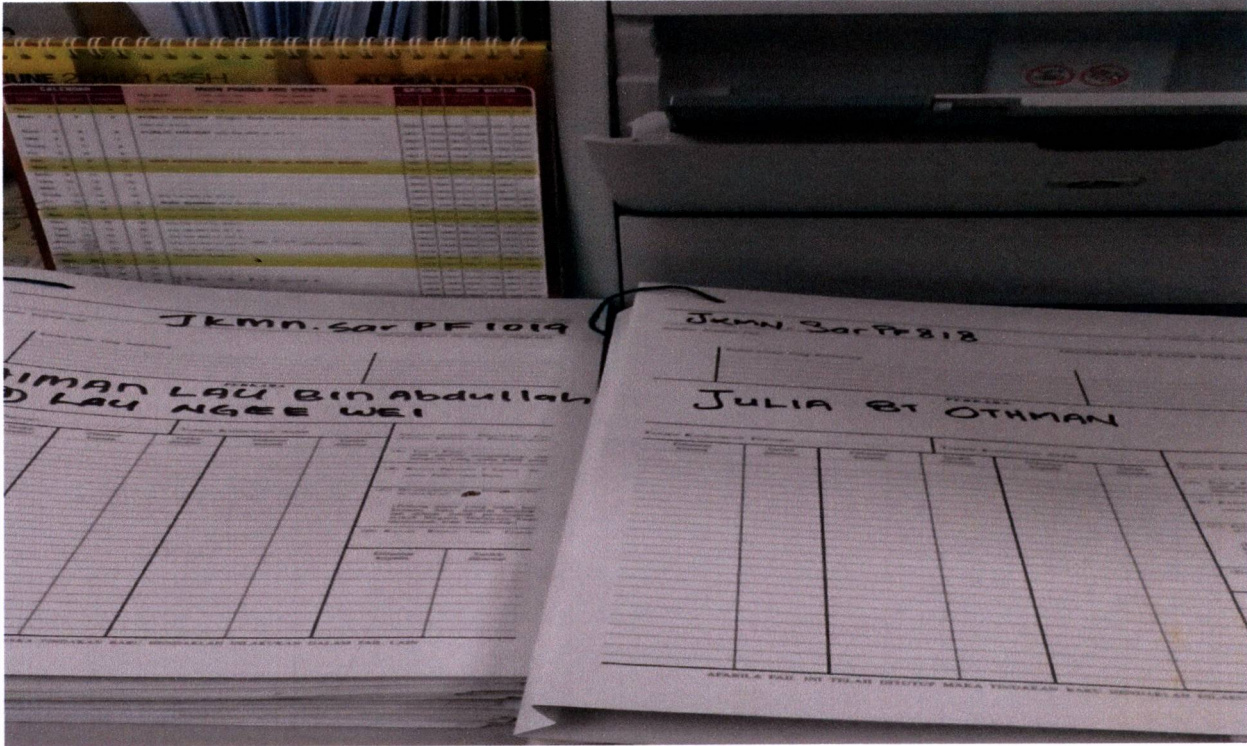
Cabinet for personal file of each division in sarawak.



Cabinet that store all Human Resource files



Exmple of Human Resurce files



Example of personal file