



FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

BACHELOR IN ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT (ADS666)

PEJABAT AGAMA DAERAH, BAGAN SERAI, PERAK (PADBS)



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Thank you.

Sincerely,



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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

Chapter one describes the background of the company / organization including the history of the organization, the objectives of the organization, the organization, the Board of the organization and the organization's logo. Through this chapter, we will be able to know more about the Administrative Office of Islamic Religion. Administrative Office of the Religion of Islam is based in Ipoh namely Jabatan Agama Islam Perak(JAIP). Each district has its own Islamic Religious Administration Office to facilitate the control of the Muslims in every region and every organization has a different background.

1.1 HISTORY ON ESTABLISHMENT OF JABATAN AGAMA ISLAM PERAK (JAIP)

On August 10, 1947 , a meeting of religious leaders from around the state of Perak was held in Kuala Kangsar. The meeting resulted in a resolution on the importance of establishing an Islamic Council at Perak in particular and the rest of the Malay Peninsula in general. Since then , the Administration of Islamic organization first established and known as the Islamic Center which based in Kuala Kangsar.

After the meeting, the Jabatan Agama Islam Perak Affairs was established on August 2, 1949. The role of the department at that time was to provide guidance and education on the religion of Islam to the community. This was followed by the

establishment of the Islamic Council and Perak Malay Customs on October 23, 1949 which aims to advise and assist the Sultan in matters related to Islamic Religious and Malay Customs as contained in the Laws of the Constitution of the State .

1.2 HISTORY ON ESTABLISHMENT OF PEJABAT AGAMA DAERAH,BAGAN SERAI (PADBS)

Was established in the early 1920s which was gazetted as Kadhi Office Kerian police station located near Simpang Lima, Parit Buntar . On a wooden building on a parcel of land with an area of 800 square feet to accommodate four employees to carry out tasks related to Islam , which covers the business of marriage , zakat and fitrah . For the wedding business , elected 10 vice- Kadhi to perform the marriage ceremony and the marriage register and monitored under the supervision of the Kerian District Office .

In 1962, the organization structure of the Office of the kadi Kerian has been revamped and created a new organization , the Office of the kadhi Bagan Serai , specifically to administer Islamic religious matters in Bagan Serai include District Beriah, Bagan Serai , Selingsing and Semanggol . A government house building located at Jalan Mahkamah, Bagan Serai was made as Kadhi Office by placing four staff and assisted by appointed seven Vice Kadhi ,pleasure of the DYMM Seri Sultan of Perak .

In the era of the 1970s , the Office of Bagan Serai kadi again transferred to a government building (the former Department of Drainage and Irrigation) next to the main mosque Bagan Serai . In 1980 , restructuring Kadhi Office Organization has added to the eight staff including charity organizations and the Syariah Court ,Bagan

Serai to strengthen the management of legal and prosecution . The organization changed to the Office of Religious and Sharia Court Bagan Serai .

In 1977 , the Office of Islamic Religious Bagan Serai was developed by infrastructure development. A new building was built on an area of 0.025 acres of government land at Jalan Matang Buloh , Bagan Serai, which is known by the name of the Pejabat Pentadbiran Agama Bagan Serai . The cost of construction exceeds 800 thousand provision of the State of Perak . Personnel added by creating employment contract to manage the missionary fraternity and particularly the conversion .

Now, Pejabat Pentadbiran Agama located at Jalan Matang Buloh, Bagan Serai next to the Department of Irrigation and Drainage. Location is easy to find because the organization is located in a side street and not far from the city center .

To date , Pejabat Pentadbiran Agama increasingly required to facilitate Muslims . Now , Pejabat Pentadbiran Agama Bagan Serai has 6 staff including Administrative Religion Officer of Mr. Tarmizi bin Sahari . Administrative Assistant officer is Siti Sariah binti Abdol , Administrative Financial Assistant is Nor Fadilah binti Idarmawi , Assistant office was Abdul Razak bin Hasim , Islamic Affairs Assistant is the rate of respiration Habsah bt Mahmud , and the Imam Mosque , Ahmad Lutpi bin Mohamed Yunus .

1.3 OBJECTIVES OF THE OFFICE OF PEJABAT AGAMA DAERAH, BAGAN SERAI

The organization 's objective is to help organizations determine the direction of the organization and prevent the organization from stray from the true purpose of the establishment . The objective is also to serve as a guide for the organization of a program that does not give a bad image to the organization.

The first objective is to strengthen the capability and capacity of the organization to improve the efficiency of information delivery systems . The organization is using the medium as the official website of Jabatan Agama Islam Perak (JAIP) as a delivery system for Muslims . This website is constantly posting news and updates to the Muslims that Muslims are not left out in the secular and religious knowledge. This site also provides download link of marriage form and make it easier for the public and can expedite a marriage .

The second objective is to empower preaching Islam comprehensively towards creating the best ummah axis Quran and Sunnah . This is to ensure that the message of Islam has always run smoothly for guiding Muslims to the right direction . Dakwah is intended to guide people and make them aware of the importance of religion in life , especially to those who convert to Islam(muallaf). These muallaf really need continuous dakwah to avoid them deviated from Islam and cause them to renounce Islam . Every mission(dakwah) have to be based on the Quran and Sunnah so that the knowledge which served not deviate from the teachings of Islam.

In addition, the organization's objectives also include strengthening the administration and enforcement of Islamic law to uphold the implementation of Islamic law. Administrative organizations include things like weddings,start from

application to marry until the marriage certificate and marriage cards are release . This is as controlling and ensuring Muslims to marry according to Islamic law and legal by law. Enforcement of Islamic law are also included in the objectives of the organization . Organizations often make programs and operations as a way to combat the problems that occur among Muslims and enforce Islamic law to punish offenders .

The organization also set the objective to strengthen the management of Islamic Affairs through research and development to improve the quality of life of a prosperous nation . The organization established a Kafa as educational methods to improve education and development to enhance the quality of community life . This unit provides a variety of programs such as competition to memorize the Quran , Arabic competition and Jawi competition to attract Muslims, especially the child in pursuit of knowledge of Islam.

1.4 ORGANIZATIONAL MISSION AND GOALS

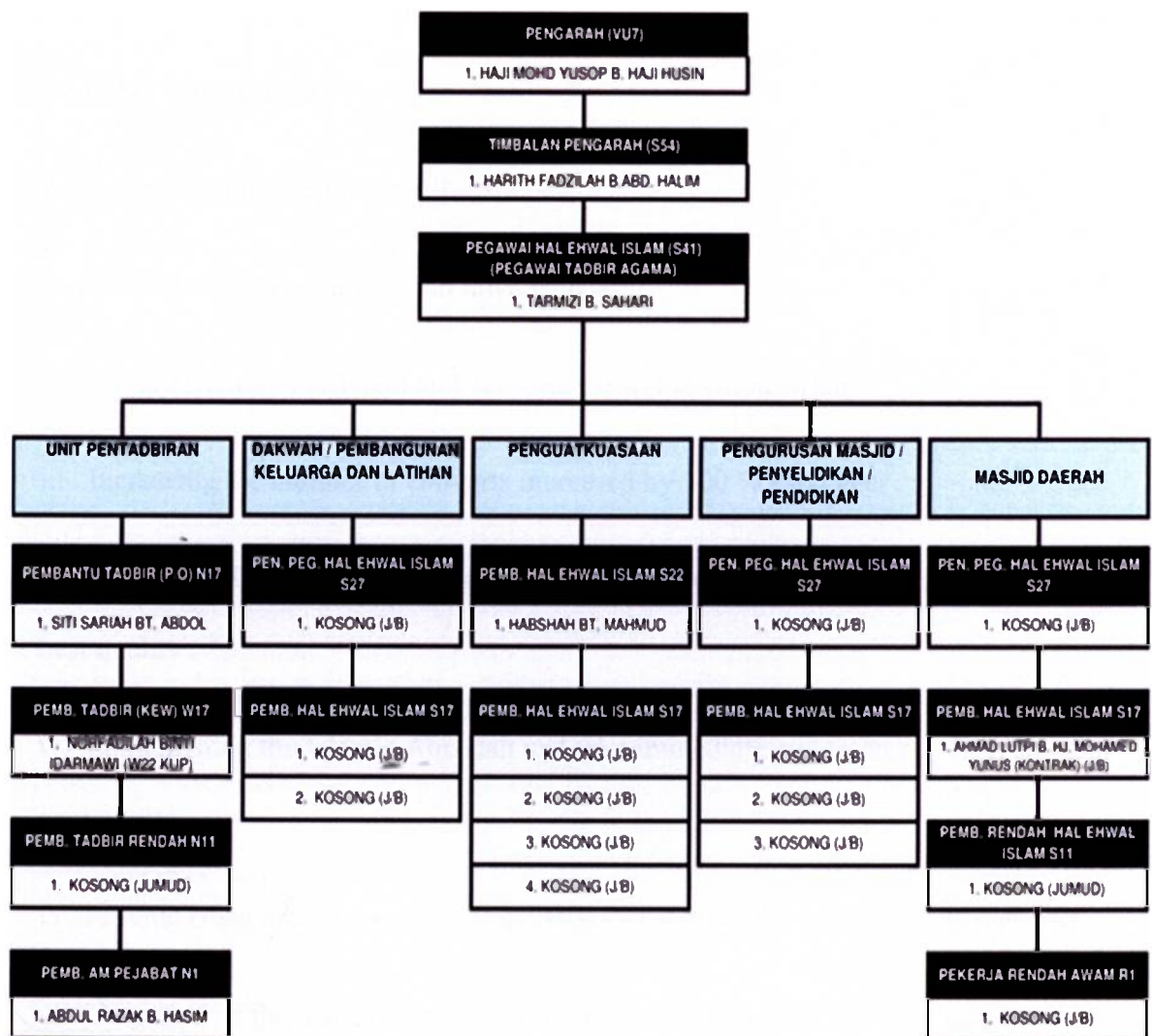
The mission of Pejabat Pentadbiran Agama is to complement the services of Islamic Affairs Islamic struggle through education , culture , regulations in the state to produce the best ummah community . This mission includes the strengthening of Islamic Affairs through the planning , management, education and culture system of Islamic work . In addition, other missions including magasid Sharia is the basis for the strengthening of Islamic Affairs and producing the best ummah (the best people) .

The goal of Pejabat Pentadbiran Agama is the Ummah stardom . This organization with all the functions and role strive to uplift the community to achieve excellence . This is to ensure that the community are not left behind in height and dignity .

1.5 VISION ORGANIZATION

Administrative Office of Religious Vision is a management institution of Islamic Affairs efficient and superior in Malaysia by the year 2016. Perak Islamic Religious Department would be the best institutional model to all management institutes of Islamic Affairs in Malaysia .

1.6 ORGANIZATION STRUCTURE OF PEJABAT AGAMA DAERAH ,BAGAN SERAI



1.7 OFFICE LOGO OF PEJABAT AGAMA DAERAH ,BAGAN SERAI



1.8 CLIENT CHARTER

i . Starting communication on all matters with :

Assalamualaikum warahmatullah hiwabarakatuh

ii . Provide friendly , efficient and accountable to the whole affair.

iii . Increasing the number of converts increased by 100 % each year .

iv . Spreading Islamic missionary and struggling to social services and welfare and best quality .

v . Strengthening the Islamic Aqeedah and take immediate action on any irregularities community .

vi . Provide consultation services to customers as soon as the application is received .

vii . Approval of the marriage application within one (1) week.

viii . Prepare according to the current issue Friday sermons .

ix . Standardize the latest changes to the curriculum and co- curriculum and State Religious School Religious School Representatives primary and secondary levels over time within three (3) months.

x . Implement curricular and co -curricular activities have been planned to the utmost level .

xi . Endeavor to ensure the approval of PMR and SPM reach 70 % of People's Religious School .

xii . Approve application of physical development aid and State Religious School Religious School of Representatives no later than three (3) months from the date of application .

xiii . Endeavor to ensure the achievement of the best results rank for PMR, SPM and STPM by 90 % for State Religious Schools .

xiv . Enforcement action immediately to all complaints and information received criminal offenses legislation.

xv . Completed application processing halal within two (2) weeks from the date of submission .

xvi . Ensure that all officers and staff of human development courses each year .

xvii . Settle claims of staff payment within two (2) weeks.

xviii. Removing the card converts in a month.

1.9 THE ROLE OF ORGANIZATION IN GENERAL

Administrative Office of the Religion of Islam (Pejabat Pentadbiran Agama Islam) is the department responsible for the management of the Perak Islamic religion and the implementation of the decision made by the Council of Islamic Religious and Malay Custom in Perak. Administrative Office of the Religion of Islam has five functions or public role .

The first part is the implementation of Islamic propagation and education management . This program is to educate the public to adhere to the teachings of Islam through missionary programs in addition to calling people towards unity as early as pre- school up to degree level

The second role is the management of marriage, divorce and Rujuk and development of the Muslim family. This role is to strengthen the institutional status through counseling before the wedding and make sure the family is built according to syariah. In addition, people can always refer to the department for advice related to the family .

Next role is the management and prosperity mosques and prayer . This is to ensure that the administration of mosques and surau in Perak worked well in addition to implementing programs that will foster a love of life to the mosque and prayer and to strengthen the unity of the Ummah.

In addition, the Office of the Administration of Islamic research and studies on the role of faith and syariah . The department is making a study of current issues in the field of faith and syariah and inform its findings to the community in an effort to curb the spread of the practice of the teachings that conflict with Islamic law . In

addition, the department is also doing research on products and services to prevent doubts among the Muslim community .

The last role is the enforcement of Syariah law and prosecution . Through this role, the department carrying out enforcement of Sharia law in force in the State . Enforcement is not only punitive but also shed light and understanding to the community related to Islam

1.10 FUNCTION OF FAMILY DEVELOPMENT (Unit Kekeluargaan)

The main function of the family development , including the appointment of managing and coordinating the duties of the Registrar and Assistant Registrar of marriages, divorces and rujuk.Ini is to facilitate marriage , divorce and second rujuk.Fungsi administration is coordinating weddings , divorces and see . Duties include managing the marriage application form , managing the course of marriage and issuing certificates of marriage and the marriage card .

The other function is to provide family counseling services to the community. This aims to resolve family problems such as fights between husband and wife . Anyone who has a problem can make a complaint and fill out a complaint book and the family will make an appointment ustaz or religious teacher in solving the problem. In addition, the development of the family also works in the family program held in collaboration with the Malaysian Islamic Development Department and other departments . This is to move closer to family relationships and family problems can be avoided to ensure the family is always safe and peaceful .

UNIT IN A PART OF THE FAMILY DEVELOPMENT

UNIT 1 : REGISTRATION OF MARRIAGE , DIVORCE AND REFER(RUJUK)

- i . Processing applications for registration of marriage , divorce and see .
- ii . Processing applications for certified copies of marriage, divorce and see .
- iii . Manage the appointment of the Registrar, Deputy Registrar , Assistant Registrar of Marriage , Divorce and Reconciliation and Justice Wali .

UNIT 2 : FAMILY DEVELOPMENT

- i . Monitoring the implementation of pre- marriage course Islam .
- ii . Maintain status courses .

UNIT 3 : CONSULTATION

- i . Managing complaints and advising the family .

UNIT 4 : SCHOOL OF ISLAMIC FAMILY (PPKI) AND SOCIAL DEVELOPMENT CENTER (PPS)

- i . Coordinate and monitor PPKI and PPS
- ii . Coordinate publicity center .

1.11 MANAGEMENT SERVICES DIVISION

OBJECTIVE MANAGEMENT SERVICES

The objectives include improving the quality of services , human development, creating harmony and happiness department , streamline and regulate prudent financial management and monitoring of physical development projects department effectively .

MANAGEMENT FUNCTION

The first function is to manage general administrative matters and services . For the Administrative Office of Religious Bagan Serai , held the position of Assistant General by Mr. Razak Bin Hashim . His duties are to ensure that all general administration and services running smoothly. He took care of all arrangements , including electrical , computer systems , items and other organizations .

The second function is to manage the budget and finance. Designation of this section is held by Mrs Fadilah Idarmawi Bt . Finance is an important part of the organization for managing the financial affairs of the organization using the E-SPEKS and SPEKS . The staff in charge of this part must be honest , responsible and efficient in computation.

In addition, this section also work in coordinating and implementing development projects small (religious) . The organization donated money in the development of religious schools . This is intended as a support to religious schools to facilitate the increase of Muslims studied theology .

FUNCTION IN MANAGEMENT SERVICES DIVISION

1 . ADMINISTRATION / HUMAN RESOURCE MANAGEMENT UNIT

i . Act as supervisors to administrative matters , finance and development JAIPk .

ii . Coordinate the training of officers and members .

iii . Coordinate public relations department .

iv . Coordinate problem discipline and code of conduct at all levels of officers and members .

v . Supervise confirmation of service, salary , transfer, recruitment , placement and pensions of all the officers and men JAIPk .

2 .MONETARY UNIT

i . Prepare and coordinate the preparation of operating and development budget JAIPk

ii . Regulate the allocation and financial management and reporting perbelanjaan .

iii . Manage the payment of salaries and allowances and other departmental revenue .

iv . Manage and control the inventory management system and department stores .

3 . DEVELOPMENT UNIT

i . Provide estimates of development expenditure.

ii . Manage the implementation of development projects .

iii . Provides short and long term programs of the department.

iv . To monitor and report progress / achievement of development projects

1.12 SYSTEM USED BY ORGANIZATION

- **E - NIKAH SYSTEM**

Jabatan Agama Islam Perak (JAIP) launched e-Nikah system to facilitate marriage, divorce, recohobitation and advice to customers. JAIPK director Datuk Mohd Yusop Husin said the e-Nikah is also an effort to enhance service department is more manageable for the convenience of the public .

This system was adopted earlier this year and has publicized to participants pre-marriage courses throughout the state . Application for permission to marry is the most widely accepted by the system . Other requests for permission to marry , customers can use the application to check the status of the registration of marriages , divorces, and rujuk to, the application draws a certificate of marriage , divorce and refer the application counseling session and review the date and venue for counseling appointments .

- **E – SPEKS SYSTEM**

E - SPEKS is a product developed by the Accountant General of Malaysia to help the State Treasury provides access to payment status , pay slips and annual report return over the internet . E - SPEKS consists of three subsystems , namely E - Understandably, E -Payslip and EEC . However, to all the modules in the E - SPEKS can be accessed through a login screen .

Among the advantages of E - SPEKS including Quality of service in each State Treasurer 's Office can be improved where payment information can be communicated to public servants and suppliers quickly and easily . Another advantage is When the staff at the Office of the State Treasury no longer burdened with the

question of payment , they can devote their time and energy to the task , other tasks. Indirectly, this can increase their productivity.

In addition, E - SPEKS also help the State Treasurer 's Office to reduce the monthly cost of the payroll process when the pay slip does not have to be printed again . Salary slip can be checked on-line and printed by the staff involved when needed . Payroll Unit workload is also reduced when the pay slip does not have to be printed , sorted and delivered to each employee involved . The focus can be given to ensure that the difference in salary to do is right and proper . This can reduce the problem during the payroll run. The same benefits can be enjoyed when the annual statement of income is achieved and printed on-line by civil servants who need it.

- **SPEKS SYSTEM**

Computerized Accounting System Standart State (SPEKS) is a computerized accounting system to be implemented across the country as a result of the decision of the National Finance Council Meeting convened tahun 2001. To replace the State Accounting System (Spen) existing SPEKS system planned for early 2003.

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

Accountant General's Department of Malaysia (AG) is responsible for application development and system maintenance . SPEKS implementation can improve weaknesses in financial management and make reference source of

information for the preparation of the financial state of the State into the era of e-government .

BENEFITS OF SPEKS SYSTEM

- i . The preparation of financial statements which accurately and quickly .
- ii . The use of a standardized format .
- iii . Processes are standardized .
- iv . Monitoring and coordination more effective .
- v . Saving time and reducing errors .
- vi . Search information quickly .
- vii . Payment faster with the EFT and autopay .
- viii . Can be integrated with other systems .
- ix . Use of the system in all state as a whole .
- x . Increase accountability in the RC / Department .

• HRMIS SYSTEM

HRMIS (Human Resource Management Information System) is a system application covering all aspects of human resource management from the appointment of civil servants until they retire . HRMIS is a new approach to human resource management of a comprehensive and integrated approach to address the multiple barriers in public sector management . HRMIS been developed and are being implemented by the Malaysian Civil Service in stages. HRMIS will be a single system of public sector human resource management .

OBJECTIVE SYSTEM HRMIS

- i . Enable workforce planning and sizing effective service through a complete human resource information .
- ii . Automate operational processes of human resource management .
- iii . Developing an integrated human resource information and updates.

BENEFITS SYSTEM HRMIS

- i . Integrated information , accurately and quickly .
- ii . Policies and procedures .
- iii . Centralized collection of information for analysis and report generation .
- iv . Human resource managers can play a more strategic outcomes and workflow process improvements .
- v . Review transactions through HRMIS application .
- vi . To reduce manual activities and duplication.

1.13 CONCLUSION

In conclusion, through this first chapter, it can be concluded that the organization is not a organization formed without direction because the organization has a history background and objectives. Through historical background of this organization, I get to know the organization better. The organization is based in JAIP located at Ipoh. All decisions or direction is from JAIP,Ipoh. Therefore, all must be informed of matters related to the JAIP and the things that did not receive approval from the head office be invalid. The organization also must send a representative to attend monthly meetings held at the JAIP.

This chapter also provide provides information about the parts that are in the organization . The parts involved have their own objectives and functions of the organization 's objectives are achieved. Each of the sections in this organization has its own challenges that allow workers in each section must have a high level of expertise in solving a problem .In addition, this chapter also concludes on the systems used by the organization in each unit as SPEKS system , E - SPEKS and E - NIKAH . Each system can assist staff in performing their duties so that the task can be completed in a timely manner . The system is able to increase staff efficiency in performing tasks and can save time . Through the systems used, the organization can satisfy the customers .

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter consist the summary of daily training extracted from the Log Book. Besides that, it explains the description of jobs and tasks executed throughout training in Pejabat Pentadbiran Agama Islam, Bagan Serai, Perak. The period of my practical training is 6 weeks starts on 22 January 2014 and end on 28 February 2014 and being supervised by Tuan Hj Tarmizi Bin Sahari (Administrative Officer)

WEEK	TASK
<p>WEEK 1 (22 JANUARY- 24 JANUARY)</p>	<p>On 22 January I Reported for duty at 8.00 am at the Administrative Office of Islamic Religion Bagan Serai,Perak (Pejabat Pentadbiran Agama Islam,Bagan serai). I meet supervisor in charge, Tuan Hj Tarmizi Bin Sahari and introduced myself as a practical student from UiTM Sarawak. He welcomed me with glad and hoping I enjoy my practical training there and gain experiences.</p> <p>I then given briefing by Mdm.Siti Sariah (Administrative assistant officer) and have introductory session with all employees who work in the Pejabat Pentadbiran Agama,Bagan Serai.</p>

I am also lucky because I have two others practical students doing their practical training there so I feel more relieved I have friends and can also guide me on doing my task as they already been there for about 3 months before me. Officer also giving a brief description of duties that must be done during my practical training here especially admin task like helping at counter.

I also being taught how to do submission of information / data for applicants who have married into the system of e-Nikah under supervision of Mdm.Siti Sariah (administrative assistant officer)

Being taught how to enter financial data of organization into the e-SPEKS system under supervision of Mdm.Norfadilah (financial officer) and also assist the staff in charge of management at the counter.(deal with customers and answer phone calls)

Help Ustaz Daud (counselor) fill form for one of divorce case and see him doing counseling session.

WEEK	TASK
<p style="text-align: center;">WEEK 2 (27 JANUARY- 30 JANUARY)</p>	<p>I assist the staff in charge of management at the counter by dealing with customers and answer phone calls.</p> <p>Given a description and learned how to use the systems used in this organization which are :</p> <p style="text-align: center;">• SPEKS • HRMIS • E-NIKAH</p> <p>Then I start updating data which is financial data into SPEKS system monitored by the Financial Administrative Assistant.</p> <p>I am also recording a married couple's names into the record books according the married couple's region under supervision of Mr.Abdul Razak. The region record books are as the following:</p> <p style="text-align: center;">01: Changkat lobak 02: Alor Pongsu 03:Selingsing 04: Tebuk Panchur 05:Semanggol 06: Bagan Serai 07:Telok Medan 08: Pondok Tanjung</p> <p>The marriage certificate can only be taken by the married couple themselves because we need their signature as our record as a proof that they already take their marriage certificate.</p>

WEEK	TASK
<p style="text-align: center;">WEEK 3 (3 FEBRUARY- 7 FEBRUARY)</p>	<p>I am being assigned to do a submission of information / data for applicants who have married into the system of e-Nikah under supervision of Mdm siti Sariah.I also help entering financial data into the system organization e-SPEKS under supervision of Mdm NorFadilah.Like usual, I also assist the staff in charge of management at the counter by helping communicate with customers and answering phone calls with the helps from another 2 practical students.</p> <p>I also helping En.Abdul Razak recording a married couple's names into the record books which are we have 8 different books with different region.I am then assist in insert vouchers statements into SPEKS system under supervision of Financial Administrative assistant, Mdm.Norfadilah</p> <p>I am also elp Mdm. Siti Sariah record data of the applicant and spouse married into the e-Nikah system to produce a marriage certificate for them.</p>

WEEK	TASK
<p style="text-align: center;">WEEK 4 (10 FEBRUARY- 14 FEBRUARY)</p>	<p>Entering and record leave like sick leave, maternity leave and other leave information of staff into HRMIS system from the date they start working until now as they only record it manual and never update the record into HRMIS.I have to start key in the record from 1982-2014.</p> <p>Assist the staff in charge of the counter / interacting with customers.</p> <p>I am also assist financial assistant in making revenue collection and also assist in maintaining the Vote Book (operating expenditure) belongs to the organization</p> <p>Then I do data entry of the applicant and spouses are married into the e-Marriage system to produce a marriage certificate for them. After the marriage certificate done, I the record a married couple's names into the record books by region as follows:</p> <p style="text-align: center;">01: Changkat lobak 02: Alor Pongsu 03:Selingsing 04: Tebuk Panchur 05:Semanggol 06: Bagan Serai 07:Telok Medan 08: Pondok Tanjung</p>

WEEK	TASK
<p style="text-align: center;">WEEK 5</p> <p>(17 FEBRUARY- 21 FEBRUARY)</p>	<p>Do the submission of information / data for applicants who have married into the system of e-Nikah and then recording a married couple's names into the record books by their region which we have 8 region under our department.</p> <p>As usual I am assisting the staff in charge of management at the counter. Interact with customers and answering phone calls.</p> <p>Continue assist in entering data into the HRMIS system to keep it up to date.</p> <p>Assist in the search marriage certificate / divorce that were lost. The marriage couple who lost their marriage certificate has to fill the form with all the details regarding their marriage like the date of marriage and their region and we will only give them the copies as we have to keep the original one. I am also learn ways to manage the purchase and payment in the organization and assist Administrative Assigntant Finance on check receipts, reports, financial statements of the organization.</p>

WEEK	TASK
<p style="text-align: center;">WEEK 6 (24 FEBRUARY – 28 FEBRUARY)</p>	<p>Do data entry of the applicant and spouses are married into the e-Nikah system to produce a marriage certificate for them. As usual I am assisting the staff in charge of the counter in dealing with customers and also answering phone calls.</p> <p>I also assist in maintaining the Vote Book (operating expenditure) belongs to the organization and help financial assistant check receipts / reports / financial statements belonging to the organization. On top of that I am also updating financial data into SPEKS system monitored by the Financial Administrative Assistant. On top of that, I then complete key in data of staff leave into HRMIS system and start from now they only need to keep it up to date.</p> <p>This is last week of my practical training and I feel really sad to end it here because I still have a lot to learn and 6 weeks here seem too short for me to gain more experiences.</p> <p>Million thank to this organization especially to my supervisor for the great taught and I really enjoy my practical training here.</p>

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

This chapter will describes the analysis of practical training, which specifically focuses on task as covered in the practical training log book, the definitions of the concepts, demonstrates practical and theoretical aspects and how student can relate concepts learned in the classroom at the workplace, proves how a student can transform knowledge gained at the workplace to reinforce understanding of the concepts learned in classroom and at the end of this chapter, reflection of student's personal experience during the training should be demonstrated. I will highlight several issues that have been faced during the training and focus more on administration department since it is my core department during training at PADBS.

3.1 QUALITY MANAGEMENT

COUNTER/CUSTOMER SERVICES

What is a Counter/Customer Service?

A Counter/Customer Service is a front-line service where customers interact with public officers and are provided with various types of services, often essential ones such as the issue of civil status certificates, identity cards, passports, and other permits and licenses. The 'Improvement of Counter/Customer Services' initiative is a key element of the government's strategy for quality services. It aims at improving the quality of service delivery by encouraging public officers to adopt a customer centric approach .It is also the ability of an organization to constantly and consistently give

the customer what they want and need. Excellent Customer Service is achieved when organizations have to constantly and consistently exceed customer's expectations.

The vital importance of Counter/Customer Services

By its very nature, government services are essential to the development of a thriving and competitive economy and the maintenance of a stable society. Citizens and corporate bodies, as customers of the government, have a legitimate right to quality, timely and efficient public services. The impression one gets from a Counter/Customer Service is of crucial importance as efficiency and effectiveness of the Ministry/Department, and by extension of the Civil Service, are perceived through the attitude of front-line officers, the response time and the actual service delivery. The quest for quality & excellence in delivery of public services is a must. Indeed a quality public counter/customer service leads to satisfied customers and generates a positive image of public organizations. In line with the vision and commitment of government to provide high quality and seamless services, public organizations should aim to provide their customers with a courteous, rapid and effective service

A Quality Counter/Customer Service:

An Integrated Approach

To offer Quality Counter/Customer Services, an integrated approach needs to be adopted at the various stages of service delivery:

- Prior to the Counter/Service delivery

Measures that provide customers with qualitative information and a good waiting experience.

- At the counter/Service Delivery

Measures for a courteous and efficient service.

- Back office operations

Measures for a simplified, effective and efficient processing system.

These guidelines aim at assisting public sector organizations to put in place Quality Counter/ Customer Services and constantly improve upon these.

Front Office Checklist

Prior to getting the actual service delivery at counters, members of the public should be provided with appropriate and adequate facilities that contribute to the perception of obtaining a quality service.

- **Easy Accessibility**

As far as possible, Counter/Customer Services should be centrally located and be of easy access, preferably on the ground floor.

- **Directional Signs**

Colourful & clear Directional Signs, which are visually easy to understand and include colourful pictograms, should be prominently affixed and give unambiguous directions regarding where and what services are delivered.

- **Waiting Area**

Waiting areas, especially where there are a large number of customers, should be equipped with comfortable and adequate number of visitors' chairs. These areas should be kept clean and well-ventilated.

- **Notice Boards**

Important documents that should be prominently displayed include:

- The poster of the new 'Code of Ethics for Public Officers'.
- Extracts from the Customer / Citizens Charter of the organization pertaining to service delivery.

- **Queuing System**

The queuing system put in place should take into account the arrival rate of customers and the waiting area available. Appropriate crowd management techniques, depending on the type of services offered, should be resorted to. Various queuing systems can be adopted, namely:

- one queue for one service counter
- one queue for multiple counters offering the same service
- one queue for multiple counters providing an array of services each.

As far as possible, multiple queues for various counters offering the same service(s) should be avoided to ensure a smooth flow of customers

- **Calling System**

Where there is a large number of customers, a Calling System whereby customers are individually called to counters through numbers obtained upon their arrival, should be put in place. Numbers can be issued through electronic machines or manually at the entrance. If the Calling System is adopted, it is important that appropriate waiting areas with adequate seating capacity be provided. Seats should be installed in such a

way as to enable customers to see clearly the numbers being displayed at the counter or to hear the numbers being called by front line officers.

Advantages of this system include

- Elimination of long queues at counters
- An impartial service based on the first come first serve approach.
- A comfortable waiting experience since customers remain seated while waiting for their turn

Good Habits/Bad Habits

The following section depicts the good habits expected of counter officers and the bad habits to be avoided

GOOD HABIT	BAD HABIT
<ul style="list-style-type: none"> ▪ Being punctual. Having someone replace oneself at the Counter in case of lateness. ▪ Maintaining a smart and neat appearance. ▪ Being polite and courteous at all times, e.g receiving customers pleasantly with a smile & making them feel at ease, saying please and thank you. ▪ Being ever ready to help, guide 	<ul style="list-style-type: none"> ▪ Arriving late or making people wait before opening the Counter. ▪ Dressing inappropriately when on duty. ▪ Being rude to customers. ▪ Challenging, arguing, scolding or ill-treating customers, especially if documents are not appropriately filled or important documents are missing. ▪ Discriminating amongst

<p>and assist customers e.g in filling of forms, informing them politely if forms are incorrectly filled or of missing documents. Listening with empathy.</p> <ul style="list-style-type: none"> ▪ Being patient and open to suggestions and comments. ▪ Maintaining the same positive attitude towards all customers. ▪ Keeping a professional and high standard working atmosphere. ▪ If the service is not delivered at the Counter, redirecting customers to the respective schedule officers. ▪ Opening additional counters or extending Counter services as and when required. 	<p>customers.</p> <ul style="list-style-type: none"> ▪ Making customers wait at the Counter while conversing with colleagues or on the phone, when on duty at Counters. ▪ Read, eat, drink, speak and laugh loudly. ▪ Misdirecting customers to other sections or misunderstanding people's specific requirements.
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During my practical training almost of my task related to customer service. As I take administrative course my supervisor placed me at counter service as he knows that I will do the task better than other students practical there as the task is match with what I have learned in class.

3.2 HUMAN RESOURCE MANAGEMENT

Human Resources Information System (HRIS)

HRIS is a computerized system that provides current and accurate data for purposes of control and to make decision making.

Benefit:

- Store and retrieve of large quantities of data
- Combine and reconfigure data to create new information
- Institutionalization of organizational knowledge
- Easier communications
- Lower administrative cost, increase productivity, and response times.

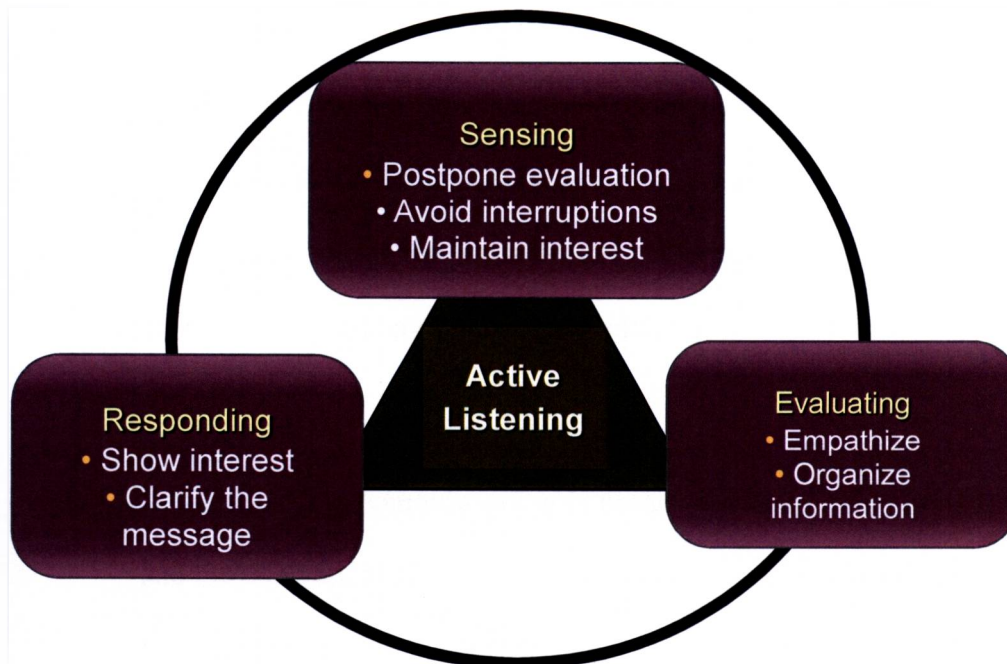
Employees or staff details such as:

- Salary
- Personal data
- Annual leaves
- Training history
- Assessment

I applied this during my practical training as I am being assigned to key in and update HRMIS system for all staff at PADBS. Because they never update the system and just recorded all the details manually in book,so I have to start key in the details from a staff that worked since 1982. It was quite a challenged task for me because it takes me about one week to complete the task.

3.3 ORGANIZATIONAL BEHAVIOUR

Active Listening Process & Strategies



The Importance of Communication For Organization

Organizational behaviour becomes more and more important for the growing role of the man in social processes, as well as in their management. According to S.P. Robbins „the discipline of organizational behaviour (OB) is a systematic study of actions and attitudes that people exhibit within the organisation. “ Robbins; 1992, 1.) Thereby the elements of organisational behaviour become more and more important since the development of quality organisational behaviour can increase the competitive ability of the company and market value of the same.

The subject matter of the systematic study of the discipline of organisational behaviour is actions of which the most important ones are three determinants of employee productivity. They are reflected through productivity, absenteeism and

workforce fluctuation, and great attention is paid to satisfaction at workplace since it reflects the attitudes of the employees which are also the subject of the systematic study of the discipline of organisational behaviour. Analysis of the elements of organizational behaviour enables a better understanding, predicting and control of organizational behaviour. Communication as an element of organizational behaviour is observed through the level of group behaviour. Communication is one of the central components of every organization; therefore, it is clear why is the better understanding of communication efficacy the key to the overall organizational success.

Business communication is usually divided to the one within the organization and the one outside the organization. "Communication is the process of conveying the message from one person to the other (Weick and Browing,1986), however it is very important that the recipient of the information understands the content and the meaning of the message." (Rouse & Rouse;2005, 40.) Wehrich and Koontz state that the function of communication in the organisation is to connect the employees of that organisation in order to reach mutual goals.

Hence, the importance of communication in the organisation is important because of:

- the company's goal setting and their carrying out,
- The development of plans towards their realisation,
- Human and other resources management in the most successful and appropriate way,

- The choice, the progress and the performance evaluation of the organisation members,
- The management, guiding, motivating and creating a climate in which people want to contribute,
- The control over realisation. (Wehrich & Koontz; 1994, 538.)

“Communication in the organisation represents a complex system of the flow of information, orders, wishes and references made out of two partially complementary systems: formal communication network and informal communication network.” (Fox; 2001, 41.)

Communication can develop into several different forms: oral, written and nonverbal form.

Oral communication – the spoken word is the main code of the communication. Formal discussions and informal rumours are some of the forms of oral communication. Usual channels of oral communication are phone, video, and face-to-face conversations. There are some advantages of oral communication over other forms of communication, namely the speed of conveying the information and feedback. The disadvantage, however, is the possibility of distorting the original message. In the business world oral communication plays a great role.

Written communication – compared to the oral communication it is tangible whereby it is much easier to verify the data. One of its disadvantages is that it takes up more time compared to the oral communication and there is not a direct feedback. The written form of the communication is attached to some sort of technology which enables us to convey the information (PC, paper, pen...).

Nonverbal communication –facial expression, gesturing, tone of the voice, look and appearance are some of the elements of non-verbal communication. “Non-verbal communication implies all intentional and accidental meanings which have no form of a written or spoken word.” (Rouse &Rouse, 2005, 47.) Non-verbal form of the communication is often neglected compared to the other forms of communication. Important advantages of non-verbal communication are that it supports other forms of communication; whereas the disadvantage is that the recipient may misconceive the message and consequently misinterpret it.

I applied this active listening and effective communication during my practical training at PADBS as I am being assigned to do counter service, so I do face different kind of customers every day. This communication is not just effective to customers but goes along among the staff itself.

3.4 MANAGEMENT

Styles of leadership

Approaches to leading people can be defined in several ways. In management theory, there are three fundamental approaches to defining effective leadership and explaining the influence to individuals (Bláha, Mateicius & Kaňáková, 2005):

- explaining leadership in terms of personal qualities and characteristics, i.e. the approach based on the characteristics of the leader, and respective character theories,
- analysing how leaders use their influence, i.e. the approach centred on the behaviour of the leader and related styles of behaviour (style of leadership) and

- analysing how leaders carry out their function according to situation in which he or she operates, i.e. the situational approach to leadership

Democratic

Teams input and will be discussed between the team. Democratic is similar to People Orientated in the way that both leaders take in the opinions and care about the welfare of the team, this can be very effective in many situations as 2 heads are better than 1. In conclusion, Democratic can be a very effective style in situations where the team are planning out a situation, and all the team can put in input to make the action as effective as possible. This style would not be used in a situation where the team may be under fire, or in danger and have to act quickly, another style would be used then.

The democratic (participative) style - it is two-way communication between the leader and the subordinates. Leader is a person with a friendly approach to subordinates. He or she discusses the proposed tasks and decisions, procedures, etc. Subordinates are consulted and their opinions carefully considered. In addition, the leader coordinates work, helps in performing duties and analyses the achieved results with subordinates. Subordinates also participate in conducting evaluations and giving rewards (Lewin's, 1939)

People Orientated

As stated by the title, leaders are very focused on the welfare of the people, as well as always getting everyone involved and ensuring everyone is happy in the task they are doing e.g in the army if someone is injured, but not enough to be sent home or in a hospital, the officer role will have to take into account the soldiers weakness'

and will be considerate and think about the welfare of this person while assigning them a task.

Here at PADBS was really impressed with the cooperation and relations between staffs and employers for their mutual respect for each other because the employer does not directly show ripples or arrogant with their a high rank. They treat their employees as family and helping each to encourage employees to work more faithfully and improve the quality of work because they work without coercion and sincerely. Each decision regarding the organization will be discussed by all workers and employers will give employees an opportunity to make a decision. This shows that this organization provides freedom of speech to all employees and practice democratic leadership style as well as people oriented.

3.5 SOCIAL SECURITY AND EMPLOYEE BENEFITS ADMINISTRATION (SOCSO)

Medical Care, Sickness and Maternity Benefits.

Social security benefits are payments made to individuals under the social security system. The various benefits are designed to meet different kinds of need.

- **Medical Care**

The medicare program is designed to meet the problem of medical expenses of the aged and disabled. (Rejda:1994).The medical benefit is provided free to insured persons who suffer from an employment injury. Medical care, both inpatient and outpatient is provided through a system of panel doctors (insurance medical practitioners) and in all government clinic and hospitals.

[s 37 Social Security Act 1971]

- **Sickness Benefit**

If the employees fall sick, they are entitled for the medical care subject to the eligibility coverage and qualifying conditions.

- **Sick Leave [EA1956 s59-s60F(1)]**

Where hospitalization is not necessary (outpatient)

- i. Less than 2 years of service-14 days
- ii. 2 years or more but less than 5 years- 18 days
- iii. 5 years' service or more- 22 days

Where hospitalization is necessary (inpatient)

- i. 60 days in aggregate

Number of paid sick leave in a calendar year should not be more than 60 days, subject to certification of medical officer. An employee would not be entitle to any sick leave pay

- During maternity leave (entitle to maternity allowance)
- During disablement (entitle to ESSA1969/WCA1952)

- **Maternity leave**

One of the earliest protection for women under Maternity Protection Convention,1919 No.(3). In some countries, miscarriage are not considered as maternity benefit for example in Malaysia, it is put under sick leave (14 days) and will get medical care benefits. A maternity benefit is to sustain and care for herself and baby over the period, immediately before and after confinement. 60 days of maternity

leave together with maternity allowance entitle to female employees. A female employee shall not entitled to any maternity allowance if at the time of her confinement she has five or more surviving children.

I applied my SOCSO knowledge when being assigned to key in details of staffs into HRMIS systems. Here I have to key in all the leaves that staff take into the system, how many days and state the date. For example maternity leave usually 60 days and for sick leave I have to specific whether they get sick leave from government hospital or private hospital.

3.6 PUBLIC FINANCE

3 Major Types of Audit

- **Financial Audit**

It refers to audit conducted to determine the accuracy and fairness of the annual financial statement of public agencies/ department. The purpose is to determine whether the agencies have adhered to all legal and regulatory requirements and whether the financial statement are prepared in accordance with specified rules and regulations in public sectors, financial audit focuses on payment made, expenditures incurred, taxes collected and uncollected, loans given out and payment made and note made. It also checks whether financial records are maintained consistently with the established regulations and procedures as well as to avoid and detect fraud.

- **Compliance Audit**

It refers to the other audit done by Auditor Audit. It is done to see whether the agencies have followed the established procedures, policy and to check the compliance to instruction. It is very importance aspect of audit in Malaysia as to ensure the standard of management and accountability across agencies. It is also to avoid corruption, misuse of power and maladministration.

- **Management Audit**

It is independent, systematic and objective appraisal of the effectiveness of organization, operation, specific functions procedures and management (procurement, admin, human resource, marketing etc.). It is conducted by people inside and outside the consultant / agencies. It is basically concerned with evaluating the effectiveness of a particular programme and efficiency of resources. Also known as Performance Audit which means to know what the problems, causes are and take correction. Here, the auditor will produce a report to the management with recommendation on outcome which is providing feedback to clarify problem.

In Maintaining Accounts (Vote Book)

As soon as the Estimates for the financial year are received, the various votes and the relative appropriated amounts must be recorded in the Departmental Vote Book, a separate account being kept for every sub-head. Should, by supplementary appropriation or by an allotment, a new subhead be created, a new account must be opened. If a supplementary provision is subsequently approved for a subhead, the amount of such supplementary provision must be recorded in the Vote Book. Where savings on one subhead are used towards a supplementary provision for another, the original amounts

provided under the sub-head on which the savings are shown must be reduced accordingly. The Vote Book will be used to record monthly totals of expenditure incurred under each subhead or allotment, and will be posted from the Allottees Record Sheets. All amounts entered in the expenditure column of the Allottees Record Sheets should be supported by copies of payment vouchers, requisitions etc., for verification purposes. It is an accounting document or record maintained by government agencies. All financial transactions are record on a daily basis with details (purchases made and their costs, salaries and allowances paid etc.). The cumulative total and balance of the allocation should be indicated at all times and it served as an expenditure control devise. Vote Book used by the government in order to see whether the money are spent prudently, used in accordance with the rules, procedures of public funds and policies. It is also agent tools of the government to show transparency and the controlling officer is responsible to ensure the vote book is properly maintained.

As during my practical training there was a day that auditor comes to make audit of our organization. So I have being assigned to check and to complete the entire file that the auditor will check. I have to make sure the entire file have been signed by our administrative officer or Pegawai Tadbir Agama (PTA) and all the financial statement was recorded correctly and the account balanced.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter will discuss on various recommendations by the trainee based on various tasks. The recommendations will highlight on the strengths and weaknesses of the tasks that has been carried out by the trainee during the practical training period. The trainee will evaluate the activities that has been experiencing during the practical training by referring to the previous chapter. The evaluation will be aligned with subjects that have been learned in the classroom. With regards to this chapter, the recommendations will come from the practical trainee point of view and the solution from other scholar or from the organization that have experienced the same problem faced by the practical trainee during training.

4.1 Strengths of Jobs

Administrative Responsibility

An administrative position gives the worker control over a variety of task designed to keep the company organized and running efficiently. The duties and responsibilities of the administrative personnel will be assigned by the superintendent or owner of the company based on the type of business and how many employees work for the company. Administrative responsibilities often involve handling company finances by reviewing invoices, bank statements and taking care of payroll. Budgeting funds and developing financial objectives also fall under the responsibilities assigned to the person in this position. The administrator should have excellent accounting and bookkeeping skills to ensure the accuracy of all transactions made. Administrative

responsibilities will put the worker in many situations where they will be dealing directly with others such as staff members, vendors and clients. For this reason, they must have excellent oral and written communication skills. Administrators are responsible for overseeing staff members and assigning duties for them to carry out. There will be times when they'll need to explain specific duties and help them find the most effective way to accomplish their tasks. A good administrator will lead the office and set examples for the staff to follow.

Administrative responsibilities often involve interviewing potential employees, setting up and supervising training sessions, determining the needs of the employees and then finding solutions to any problems that arise. The responsibility of evaluating staff performance often falls on the administrator. They will make suggestions on how the staff can improve and help them to implement new ideas into their daily routine when necessary.

Administrative responsibilities require the worker to be familiar with clerical tasks such as filing, mail correspondence, computer programs, record keeping and tracking orders. It also involves keeping all confidential information safe and secure. When there is a problem, they'll find ways to solve the issue and get things back on track. They may be responsible for greeting visitors and answering the phones as well.

Some administrators are responsible for maintaining office equipment. They will call for repairs when needed and order new equipment when something needs replaced. Monitoring and ordering office supplies can also fall under these responsibilities, along with teaching new employees how to use the equipment.

Setting up meetings and ensuring everything is readily available for conducting the meeting such as audio and visual equipment, refreshments and obtaining the proper documents will often fall under the responsibilities of the administrator. They will usually send out emails and memos to everyone who needs to be at the meeting to inform them of the date, time and location.

The entire administrator officers at Pejabat Pentadbiran Agama, Bagan Serai know really well their responsibilities and what they should do. For example, mdm. Siti Sariah who in charge counter service and do the admin work with the help of En. Abdul Razak while Mdm.Nor Fadilah handle financial of the organization.

System Used By Organization

E - Nikah System

Perak Islamic Religious Department (JAIPK) launched E-Nikah system to facilitate marriage, divorce, recohobitation and advice to customers. JAIPK director Datuk Mohd Yusop Husin said the E-Nikah is also an effort to enhance service department is more manageable for the convenience of the public .

This system was adopted earlier this year and has publicized to participants pre-marriage courses throughout the state . Application for permission to marry is the most widely accepted by the system . Other requests for permission to marry , customers can use the application to check the status of the registration of marriages , divorces, and rujuk to, the application draws a certificate of marriage , divorce and refer the application counseling session and review the date and venue for counseling appointments

E – Speks System

E-SPEKS is a product developed by the Accountant General of Malaysia to help the State Treasury provides access to payment status , pay slips and annual report return over the internet . E - SPEKS consists of three subsystems , namely E - Understandably, E -Payslip and EEC . However, to all the modules in the E - SPEKS can be accessed through a login screen .

Among the advantages of E - SPEKS including Quality of service in each State Treasurer 's Office can be improved where payment information can be communicated to public servants and suppliers quickly and easily . Another advantage is When the staff at the Office of the State Treasury no longer burdened with the question of payment , they can devote their time and energy to the task , other tasks. Indirectly, this can increase their productivity.

In addition, E - SPEKS also help the State Treasurer 's Office to reduce the monthly cost of the payroll process when the pay slip does not have to be printed again . Salary slip can be checked on-line and printed by the staff involved when needed . Payroll Unit workload is also reduced when the pay slip does not have to be printed , sorted and delivered to each employee involved . The focus can be given to ensure that the difference in salary to do is right and proper . This can reduce the problem during the payroll run. The same benefits can be enjoyed when the annual statement of income is achieved and printed on-line by civil servants who need it.

4.2 Weaknesses of Jobs

Poor update HRMIS System

HRMIS (Human Resource Management Information System) is a system application covering all aspects of human resource management from the appointment of civil servants until they retire . HRMIS is a new approach to human resource management of a comprehensive and integrated approach to address the multiple barriers in public sector management . HRMIS been developed and are being implemented by the Malaysian Civil Service in stages. HRMIS will be a single system of public sector human resource management .

Although they know about this HRMIS system existing and should be use and keep it up to date, they do not take this seriously. I think this is because in Pejabat Pentadbiran Agama, Bagan Serai, all the staff are quite elderly so they do not know really well how to use the system. During my practical training there, me myself learned how to use the system from administrative officer Department of Irrigation and Drainage (Jabatan Pengairan & Saliran,JPS). After know how to use the system, i then start to update all the data of human resource like type of leaves and number of leaves staff take and record it into the system. It has been quite hard for me because i have to key in the data from the appointment of staff which mostly start working around the year of 1982 till 2014.

Not enough staff.

Pejabat Pentadbiran Agama Bagan Serai has only 6 staff including Administrative Religion Officer of Mr. Tarmizi bin Sahari . Administrative Assistant officer is Siti Sariah binti Abdol , Administrative Financial Assistant is Nor Fadilah binti Idarmawi , Assistant office was Abdul Razak bin Hasim , Islamic Affairs Assistant is the rate of respiration Habsah bt Mahmud , and the Imam Mosque , Ahmad Lutpi bin Mohamed Yunus .

With only 6 staff i think it is really not effient and effective because sometimes even the Financial Assistant officer need to incharge of counter service and do admin work. At some time when there are alot of customer, they can not handle them and have to make the customers wait for so long. The situation is under control when there are practical students helps them in certain work like do the counter service, answering phone call and etc. It is quite chaos i think if there is no practical training help them. I am lucky because during my time practical training there are 3 practical students including me myself so we can help all the staff in doing their work and run the organization smoothly.

I also find that this organization does not have rules against employees. Employees freely move in and out of the organization and there is no fixed time to come to the organization. This led the organization into chaos when the employee in charge of each unit was on leave. This situation will give a bad image to the public that comes to organization when employees not be able to satisfied them.

4.3 Recommendations

Implementing 5S

Often, companies mistakenly view 5S as a housekeeping activity. Housekeeping is housekeeping, not 5S. 5S is a visual system and a system for engaging employees. 5S must be a team effort and the results must enable anyone to “tell at a glance” what is right and what is out of place. It also must make doing the work easier. Implementing 5S occurs in two phases: initial implementation and later refinement. Since organizing is a key to 5S, eliminating unneeded items comes first. It is wasteful to find a home for something that is not needed. 5S consists of:

- **Sorting**—separating the needed from the unneeded. Sorting activities aim to eliminate unneeded items from the work area and to perform an initial cleaning.
- **Simplifying**—a place for everything and everything in its place, clean and ready for use. Simplifying arranges the workplace to ensure safety and efficiency.
- **Systematic Cleaning**—cleaning for inspection. Systematic daily cleaning and inspection of work areas and equipment help you understand current conditions and determine if corrective action is required.
- **Standardizing**—developing common methods for consistency. Standardizing aims to make abnormal conditions noticeable and to document agreements to ensure consistency and sustainability.
- **Sustaining**—holding the gains and improving. Sustaining is aimed at maintaining the improvements from the other 5S activities and improving further.

I suggest Pejabat Pentadbiran Agama, Bagan serai to implement 5s. The method of 5S is one way to engage people and contribute to culture change. It engages all

employees and is a foundation for more self-discipline on the job for better work and better products and services. 5S is a foundation for more disciplined actions. If workers cannot even put a tool back in its designated location, will they follow standards for production? Its visual nature makes things that are out of place stick out like a sore thumb. And, when properly supported, it builds a culture of continuous improvement. The benefits of 5S are:

- **Cleaner and safer work areas**—when a work area is clean and organized tripping hazards and other dangers are eliminated.
- **Less wasted time through more workplace organization**—when tools and materials are accessible and orderly, workers need less time to “go get” and less time to search.
- **Less space**—when unneeded items are eliminated and the needed ones are organized, required floor space is dramatically reduced.
- **Improved self-discipline**—the 5S system, especially its visual nature, makes abnormal conditions noticeable and makes ignoring standards more difficult.
- **Improved culture**—when 5S is applied systematically, it fosters better teamwork and enthusiasm.

People like to work in a well-organized and clean environment. They feel better about themselves and better about their work, and they restore the self-discipline that is found in winning teams

Adding staff and expand the office

Pejabat Pentadbiran Agama Bagan Serai has only 6 staff including Administrative Religion Officer of Mr. Tarmizi bin Sahari. With only 6 staff i think it is really not effient and effective because one staff need to do various job at one time. This will cause the job done is not fully satisfied.

I suggest that Pejabat Pentadbiran Agama Bagan Serai should creating special position for doing admin work especially hire more staff to handle counter service. This is important because this organization offer service that require them to face customer,communicate and interect with them. The staff who will handle counter service should follow the followings:

- **First Impressions** - understand the impact of impressions and perceptions and why it is vital to project a professional, business-friendly image consistently.
- **Frontline Responsibilities** - greeting and screening visitors, the Reception environment, being pro-active and having a business-friendly mind-set.
- **Telephone Techniques** - answering professionally, screening and directing calls, taking complete messages, transferring calls and being multi-culturally sensitive when dealing with callers for whom English is a second language.
- **Attitude** - using initiative, being willing to accept
- **Responsibility**, having a can-do attitude when dealing with internal and external customers.
- **Customer Focus** - building rapport, establishing needs, effective listening skills, being pro-active, following up.

- **Vocal Impact** - positive wording, effective use of voice, what to say, how to say it - tone, pace, pitch, slash-the-slang, voice improvement exercises.
- **Remains Professional Under Pressure** - prioritising, controlling the call, handling complaints and dealing with difficult people.
- **Personal Image** - guidelines on business dress and grooming.

Apart from that, I think Pejabat Pentadbiran Agama, Bagan Serai should expand the office as for me it quite small and could not accommodate if many people come to the office primarily on marital affair . It is necessary to make all staff feel comfortable working in the office. I say so because, to date KAFA unit still share office with the organization which I think organization need to add space and separate KAFA unit because from my observations, KAFA unit has plenty of their own affairs such as monthly meetings , taking allowances, application and store of KAFA textbooks .

Other Recommendations

The other recommendation is to improve the speed of the internet as I found this internet organization sometimes so weak to open the E- SPEKS , SPEKS and E - Nikah . All of these systems are very important for use for all financial and administrative matters relating to the financial and administrative organizations. Therefore, the work will be delayed due to internet problems. Organizations need to make a complaint to JAIP to let them know the problems so they can take action to solve the problem.

Further recommendations are organizations need to create a system to keep old copies of marriage certificate. This is because I've noticed a lot of people who come to ask for a copy of the original marriage certificate because the original marriage certificate is damaged or lost. Therefore, organizations need to create a system that can store a copy of the marriage certificate to facilitate the search for such copies and not waste time to find copies in stores. The system created should have keywords that can facilitate and expedite the process of finding the original (old) marriage certificate.

CHAPTER 5

CONCLUSION

Practical training is the best way for students in the higher education to know and to improve their skills. Besides that, students can apply their theory in the practical way, so that they can know their own strengths and weaknesses. In conclusion, after 6 weeks undergoes my practical training at Pejabat Pentadbiran Agama Islam, Bagan Serai, I have got a lot of experienced and gained more knowledge how to deal with a real working environment. The whole training period was very interesting, instructive and challenging. Thus, I will conclude the report based on each chapter.

CHAPTER 1

In chapter 1, I have explained on the background of Pejabat Pentadbiran Agama Islam, Bagan Serai. It has well-formation of organization. This is because it has been established according to its objective, functions, objectives, mission and vision. Pejabat Pentadbiran Agama Islam, Bagan Serai has its core business which is regarding marital matters like management of marriage, divorce and Rujuk.

CHAPTER 2

In chapter 2, I have explained on the schedule of training. In this schedule of training, I have explained on the tasks that I have done in each week, which is from week 1 to week 6. For my tasks, I have doing almost the similar tasks. For example, in term of photo copying documents and also assisting at counter service. I am also assisting financial officer on updating financial statement into SPEKS system as well as maintaining the Financial Vote Book. I also learned various system used in this organization like HRMIS and E-NIKAH.

CHAPTER 3

In chapter 3, I have explained on the analysis of the tasks given by the organization. Thus, based on the requirement, i have related those tasks that i have done in the organization with the subjects that i have learnt in UiTM. Moreover, the subjects that i related in my tasks are Quality Management, Human Resource management, Organizational Behaviour, Management, Public Finance and Social Security (SOCSO).

CHAPTER 4

In chapter 4, I have applied SWOT analysis in identifying the strengths and weaknesses of the organization. In every organization, there will be a weakness and strengths of the company. Thus, through this SWOT analysis, the organization can improve better in the future in order to become a competitive organization in Perak. Moreover, after analyse the weaknesses and strengths, i provided some recommendations for better improvement in the future.

CHAPTER 5

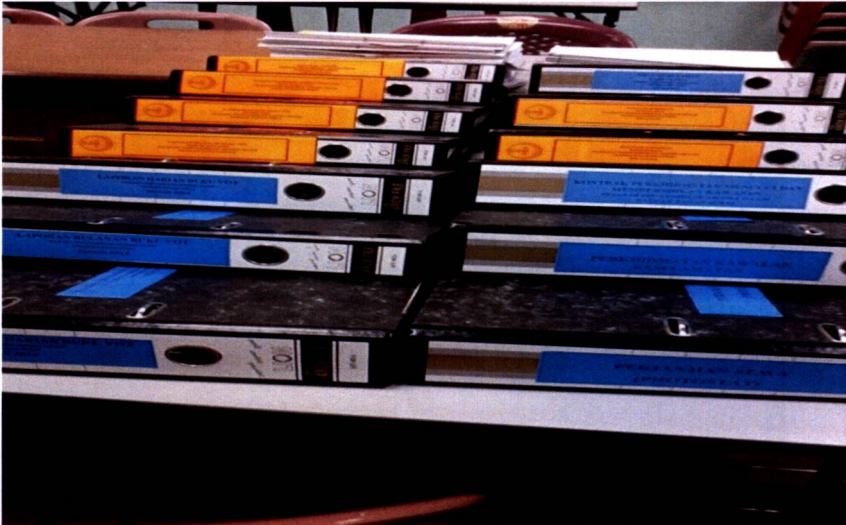
In chapter 5, I have concluded all the report by each chapter. From this chapter, we can understand the scenario in a workplace. Thus, from the understanding, we can experience the real workplace.

OVERALL CONCLUSION

Doing practical training in this organization make me feel I am part of this organization and served as a permanent employee. So, honestly I love this organization as well as all employees and feel reluctant to leave this organization because the organization provides a variety of experiences and new knowledge to me. I am also very grateful to this organization for accepted me as a practical student in the organization and not hesitate to share knowledge to guide me in preparation for the challenges of the real working world. I am also very reluctant to leave the organization because of our relationship with all employees are very close. They treated me like their own family members. If I make a mistake, they criticize politely without raising their voice. I really appreciated the way they treated me even though I am just practical student. Employers also do not misuse their power, often exchange views on all of the issues discussed with employees.

To conclude, this practical training is very valuable for me because through this practical training, I know the weaknesses and strengths of myself. I was able to increase the strength and improve the weaknesses of myself especially in term of soft skills, to be more prepared before step into a real working world.

APPENDICES

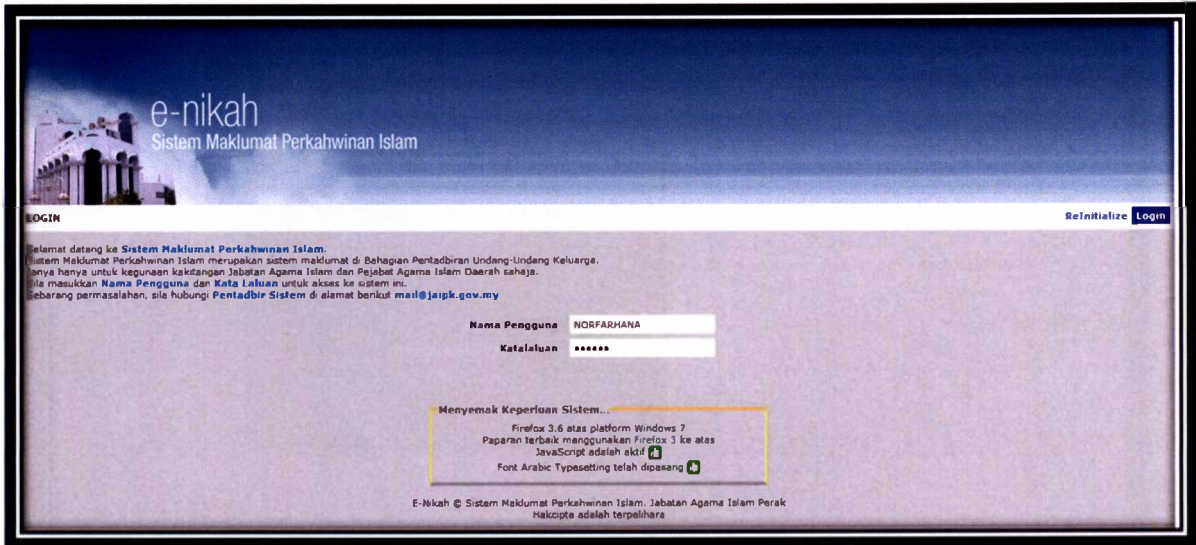


Preparation for audit

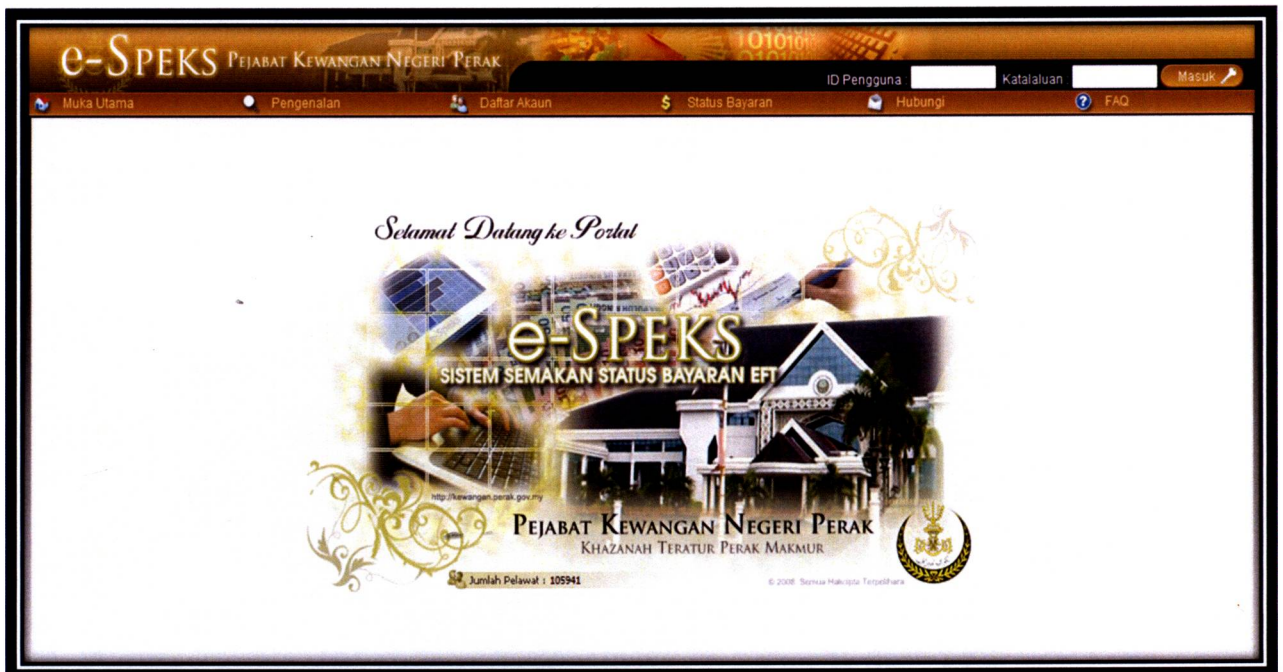


Pejabat Agama Daerah Bagan Serai (PADBS)

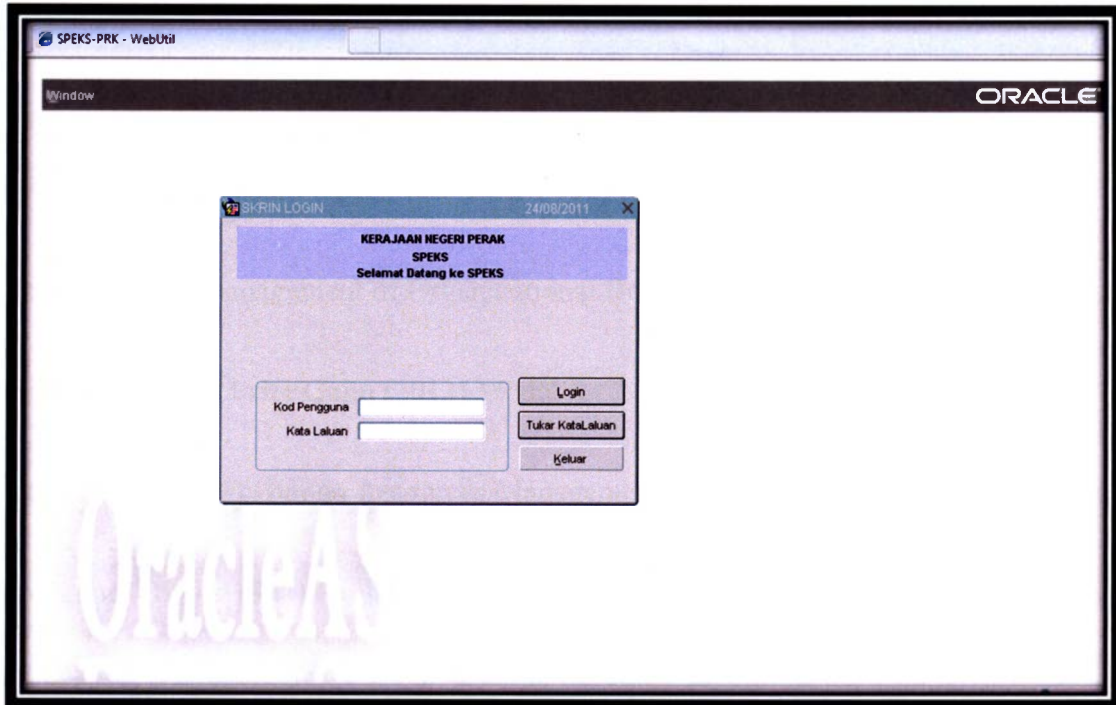
System Used by Organization



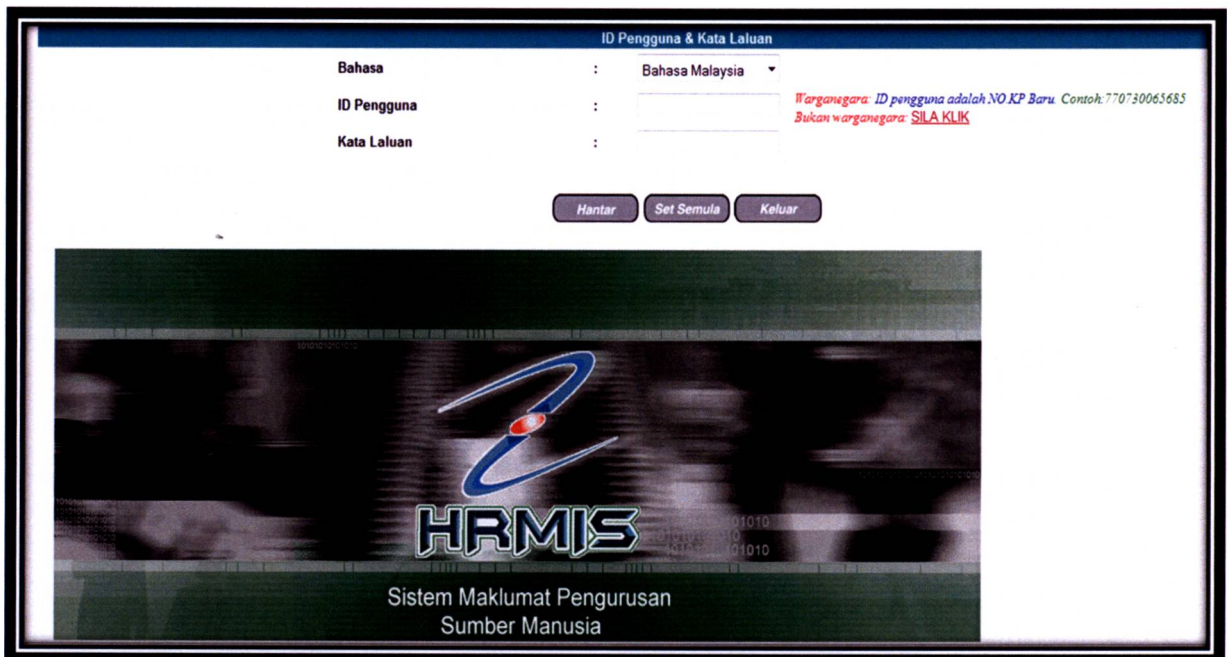
E-NIKAH SYSTEM



E-SPEKS SYSTEM



SPEKS SYSTEM



HRMIS SYSTEM

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