

UNIVERSITI TEKNOLOGI MARA
FACULTY IN ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT IN BAU DISTRICT OFFICE

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DECLARATION

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

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CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.0 INTRODUCTION

For this semester, I started my field attachment in Bau District Office from 23rd of January 2017 which took 8 weeks of active practical application of the theories learnt from class and ended on 17th of March 2017. There were supervision rendered during my field attachment by the Mr. Danny Ngumbang who was my Agency's Supervisor and the University Supervisor Mdm Nur Aida binti Kipli. The supervisions were on daily basis and assessment of my weekly report, Log Book and the attendance monitoring.

1.1 BACKGROUND OF THE ORGANIZATION

1.1.1 Historical Background

Bau District was previously known as "Upper Sarawak" whereas the old name for Bau Town was "Mau San" or "*Bukit Mau*". European authors during the Brooke regime pronounced "Bau" as "Bow". According to the history of Bau, the name comes from the destruction made by the White Rajah Sir James Brooke's force. It was estimated that at least a few hundred women and children were burned and died of suffocation inside the Ghist Cave and about 2,000 people including the followers of Liu Shanbang were killed in around "Mau San".

Bau District Office is the nerve centre of the administration of the District in Bau Town. The first District Officer was appointed in 1931 and the current District Officer is the 39th, Puan Anelia Ak Siam. The District Officer previously are the British until the seventieth in the 1958. In 1959, the successors was by the local. The District Officer has a wide statutory powers, to enable him to function effectively. The District Officer is also the Chairman of the Bau District Council, which provides municipal services. He was automatically as the Chairman of the Bau District Council and served under "Local Authorities Ordinance 1996" Section 12(2) and (3) whereby he is responsible for chairing a meeting of the Standing Committee Assembly.

1.1.2 Location

Bau is a gold mining town in the Division of Sarawak, Malaysia and shares a common boundary with Kalimantan, Indonesia. It is located about 35km by road from Kuching. Being an interior district in Kuching Division, its geographical features are composed rugged terrain and dotted with sporadic limestone hills. It's geographical coordinates are 1°25'0" North, 110° 9' 0" East and has an area of 884.40 square kilometres. Bau District Office is located at Bau Town, Jalan Penghulu Durin, 94000 Bau, Sarawak.

Figure 1.1 Bau Boundary



Sources: Sarawak Maps Location

Figure 1.2 Location and Address of Bau District Office



Figure 1.3 View of Bau District



1.1.3 Area of Politics

In State and Federal Constituencies, Bau area have four division area and represented by Barisan Nasional.

Table 1.1 : The Representative in Bau District Divisions

Area State of Assembly (ADUN)	Name of Representative (ADUN)	Area of Parliament Member
N.1 Opar	Y.B. Ranum Anak Mina	P.192 Mas Gading Y.B. Dato' Anthony Nogeh Anak Gumbek (Deputy Minister of Agriculture and Agro Based, Malaysia)
N.2 Tasik Biru	Y.B. Dato Harry Henry Ginep	
N.13 Batu Kitang	Y.B. Lo Khere Chiang	
N.18 Serembu	Y.B. Miro Anak Simuh	

1.1.4 Area of Jurisdiction and Election

Bau has a very wide area of jurisdiction. There are four governing zones and total of 104 villages located in Bau.

Table 1.2 : The Number of Villages in Bau District

Area	Number of Villages
N.1 Opar	8
N.2 Tasik Biru	49
N.13 Batu Kitang	3
N.18 Serembu	44

1.1.5 Population

Based on the Statistics by State Unit Planning, Malaysia estimated the population of Bau in year 2000 is 43,190. In 2010, the population increased to 54,246 and up to 58,000 people in the year 2015. The District has a multi-racial population with the majority of the people being Bidayuh.

Table 1.3 : The Population Estimate by Ethnic Group and Administrative District, 2015

Bil.	Ethnic	Year 2015
1.	Malay	4,400
2.	Iban	1,800
3.	Bidayuh	39,700
4.	Melanau	100
5.	Other Bumiputera	400
	Total Bumiputera	46,400
6.	Chinese	10,000
7.	Indian+Others	300
	Malaysian Citizen	56,700
9.	Non-Malaysian Citizen	1,300
	TOTAL	58,000

Source : State Planning Unit, Department of Statistic Malaysia.

1.2 MISSION AND VISION OF DISTRICT

1.2.1 Mission

Provide an efficient and effective of comprehensive services, and as a catalyst for socio-economic development of Bau District through decisions and actions based on professionalism, integrity, accountability in accordance with the aspirations and government policy.

1.2.2 Vision

“Become an Excellence District Office Towards a World-Class Public Service.”

1.3 THE CLIENT CHARTER

The Client Charter of Bau District Office are as follows:

1. **Letters of administration** for deaths occurring on / after 1 November 1991 will be issued within 20 days from the date of registration, provided that all the supporting documents have been met.
2. **Adoption Certificate** will be issued within 5 days from the application date provided that it has met all requirements.
3. **Registration of Business Names** will be completed within 7 days from the application date provided that it has met all requirements
4. The application for **Transfer, Cancellation and Extracts Business Names** will ne take place within 1 day.
5. **Shotguns License** will be issued within 3 days after receiving approval from the Kuching Resident Office.
6. **Fund Raising License** will be issued within 1 day after receiving approval from the District Police and Kuching Resident Office.
7. **Permits to Purchase Ammunition Shotgun** will be issued on the same day of application provided that it has met all requirements.
8. **Paid by the Public** will be take place on the same day of application provided that it has met all requirements
9. **Native Court Case Registration** will take place on the same day of application provided that it has met all requirements.

10. To ensure that every **Minor Rural Project (MRP)** undertaken are monitored through site visits at least 3 times during the period of implementation.
11. **Statutory Declaration** to be made on the same day of application provided that it has met all requirements.

1.4 THE QUALITY POLICY

It is the goal by Kuching Division Administration to provide overall Management Licenses and Permits, Minor Rural Project Management and Event Management in an efficient, fast and quality to meet customer needs in accordance with the Quality Management System.

Kuching Division Administration is committed to implement a continuous improvement of the Quality Management System and review all quality objectives to ensure it meet with customer requirements.

Kuching Division Administration is also committed to deliver these services in a professional, friendly, efficient and attentive.

1.5 THE QUALITY OBJECTIVE

1.5.1 The Quality Objectives

To ensure Quality Objectives Policy achieved, the Administration of Kuching Division has set the objectives for each procedure in the Quality Management System as follows

- a) To ensure **Public Collections License Production** resolved within 5 working days from the application date.
- b) To ensure **Special Non-Muslims Marriage Licence** resolved within working hours from the application date.
- c) To ensure the **Probate Registry Management** completed within 20 working days from the application date.
- d) To ensure the **Issuance of Certificate of Adoption** resolved within 5 working days from the application date.
- e) To ensure **Issuance of Transfer Shotgun Licence in Probate** completed within 10 working days from the approval date received from the Kuching Resident's Office.
- f) To ensure **Permit to Purchase Ammunition Shotguns** completed within 1 hour.
- g) To ensure the **Registration of Business Names** completed within 10 working days, **Transfer of Business Names** completed within 1 hour, **Cancellation of Business Names** completed within 5 working days and **Extract Business Names** completed within 1 working day.
- h) To ensure every **Minor Rural Project (MRP)** undertaken are monitored through site visits at least 3 times during the period of implementation.
- i) To ensure **Implementation of the Event** executed 100 percent according to plan for the current year.

1.5.2 Improvement Initiatives

To improve and enhance the quality objectives, the Administration by the Division Kuching from time to time to carry out the analysis of these procedures in order to identify areas of improvement. In addition, the Administration of the Kuching Division will also use the customer feedback to identify the weaknesses of such procedures and to take preventive action and improvement.

1.6 5S CULTURE OF THE DISTRICT

1.6.1 Main Focus of 5S

Bau District Office is emphasize the culture and implementation of 5S in the organization. 5S is a concept of maintaining the standards and discipline to manage the organisation. The 5S concept began in Japan as '*Seiri*' (Sort), '*Seiton*' (Set in Order), '*Seiso*' (Shine), '*Seiketsu*' (Standardize) and '*Shitsuke*' (Sustain).

The District Officer has set the main focus of 5S practices. There are:

- a) To identify, reduce and eliminate waste in the workplace.
- b) To improve operational effectiveness.
- c) To improve teamwork

1.6.2 Policy and Objective 5S in the District Office

Bau District Office hold the policy of 5S which based on the commitment and teamwork among the staff of Bau District Office towards the achievement of excellent work culture continuously. Their objectives are:

- a) Fostering a culture of excellence among the staffs of Bau District Office.
- b) Identify and eliminate waste.
- c) Improved customer satisfaction through service delivery improvement.

1.7 FUNCTION AND SERVICES OF DISTRICT

1.7.1 The main function of Bau District Office are:

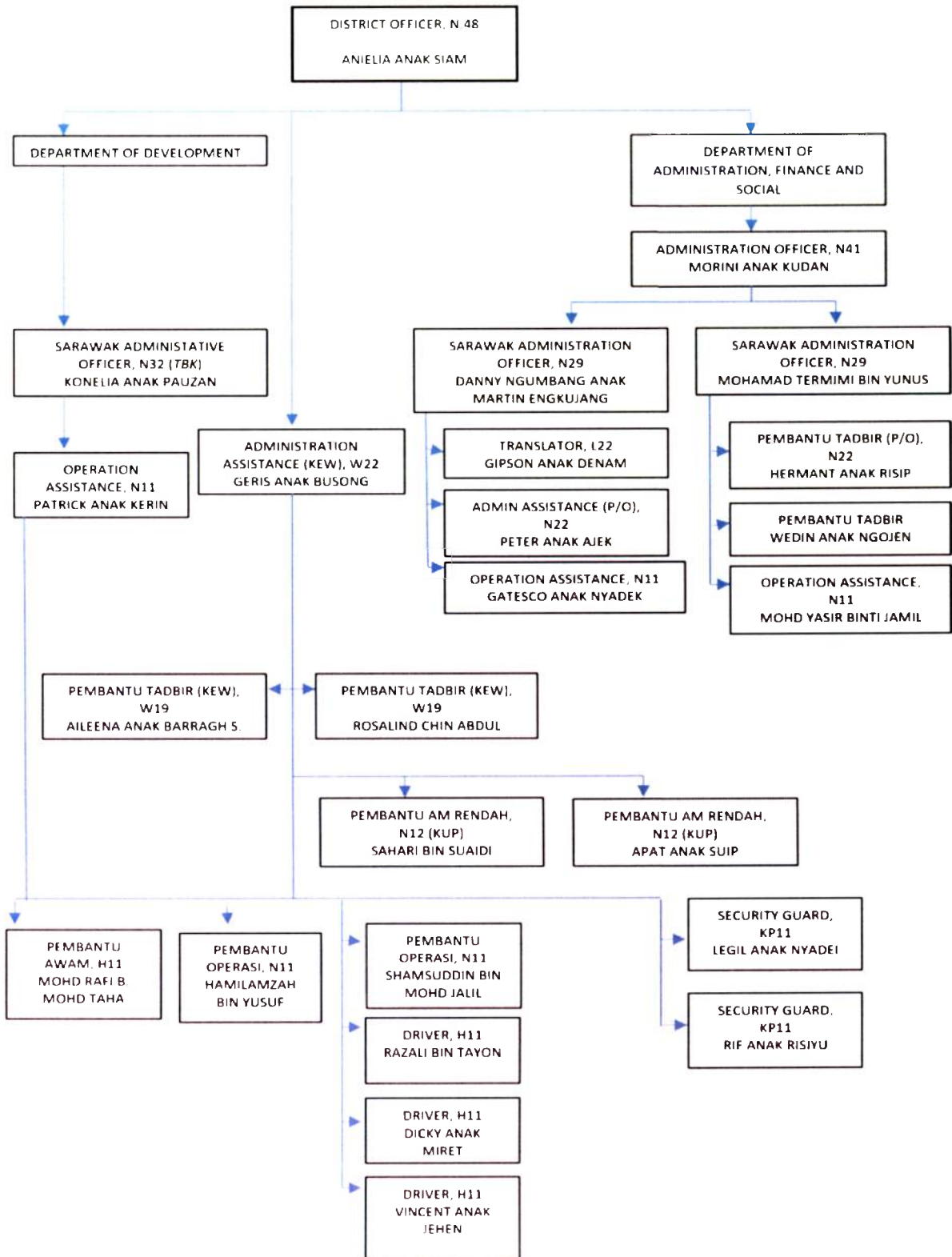
- a) Administer the district administration towards prosperity of the people in the district.
- b) Manage the land administration including revenue collection and land tax.
- c) Enforce laws and regulations of the land
- d) Manage the implementation of regional and community development.
- e) Planners, coordinators, monitors and projects implementer and programs at the district level.
- f) Coordinate the programs organized by the federal government at the district level as well as Local Authorities.

1.7.2 There are several main services under Bau District Office. Those services are:

- a) Registration of Probate and Adoption Certificate.
- b) Registration/ Renewal of Shotgun Firearms Licence
- c) Transfer of Shotgun Title In Life/Probate
- d) Permit Purchases of Ammunition of Shotgun Licence
- e) Registration Special Non-Muslims Marriage/Divorce
- f) Registration/ Renewal of Business Licence
- g) Registration of Native Court Case
- h) Collect Land Tax
- i) Water Bill payment

1.8 ORGANIZATIONAL CHART & STRUCTURE

Figure 1.4 Bau District Office Organisational Chart



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter introduces the activities that I was engaged in while at the Bau District Office for the period of 8 weeks from 23rd January 2017 to 27th March 2017 and showing the different activities that I participated in, showing my duties, accomplishments, roles and input in my particular activity and explaining the process of activity in a way that brings out my display of the skills required in the practise. In this chapter, I will elaborate the schedule of my practical training. The discussions also include report and summarization of daily task when doing practical training and description of jobs and task executed by supervisor.

2.1 SCHEDULE OF PRACTICAL TRAINING

Daily operation hour of Bau District Office is from 8.00 am until 5.00 pm from Monday to Friday. The routine task by all staffs including all practical students is to do record of their daily attendance in the “Attendance Record Book”. The attendance are monitored by the District Office. This is to ensure that all staff are carry out duties punctually and dedication with the amount of time allocated by the Government.

During my eight weeks of practical training, I was exposed with a lot of work both related with the daily operation of the office and development of the district. From here, I gained a lot of experience in many parts on how to run the task in the office, to find alternatives to ensure the daily administration to run smoothly and the strategy to think on how to plan and develop the programs in district level. Basically, the scope of tasks given to me is various not only to know how to administer the office but also on how to administer the district. These include; customer counter service, calling counter service, registration of licence such as business and, shotgun or firearms, death and adoption registration, hearing and key in case, key in data through e-services and Microsoft excel, distribution of feedback form, organization of documents, monitoring the meeting, taking and typing the minutes and field visit.

2.2 REPORTS AND SUMMARIZATION OF WEEKLY TRAINING

Table 2.1: Reports and Summarization of Weekly Training

WEEK	TASK DESCRIPTION
<p>FIRST WEEK</p> <p>23/1/2017</p> <p>-</p> <p>27/1/2017</p>	<p>In my first week of practical training, I reported myself at Bau District Office, which located at Jalan Penghulu durin, 94000 Bau. I reported to conduct practical training at the administration department and met the Sarawak Administration Officer (SAO), Mr Morini Kudan.</p> <p>I was introduced by Mr. Morini Ak Kudan to Puan Anelia Ak Siam, the District Officer and all staff within the organization. I was been given a briefing about the office and the scope of job and task given by the office. She also have explained general overview of job description, ways of working and function of unit department. En. Morini Ak Kudan has also take us a short brief look around in the office.</p> <p>I also reported myself to my supervisor in charge, SAO Mr. Danny Ak Ngumbang and he have explained on the daily operation of the organization such as working hours, the organization rules and regulation, culture and the role of each unit department. He have gave me the schedule work of tasks accordance with unit supervisor.</p> <p>My first training began at the counter service whereby I have been given a guidance under supervision of Mr Apat Ak Suip to renew the permit purchase of ammunition of shotgun, collection of its tax and records the daily amount of permit purchases. In this week I handled this job and verify the certificates or documents from the public.</p> <p>Besides that, I managed to become a call service counter and memorise the transferred number of rooms matched with their</p>

	<p>responsibility. I also take opportunity to learn how to register the business licence by one off the responsible staff, Mr Sahari bin Suaidi. By here I was able to learn and get knowledge the requirement of these registration of licence.</p> <p>In this week, I have been assigned to attend two programmes called “<i>Perasmian Malam Tahun Baru Cina</i>” and an event by district level which is “<i>Pertandingan Tilawah Al-Quran Peringkat Daerah</i>” . Both programmes are at night and I have been appointed as a secretariat to distribute and collecting the feedback form of the programmes. During both programmes, I have opportunities to meet both representatives of N18 Serembu and N13 Batu Kitang.</p>
<p>SECOND WEEK</p> <p>30/1/2017</p> <p>-</p> <p>3/2/2017</p>	<p>In the second week of training, I still been placed at the counter service. This week we were only work for 4 days as Monday was a public holiday of Chinese New Year. Whenever I am not been given any of tasks, I assisted the staff at the counter service handled on renewal of permit purchases of ammunition, answering the call service, verified certificate or documents and served the customers.</p> <p>In this week, I had been assist how to prepare a notice of subpoena applying orders of case to court and fill in a warrant from criminal case by supervision of Mr. Gipson Ak Denam. He taught me the way to filling collection of data with the template given. I prepared the subpoena and orders of court of other case after learned the process of key in the data. In this task, I can learn new things that giving a notice of subpoena or orders of case to court is organized based on the template and information.</p> <p>The District Officer had given me a tasks to modify and prepare a customer feedback form for the office with compact fields. This is to ensure the customers to rate the services easily. The purpose of modifying the customer feedback form is to improved customer</p>

	<p>feedback evaluation for the use of SCS Scorecard. I also worked to design and prepared to place the form.</p> <p>In this week, on Wednesday was a day of implementing 5S culture. A “<i>gotong-royong</i>” has been held by all the staffs to clean the office accordingly with the schedule given. This week I have been placed to clean meeting room and DO’s washroom.</p>
<p>THIRD WEEK 6/2/2017 - 10/2/2017</p>	<p>In the third week, it was a hectic week for me. I started to write up a minutes of meeting called “Mesyuarat Biro Wanita Post-Mortem Bau”. I was been insist by Ms. Aileena Ak Barragh S., one of the staff and taught me how to write the minutes based on the department format.</p> <p>In this week, District Officer has started to take me out from the counter services task where I have been asked to enter development job scope. I have been assigned to prepare slide presentation of “Focus Group to Eradicate Poverty in District Bau” which is one of the unit meeting under District Action Committee. I also have been instructed to attend for this “Focus Group Meeting” and taking the minutes. From this task, I have learned a lot and get an important knowledge about the current issues and the government plan and programmes.</p> <p>The District Officer also has requested for my assistance to help the office and the district in preparing to publish a “Bau Historical Book”. I have been assigned to join for this meeting and taking the minutes. In this meeting, there were an important people I have met including the YB’s and representative of every Bau division. For this project, I always follow up the progress on publishing this book which include meeting discussion among the staffs and updating the content of the slide for the next meeting. I also have joined the</p>

	<p>meeting of “<i>Jagoi Committee</i>” and assists to taking a notes. Every conducted meeting, I will setting up and arranged for the projector.</p>
<p>FOURTH WEEK 13/2/2017 - 17/2/2017</p>	<p>In this week, I continued the task of publication of book by preparing the checklist form and update the information or data that have been submitted by the agency involved in publishing the book. I also assisted to updated information regarding the content of the book and arranged the document in files store. All document I managed according to the topic orders. In this project, I also assisted to call the agency/<i>Ketua Kaum</i> that responsible on the topic to submit on time. In this week, we have informal meeting with the involved staff to discuss the progression.</p> <p>I also started to write up and typing the minutes of last week meeting regarding the “Focus Group to Eradicate Poverty in Bau District” and handing over to District Officer. I also did alteration of minute meeting of “Wanita Post-Mortem Bau” after had been checked by the DO. DO told me that I have ability to learn in multi-tasking and meet changing deadlines.</p> <p>On Friday, I have been participated as a player in “Bowling Tournament in District level” with all government departments which held at Emart Batu Kawa. I have been awarded certificate representing Bau District Office.</p>
<p>FIFTH WEEK 20/2/2017 - 24/2/2017</p>	<p>This week I have been given a task to translate a “Gold Mine park Project” proposal from Bahasa Malaysia to English for DO to present it in this week of meeting. This proposal covered huge analysis and wish list because it considered a mega project for the development of tourism in Bau. I also have assisted to prepare for this meeting and attend it to take the minutes.</p>

	<p>In this week I also learned new experience. I have been assigned by DO to handle the “Satu Daerah Satu Industri (SDSI) proposal which relate with entrepreneur to promote the product to the international level. I have been asked to go interview to one of local entrepreneur of Bird Nest under supervision by Mr Danny Ak Ngumbang. Before going for the interview and site visit, I need to prepare a questionnaire that I need to give for the interview.</p> <p>I went to the site visit with my supervisor at Siniawan Town to interview to gather the data and watched the process of making Bird Nest and it Bird Nest House. What I learned here is the interview and communication skill. After gathered the data, I prepared the report to present for further discussion with DO.</p> <p>I also been invited to attend the meeting of “SDSI” programmed with all entrepreneurs for the Agro-Bazaar Malaysia Singapore 2017 visit. I prepared for the projector and taking for a notes. In this field regarding SDSI, it give me a good knowledge and very useful for my career.</p> <p>Besides that, I also assist to type the requirement sheet for interview for “<i>Ketua Masyarakat Ketua Kaum (KMKK)</i>” and key in some data (KMKK) by using Microsoft Excel. After all work done, I started to draft minutes of meeting for “Gold Mine Park Project” and notes for meeting of SDSI.</p>
<p>SIXTH WEEK 27/2/2017 - 3/3/2017</p>	<p>This week I carried out to type the minutes of “Gold Mine Park Project” and SDSI notes meeting and submit it to DO. Writing up minutes required me 2 days to finish it.</p> <p>After done with minutes, I managed to find what job I can assist in term of services and administration in the office. Mrs Wedin Ak Ngojen, one of the staff who dealing on Probate and Adoption</p>

	<p>matters had construct me on how to key in details and information using internet system. I learned on how to key in probate and adoption matters by using e-rndo.</p> <p>Besides that, I have been construct by DO to copy and compile all villages' maps in Bau to one file. The purpose of this task is to organise the maps of the district. I also have been assigned to do and design 4 fishtail of "Algiculture Base Product Authentic Marine Cuisine from Borneo" for the visit based on the meeting in last week regarding Agro-Bazaar Malaysia Singapore 2017.</p>
<p>SEVENTH WEEK 6/3/2017 - 11/3/2017</p>	<p>I continued with the fishtail design for the last touch before sending it to printing. I also did the some amendment of the last minute of meeting of "Gold Mine Park Project" and "Focus Group" for the final draft.</p> <p>This week I have opportunities to be as an observer during a hearing and allegation session at native court under supervision Mr. Gipson Ak Denam. I learned on how the hearing is like be, and how the case is presented. During attending the hearing, it requires a lot of waiting and procedures like there are several interval throughout the day. The panel that present on that day is from the Kuching Magistrate Court. I also have do the report/ letter of case hearing with assistance by Mr.Gipson Ak Denam.</p> <p>Besides that, I have been given a task by DO to do slides presentation proposal regarding development of Bung Bratak division called "R&R Bung Bratak Bazaar" for her to present in this week. I have wrote all the requirement by DO for the slides.</p> <p>In this week, I worked until Saturday as there is a seminar organised by the district office and other department agencies for the "Symposiun DUN Serembu". For the four days, we are quite busy</p>

	<p>on preparation for the seminar that will be held at Imperial Hotel, Kuching. I have prepared and attended for the first meeting of “Symposium DUN Serembu” and taking a notes. I also handled to prepare the tentative program, preparing the slides and make a copies to distribute to the participants for the seminar. On the Saturday, I became a secretariat for the seminar.</p>
<p>EIGHT WEEK 13/2/2017 - 17/3/2017</p>	<p>This is my last week for internship progress. I still continuing the same programmed on SDSI regarding Agro-Bazaar Malaysia Singapore 2017 visit. This week become the last meeting of this programmed as the visit will be by Wednesday. I have joined the last discussion on this programmed with all the entrepreneurs involved. I then had tasked to facilitate on editing the products video. I have applied my skill gained from the university movie assignment and using movie maker application to edit those video. After done my job, this video will handing it to the entrepreneurs and this will be my last development project during my internship.</p> <p>This week I managed to help Mrs Wedin Ak Ngojen to key in data of adoption from the year 1960-1985 by using Microsoft Excel. I also assist Mr. Peter on the same task to key-in data licence shotgun into Microsoft Excel. From this job, I can master my soft skills.</p> <p>My supervisor has given me a simple task as my internship period is few days left. He assigned me to improve and add new name of staff in the organizational chart because there will be a new SAO to work in the office. For the last day of internship, I decided to help in customer service and handling on renewal permit purchases of ammunition and a call service counter. I am so happy to have practical training in this office because we have good relationship in the office and I learned so many things in this new field work. The office had did farewell party for me.</p>

2.3 SUMMARY

In Chapter Two, I had explained about the task and job that have been exposed within the eight weeks period of internship programmed. The task that is given to me is consistent with the guidance provided by the faculty. All the task mainly given to me are related to the scope of administration. I was able to apply what had been learned in the classroom and to relate in into practise. Therefore, it is valuable experience to me that I can get through my internship programmed.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

During the practical training at the Bau District Office, certain tasks that were given were aligned to the syllabus that we had studied in the university. Reviewing about my eight weeks of practical training, the most crucial syllabus implementation that able to enhance my skills and knowledge is from Service Management ADM570. This was an elective course for Semester 5 that I have taken. Within 8 eight weeks of training, I have been allocated at counter services by three weeks where service can be define as deeds, processes and performances. Working in the front line for sure has trained me on how to communicate with people in clear, polite and confident way and selecting the right method of communication will help me to achieve my aim of being clear, polite and courtesy besides on how to deal with customers' questions and comments. So, all these shows that the importance of the customers.

Besides that, I also have learn on how to greet customers warmly, how to be more patient in handling different type of customers as well as how to be ethical staff in counter services. Discussing about on how to be ethical staff in counter services, ethics in Islam can referred as a reflection of good values whether in behaviour, action, thinking or even heart. So, as a Muslim, I have been demanded to follow the Islam obligations regarding this matter and also the core values govern by the organization.

Frankly speaking, this chapter will bring us to the various perspectives on counter services and some of the theories will be highlighted. Then, for sure all those theories will be adapted to the real situation that happens in Bau District Counter Service.

3.1 DESIGNING SERVICE CONCEPT

Experienced service marketers recognize the need to take holistic view of the entire performance they want customers to experience. The value proposition must address and integrate three components which are core product, supplementary services and delivery processes.

3.1.1 Core product

Services mostly will be defined by referring to a particular industry based on the core set of benefits and the solutions that they provided to their customers. The core product basically stands as the basic component that supplies the principal which is the problem solving benefits that the customers are seeking for. For example, transport services such as what has been provided by Malaysia Airlines (MAS) have successfully and effectively operates in meeting the demand to move a passenger or a physical object from one location to another. Other than that, the entire doctor does give services in providing the adequate treatment to the patient accordingly and in overcoming the factor of patients' illness.

Same goes to counter service in Bau District Office, it does provide services to the customers which are consist of public as well as another party such as clients and for sure it has its own core product. Core product of counter service is providing the information and services regarding all matter arise in administrative process which we can be found on the organization main services such as the Registration of Probate and Adoption Certificate, Registration/ Renewal of Shotgun Firearms Licence, Transfer of Shotgun Title In Life/Probate, Permit Purchases of Ammunition of Shotgun Licence, Registration Special Non-Muslims Marriage/Divorce, Registration/ Renewal of Business Licence, Registration of Native Court Case, Collect Land Tax and Water Bill payment. These services will covering all the matters at the counter service, as what has been clearly disclosed in Chapter One previously.

3.1.2 Supplementary services

In servicing the core product to the waiting customers and to make the service to be delivered efficiently, core product must be accompanied by a variety of other service-related activities which is known as supplementary services. These services can enlarge the core product, facilitating its use and enhancing its value. At the same time, by searching for the competitive advantage, it can give some benefits to supplementary services and implicitly can improve the level of service quality provided by the service provider. For example, core product of Malaysia Airline is by meeting the demand in moving the passenger from one place to another. Then, in providing this core services, Malaysia Airlines can include some supplementary services in increasing their level of performance such as providing the food services on the airplane before arrive to the right destination.

Adapting to the real situation took place in Bau District counter, staffs have adding some supplementary services while providing their core product to the public. For example, front-line staff does sharing on updated information regarding affairs matters such as new government programmes for instance information on e-KASIH, Rural Transformation Programme, and IAZAM by giving a form to the public. For sure this kind of supplementary services can help the public to enjoy the effectiveness of the other services provided by the district.

3.1.3 Delivery processes

After discussing about core product and supplementary services, another component of service concept is delivery process. The service does not achieve its quality if the service provider does have problem in its delivery process no matter how well its core product and supplementary services are. For example, after departure, Malaysia Airlines does prolong the time of arrival from three hours to seven hours due to some error done by aerospace engineer while examine, checking and overhaul the airplane. Thus, Malaysia Airlines must try to overcome this matter in order to achieve the standard quality of services.

Similar situation also crucially important to be adapted in Bau District counter service since how long delivery lasts can make sense to the public. Based on my observation, the staffs are really concern about the delivery process and have showed their full commitment to do as fast as possible. For example, the time taken for the staff to deliver the renewal permit of purchasing ammunition shotgun based in the quality objective of department is completed within one hour. However, in the real situation, staffs can deliver the output to public within five to ten minutes only. Thus, this efficiency can give some happiness and satisfaction to the public.

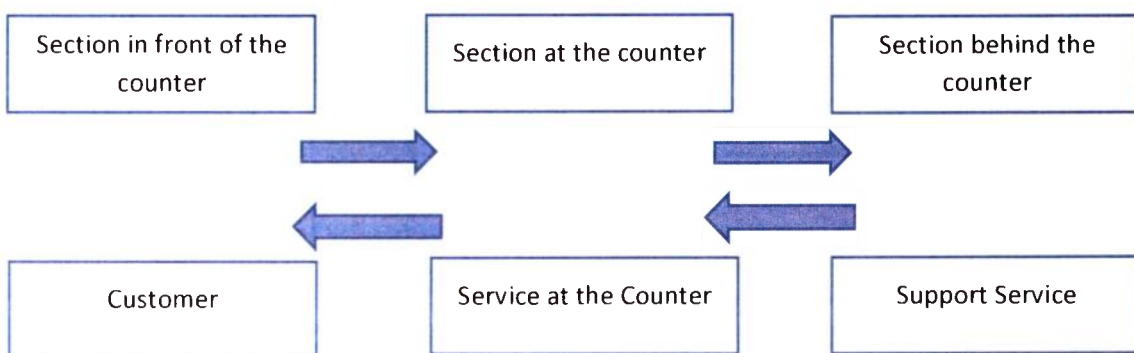
So, frankly speaking there are three important dimensions that took place in designing service concept and all service providers including district counter service should have all these elements. Then, it is not enough for them to only have it but they are also required to perfectly elaborate what are their core products, supplementary services that they might have as well as about their delivery process so that they can increase their chances in maximizing their customers satisfaction.

3.2 DEFINITION OF COUNTER SERVICE CONCEPT

Focusing more on counter service, it is actually consist of three different levels. There are the customer level, service at the counter and support service. Customer level means there are where the customers come and make the transaction and interaction with the front liner. The clear and polite communication was very vital at this level besides the optimum level of confident by the staff in answering the customers' question and comments.

It is mandatory for the staff to learn and adapt the entire positive way of effective communication when dealing with the customers because the first impression is important in gaining trust from the customers. Whilst, if the customers are comfortable with the front liner, so it shows that the organization are successfully developed their first positive outcome. Then, service at the counter can be define as the place where the organization interact with their customers such as answering the questions, solving the customers problem, received the comments and feedback and much more. As mention before, staff delegated in this level plays the important role in maintaining the positive feedback from the customers since they do reflect the actual behaviour of the organization. If the front liner does not well behave or does not handle the customers well, so this can lead the customers to give their negative impression towards the whole organization. At the same time, the front line also needs most help and cooperation from the co-worker behind the counter in preparing the data and information needed by the customers as well as to solve the unsettled matter arise. Then, when these co-workers already have all the data and information needed, they will give it to the customers through the middle person who is the front liner. However, if the staff behind the counter cannot solve the customers matter at the first place, the same process will be repeated until the problem solved. Simpler view of counter service concept is shown below.

Figure 3.1: The Concept of Counter Service

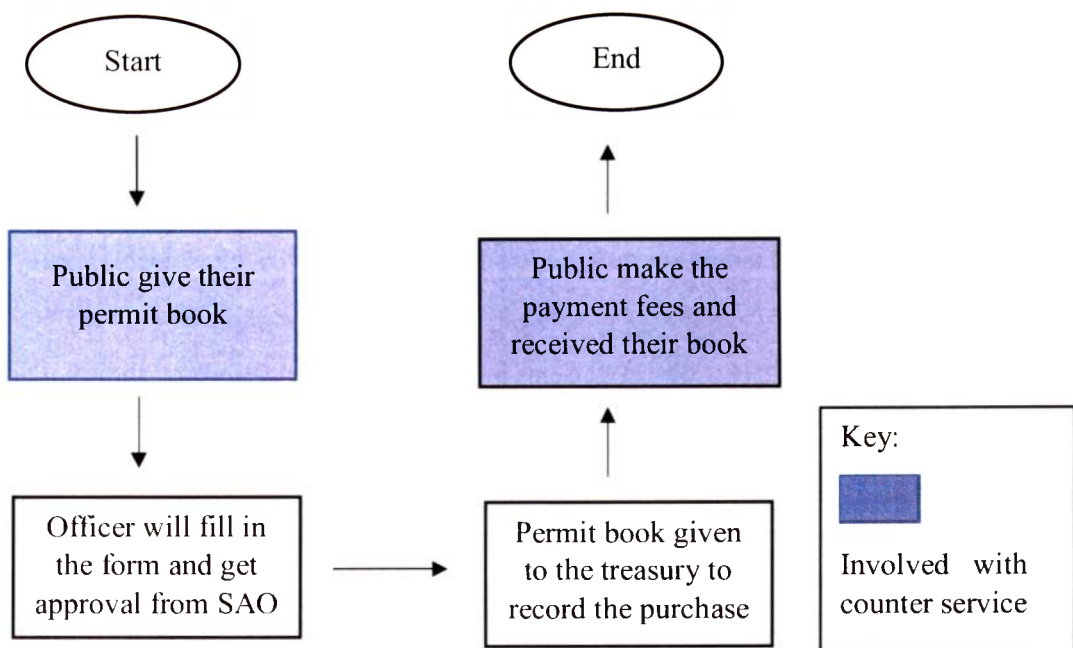


Referring back to my log book as well as to the summarization of the task in Chapter Two, I have been assigned to counter services for the first two weeks and end of the week of training at Bau District Office. So I am confident with what I have gone through while completing this task and I also understand with the process involved in counter services.

3.3 EXAMPLE OF COUNTER SERVICE SCENARIO

Adapting the concept of the counter services in Figure 1, the example of customers that take place in the first level in the counter service is the public. I will focusing on the public since they have become the major customer to this unit. The example of the matter arise in counter service is requesting for the renewal of the permit purchasing of ammunition shotgun and the reason why I take this example is because of every single month the public will gone through this process before making any purchases of ammunition as their permit expired date is within one month. In addition, renewal of this permit become the big demand for the public for their hunt activity. So for sure this requesting process has become the major and main matter in counter service. During this process, the public may require to give their permit book and have to make payment of fees.

Figure 3.2: Request of Renewal Permit of Purchasing Ammunition Shotgun



As what we can see in the Figure 3.2, there are two stages that involved with counter services in Bau District Office which are the stages where the public will give their permit book to the counter, and final stages where they will make a payment fees amount of RM2.00 and they received their book. These two stages are involved with the concept of counter services where the public come to the counter and asked for the Request of Renewal Permit of Purchasing Ammunition and the staff at the counter will give fill in the form based on those particular public in their book as well get the approval from the related officer department.

Then, as the middle person, the staff at the counter will give the form to the staff behind the counter which is treasury to key in the purchases and prepare for the resit bill. Later, after completing the treasury process, he or she will pass it to the staff at the counter to check the validity of that form and if there is no mistake and the form has been completed perfectly he or she will call for the particular person and request for the fees. So the finish product of the permit book can be given to the person which are their customers. So that is how the requesting process of renewal permit involved in the Bau District Office counter service.

3.4 SERVICE QUALITY

Generally, services have different features from goods since services have its own characteristics such as heterogeneity (variability), inseparability of production and consumption, perishability of output and intangibility. Then, due to its intangibility which is difficult to visualize and difficult to be understand by most of people, it is hard for us to measure the quality of service. However, we define service quality as a high performance of the service producer once they do meet or exceed the customers' expectations. If service provider does perform or give services to the customers below the par or does not meet the standard expected by the customers, so there is no service quality give to the customers. Otherwise, if the service provider does provide the customers with the services that they expected to received, we promptly can say the service quality has been successfully achieved.

Then, when asking to adapt service quality to the service provided in Bau District Office counter during my practical training, as what I have mentioned above, it is something difficult for me to evaluate whether the counter service is fully utilize and fulfil the concept of service quality or not since the service provided by the staff to their various kind of customers is

invisible. However, I am trying to evaluate it through Gaps Model that will be discussing in the next session. By using that model, it will make us easier to evaluate the service quality.

3.5 DIMENSIONS OF SERVQUAL

After discussing about two dimensions of service concepts in previous section, should now we gain more information on next dimension which is on the dimensions of service quality. A. Parasuraman et al had found five broad dimensions of service quality which are tangibles, reliability, responsiveness, assurance and empathy. Then how they can be relating to service provides in Bau District Office counter? Below is Table 3.1: Generic Dimension that can be used by management to evaluate service quality on these dimensions, its characteristics as well as the queries related in the office.

Table 3.1: Generic Dimension

Dimensions	Characteristics	Queries
Tangibles	Appearance of physical facilities, equipment, personnel and communication materials.	Are the counter is attractive? Is the front-line staff dressed appropriately?
Reliability	Ability to perform the promised service dependably and accurately.	Does the staff call customers back when promised?
	Willing to help customers and provide prompt service	When there is problem, does the counter solve it quickly? Does the front-line staff willing to answer customers' questions?
Assurance		
1. Credibility	Trustworthiness, believability, honesty of the service provide	Does service of the office have a good reputation?
2. Security	Freedom from danger , risk or doubt	It is particular detail of public are protected against unauthorized used?

3. Competence	Possession of the skills and knowledge required to perform the service	Is the staff can provide the information needed when the public asked them?
4. Courtesy	Politeness, respect, consideration, and friendliness of contact personnel	Are the staffs consistently polite when answering the call?
Empathy		
1. Access	Approachability and ease of contact	Does the counter service has a convenient place? How easy for the public to reach the officer when needed?
2. Communication	Listening to customers and keeping them informed in a language they can understand	When the public have some complaints, does the staff manage to listen?
3. Understanding the customer	Making the effort to know customers and their needs	Does the Chief of Officer often make survey in measuring public satisfaction towards their services?

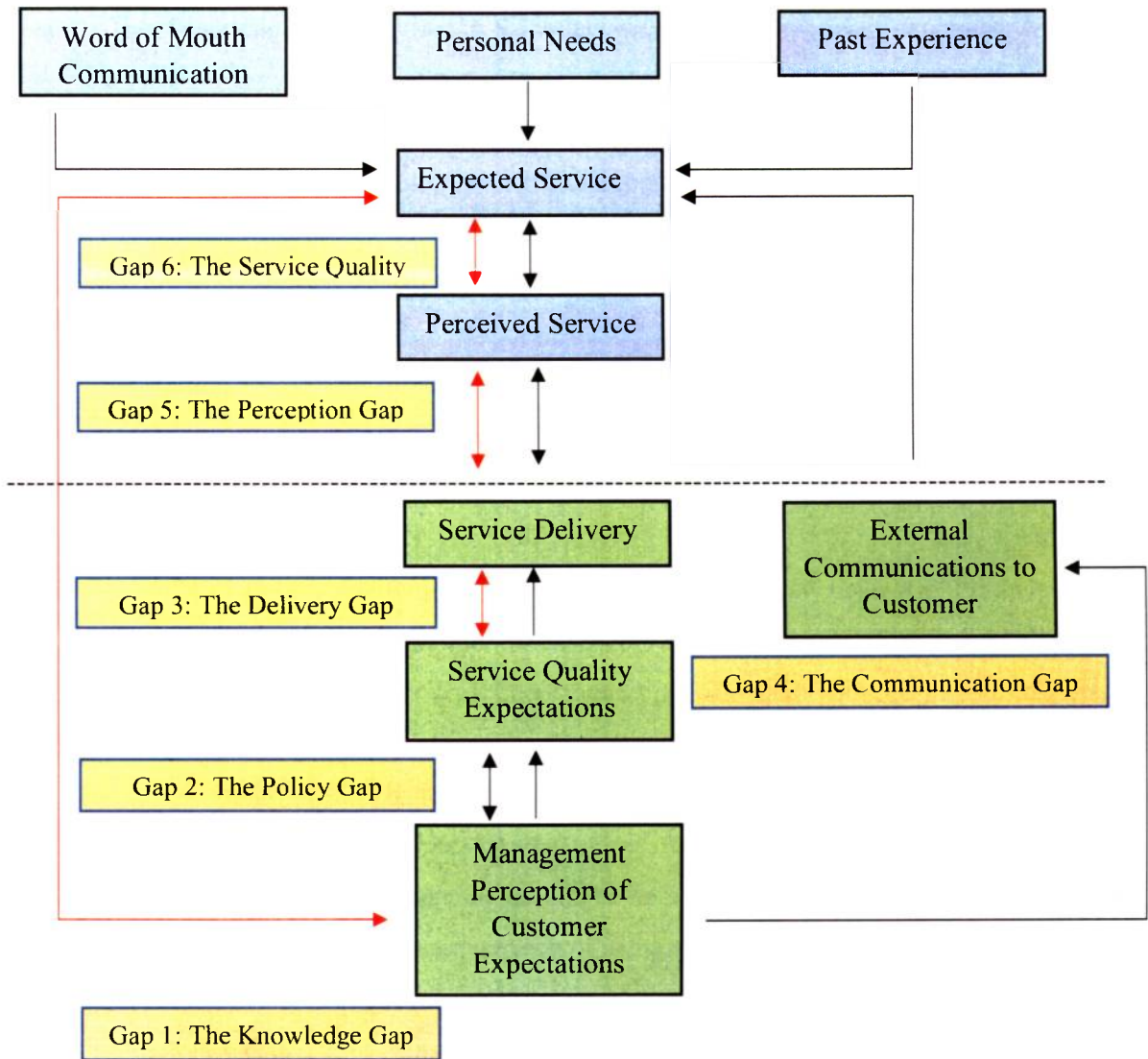
Sources: A. Parasuraman et al, 1990.

Thus, Bau District Office counter might have to use SERVQUAL Dimension in order for that unit to improve its service quality since this dimension does cover quite wide aspect which could help to achieve more perfect characteristics.

3.6 IDENTIFYING SERVICE QUALITY PROBLEMS

Some expertise has identified a model that allows us to identify and correct service quality problems. They did identified four potential gaps within the service organization that may lead to a fifth and most serious final gap which is the difference between what customers expected and what they perceived was delivered. So, since Bau District Office does provide the public with counter services, so it is good if we can examine and analyze how wide the gap taken between the customers' expectation and the actual services provided by that unit.

Figure 3.3: The Gaps Model



Sources: A. Parasuraman et al, 1985

For more clear view, the elaboration on this Gap Model will be explained in table form as shown below together with the application and example on what actually happen on counter services in Bau District Office. However, to get the better understanding, the same example has been used which is the Request for Renewal of Permit Purchasing of Ammunition Shotgun.

Gap	Elaboration
<p>Gap 1: The Knowledge Gap</p>	<p>What is Knowledge Gap: This gap was explained on the differences between what senior management believes on what customers expect from them and what customers actually need and expect they might get.</p> <p>Application: If the management staffs expect differently with what the public need from them and with what actual public' need, so the gap might be wider. This is because the staff cannot serve the needs of the public when they asked different things from them.</p> <p>Example: If the public think they may make a report on losing a shotgun to District Office, so the gap might be wider since the department cannot provide them with this kind of matters as it is not under responsibility of District Office but it should be reported to the District Police Department. However if the public intended to transfer the title of the shotgun to someone else, this gap might be narrow since District Office have do the registration of shotgun matters.</p>
<p>Gap 2: The Policy Gap</p>	<p>What is Policy Gap: Policy Gap is the difference between management understanding on customers' expectations and the service standards they set for service delivery.</p> <p>Application: Staff understand that most of the public might renewed their ammunition permit to purchase the ammunition but the policy of purchasing ammunition can only be made once in a month according to renewal of permit every single of purchases once in a month. This policy has been set to control the activity of hunting by using the shotgun.</p>

	<p>Example: Staff cannot made the renewal of permit purchasing of ammunition by someone if the due date of permit does not enough one month period of time. Even though the due date is by tomorrow and someone has asked them to renew the permit to him on one day before the due date, the office are unable deliver the service due to certain requirement and policy standard.</p>
<p>Gap 3: The Delivery Gap</p>	<p>What is Delivery Gap: Delivery Gap is the differences between service standards and actual staff performance on these service delivery standards.</p> <p>Application: The standard time taken for a staff to complete the renewal process of ammunition permit is within five to 10 minutes but based on the client charter it will deliver by within one hour. However due to some barrier, the process of renewal permit take a longer of time than standard time taken. So the gap might wide since the staffs take longer time to complete the transcript and deliver it to its owner.</p> <p>Example: Some of people have request to renew their permit of purchasing ammunition however due to system down for the treasury part, they cannot deliver the service on time until the system is functioning. So this delivery gap might wider.</p>
<p>Gap 4: The Communication Gap</p>	<p>What is Communication Gap: Communication Gap is the difference between what the departments informs to the customers and what the customers get, understand and subsequently experiences.</p> <p>Application: The staff does explain on the Request of Transfers of Shotgun Title In life if someone wish to inherit the shotguns. This will determine whether or not the public</p>

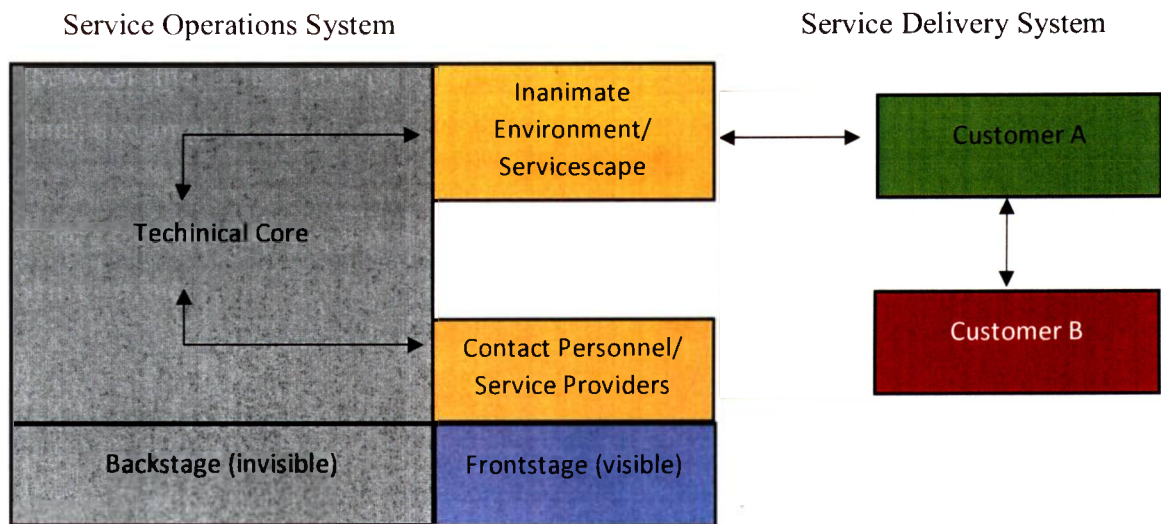
	<p>understand on the explanation and what actually they do whether it is parallel with the instruction given by the staff or not.</p> <p>Example: There are some people requesting to inherit their parent's shotgun but they did not know the procedure. The staff was explain on the procedure to transfer title of Shotgun through Probate. However, it required certificate of death in order to transfer the title. Some people not understand and tend to apply to register the shotgun so easy to them to apply for the permit of ammunition since the shotgun was not being used. So as usual, the Communication Gap is considered wide since occur problem in transmitting the information.</p>
<p>Gap 5: The Perception Gap</p>	<p>What is Perception Gap: Perception Gap is the gap occurs when there are differences between the actual service delivered and what customers think they might receive.</p> <p>Application: Customer did not receive the accurate explanation on the transferring owners of shotguns procedure.</p> <p>Example: The customer was expecting that he might get the clear explanation from the staff regarding the procedure but the staff did not give any explanation to him. So this gap is also wide.</p>
<p>Gap 6: The Service Quality Gap</p>	<p>What is Service Quality Gap: Service Quality Gap is the difference between what customers expect to receive and their perception of the service that is actually delivered.</p> <p>Application: close gaps 1 – 5 to consistently meet customer expectations.</p>

	Example: The office have provide the feedback form at the front counter by using Likert scale format to identify the satisfaction of the service delivery.
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Other than observing what are the difference between what customers expected and what they perceived was delivered, this model also allow us to identify and correct service quality problems that happen at the counter. However, the corrective action on service quality as well as the method to narrow the gaps will be discussed perfectly in Chapter Four.

3.7 THE SERVUCTION SYSTEM

Figure 3.4: The Servuction System



Sources: Pierre Eiglier et al, 1977

Word of servuction is derived from combination of two terms which are service and production. The Servuction system is the part of the service organization’s physical environment that is visible to and experienced by a customer. Next, other than the previous theory and models, we also can use this servuction system in order for us to have a clearer view regarding the counter services provided in counter service in Bau District Office. Servuction system is comprises of two parts which are the one that visible to the customers and the other part is not. The part which is visible to the customers is consisting of three elements which are

inanimate environment, contact personnel and also the other customers. Then, invisible part is consisting of one element which is technical core.

3.7.1 Visible Part

Inanimate environment or Servicescape consist of all non-living features that exist during the service process happen. For example are the physical appearances in the office, notice board, waiting corner, stationeries provided, flooring, lighting, clothes worn by front line staff and furnishing. It is vital for the service provider to keep all these servicescapes in a perfect condition since the physical state of all these items can give impact on their service performance. Let say the staff worn untidy clothes, for sure it might bring some negative perceptions from customers. For example, the public who entered the office might think that the staff is not well motivated to work and then cannot perform well in their job.

The next element of visible part of counter services is contact personnel or service provider. In a simple word, contact personnel is the staff who have close interaction with the customers either face to face or through another kind of communication channel such as telephone and email. Then, since the service has the inseparability characteristic which is lack of separation between customers and contact personnel, for sure service provider might adapt some interpersonal skill while applying their technical skill.

Adapting this element to the Bau District Office counter, for sure the contact personnel are that staffs who works in frontline, including me. We are struggling to fulfilling the customers' needed such as in all the matter related to registration and renewal including Probate, Adoption, Non-Muslim Marriage or divorce, Business Licence, Shotgun Firearms Licence, Permit Purchasing of Ammunition, Transfer of Shotgun Title, Native Court Case, Collect Land Tax, Water Bill payment and many interactions-or moment of truth-that has to be managed. Thus, high interpersonal skills for sure have been fully adapted while performing our job.

Then, discussing about other customers, it can be define as the another person who are using or getting services from services provider other than that particular person. For example, Mr. Ali is always getting a treatment from Hudson General Hospital instead thousands of other patients too. Thus, other patients might give some influence to perceptions of Mr. Ali's towards the level of service quality provided by the hospital. If Mr. Ali does listen to the other patients

nagging after experiencing a bad treatment from the doctor, Mr. Ali for sure will view the same points too but the vice versa might happen if Mr. Ali does listen to some acknowledgement from recovered patient. Same situation also take place in this Bau District Office. One particular people might listen to the other peoples' point of view towards the District Office staff or performance and this will give some impact to his or her perception towards this department either positive or negative.

3.7.2 Invisible Part

While the visible components can be termed as “front office” or “front-stage”, then the invisible components can be termed as “back office” or “backstage”. As what has been explain previously, the front line also needs most help and cooperation from the co-worker behind the counter in preparing the data and information needed by the customers as well as to solve the unsettled matter arise as well as need support from systems. The invisible organization and systems reflect the regulations, rules, and processes upon which the organization is based. More about technical core, it is where the inputs are processed and the elements of the service product are created. It is backstage and invisible to the customer such as the kitchen of the restaurant or work done by aerospace engineering in workshop.

Take the example in district office, it is the back office where lots of computer with the latest software are belongs to and it is a place where the backstage staff processed the data and information of examination and other related matter. So, by adapting this Servuction System into counter service, for sure we will get a better view regarding counter service. Also by knowing the parties and matter involved can shows all interactions that make up a typical customer experience in a high-contact service.

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

Under this chapter, we would like to discuss on several strengths and weaknesses of counter services derive from SWOT Analysis and also to discuss some recommendations that Bau District Office might implement in order to improve their service performances and service quality as well as to increase publics' satisfaction since that group stand as the majority of their customers

SWOT Analysis is a Strengths, Weaknesses, Opportunities, and Threats. It identifies an organization's internal strengths and weaknesses as well as used to identify the external organization's treats and opportunities. The aim of this analysis is to reveal competitive advantages, analyse prospects, prepare for problems and allow for development of contingency plans. However, there are only two elements will be discuss in the purpose of meeting the guideline for Practical Training Report ADS 666 provided by the faculty which are strengths and weaknesses. Details regarding these two will be explained in the next subtopic under this chapter.

4.1 STRENGTHS OF COUNTER SERVICE IN BAU DISTRICT OFFICE

Listed below are some strengths of counter service.

4.1.1 The department does provide the place with a good services cape.

As what has been explained in 3.7 The Servuction System, Servicescape consist of all non-living features that exist during the service process happen. In Bau District Office, inanimate environment or servicescape was well provided by management such as physical appearances of the office, notice board and waiting corner in front of the counter, stationeries provided at the counter, organizational chart, information center via LCD, flooring as well as lighting. Thus, this inanimate environment was helping the department to increasing publics' satisfaction towards service provided by them.

4.1.2 The department does locating the subordinates/administer assistance respectively according their function

As we know, locating our business in a strategic place might give some additional value to us since it make easier for the customers to find us and making transaction with our company. Same goes with this district office, the administer assistance has been located at the backstage respectively according to their function behind the counter service, however the public can entered to the backstage directly to have their services. The counter service will only deal with registration or renewal of shotguns and its permit, collect land tax, water bill payment and call service counter. Thus, allowing public entered to the backstage will makes the public to solve their matter smoothly.

4.1.3 Teamwork and Respect

Organizational culture that foster teamwork and self-respect impact the productivity and staff engagement. During my practical training in this department, my supervisor, other staff and even the District Officer itself were easy to approach and seek for guidance on all knowledge that were related to the office function. Easy to approach for the staff helped me to learn faster about the organization and its function hence easy for me to answer any questions from the public at the counter service and doing the related tasks in front. The worker's offices were always opened for us interns and for consultation. They were not pro but rather showed they could be freely accessed and well behaved in a way that they were on equal grounds with interns.

As discuss above, these three are the counter service strengths that we can find out. Therefore, management should maintain all these strengths since it might be the additional criteria for the department to achieve its function.

4.2 WEAKNESSES OF COUNTER SERVICE IN EXAMINATION UNIT

Listed below are some weaknesses of counter service

4.2.1 The department did not provide necessary skills to the staff

Interpersonal skills are tends to be generic across service job and include visual communication skills such as making eye contact, attentive listening, understanding body language and even facial expression. Then, technical skills are skill related to the process of completing work such as know how to use computer with latest software as well as rules and regulation related to customer service processes. Since all these skills are necessary for the staff to have, then it might be a problem while providing the services in the counter if they does not expert on it. Not all the company does train their front-line staff in concurring both interpersonal and technical skill.

Adapting this situation in Bau District Office, most of the staff does not have enough technical skill and interpersonal skills. Based on my observation, some of the staff does not treat people well while having conversation with them and some of them ignore the people who have problems which need the staffs help. Besides that, the office still use the old software on processing the tasks using computer. Thus, not adapting interpersonal skill while having conversation and entertain customer besides does not good in processing the task might show some weaknesses of counter service in this unit.

4.2.2 Company did not provide training on emotional control

Emotional labour occur when there is gap between the real emotional demand which required front-line staff supposed to show to the customers and the gap between the actual way front-line feel inside. Since front-line staffs are used to meet and entertain customers, they are expected to be cheerful, friendly, compassionate, sincere or even humble. However, as usual, most of the front-line staffs are unable to hide their negative feeling due to stress, tiredness, having some personal matter such as marriage problem, financial problem, children having low grades and much more. Thus, this brings some weakness of having service through counter.

Based on my observation, this kind of problem often happen to front-line staff. They sometimes does not able to stand with variety questions from the people which sometimes they do ask some nonsense question. Thus, staffs are tend to become stress and depress besides

cannot control their negative emotion by arguing with the people. However, this kind of weakness can be overcome if they do have high emotional control and should be settle with high professionalism.

4.2.3 Lack of Updated Information at the Counter

Most of the time, any news or announcement at Bau District Office is not being informed to the counter personnel. This will make the counter personnel not updated with the latest information for example information related with affairs matters. The problem will occur when the people asked at the counter yet the staff could not deliver the information as what they want. Besides, the necessary forms are not placed at the front of the counter instead behind the counter.

As discuss above, these three are the counter service weaknesses that we can find out. However, all these need to be overcome by the company in order for them to gain more trust from their customer. The solution to overcoming these weaknesses will be discussed in subtopic 4.3.1 below.

4.3 OVERCOMING THE WEAKNESSES OF COUNTER SERVICES

Since there are some weaknesses and problem arise in the District counter services, so below are a few methods that can be used to overcome such matter. Those solutions are including overcoming counter service weaknesses itself, improving service quality, narrowing the gaps, and process improvement. It is vital for all service providers or company to minimize their counter service's weaknesses and any other problem arise since it can lead to dissatisfaction of their customer. Then, in a long term, it will bring negative effect to their business as well as reduce customer's loyalty, wealth and return of the company. Back to the solution suggested, for sure it will bring positive impact to counter services since I have derived from trusted expertise in service field such as A.Parasuraman, Deming and Christopher Lovelock.

Under subtopic 4.2, some weaknesses of counter services have been explored and under this section, some solution will be suggested to overcome all those weaknesses.

4.3.1 Provide training to worker

Since interpersonal skills are tends to be generic across service job and include visual communication skills such as making eye contact, attentive listening, understanding body language and even facial expression and seems difficult for much worker to expert on that, it is good for management to provide some training and teach them on how to handle the customers in a proper manner. Same goes with technical skills. It is skill related to the process of completing work such as know how to use computer with latest software as well as rules and regulation related to customer service processes. Therefore, the public sector might increase their staff technical skill by involving them in program related such as Software and Computer Management Program and so on.

4.3.2 Train staff on emotional control

Firms need to be aware of ongoing emotional stress among their employees. They should make sure their employees are trained to deal with emotional stress and know on how to cope with pressure from customers. If not, they will use a variety of ways to resist the stress emotional labour.

4.3.3 Updated Information Available

In order to serve the people in a good way, the staff should have an updated with latest information from the relevant officer-in-charge. It is necessary the officer display any announcement or latest news in front or outside of the counter. The staff is the main actor to know the latest information to acts as the ear and eyes for the people to ensure they know and understand the updated information. Therefore, it is easier for people to know any news regarding program or any project that will be conducted in such area.

It is vital for public sector to turn their weaknesses into strengths in order to make them stay competitive with other sector. Then, management might use all these suggested recommendation in order for them to overcome the weaknesses of district office counter as well as increasing the management quality in public sector. Then, indirectly it will make the public to satisfy with this public services besides can increase society trust towards them.

4.4 RECOMMENDATIONS

4.4.1 NARROW THE GAPS

Since Gap Analysis can be a tool for us to examine and analyse between customers' expectation and our actual services as what has been discussed in chapter three, so it is good for us to narrow the gap since more narrow the gap, more close the customer expectation with our actual service performances. So, below is the method or solution on how to narrow the gap for Examination Unit counter service. Something to ponder, this Gap is closely related with subtopic 3.6 in the previous chapter.

Types of Quality Gap	Proposed solutions
Gap 1: The Knowledge Gap	<p>Suggestion: Educate management about what customers expect such as:</p> <ol style="list-style-type: none"> 1. Increase interactions between customers and management. If the public, especially the new one think they may asked the information regarding on how to transfer of shotgun firearm title, the staff should inform to them the scope of work of that unit such as by putting function and objective of district office in the notice board. So they might have some new idea regarding that matter. 2. Implement an effective customer’s feedback system that includes satisfaction research, complaint content analysis and customer panels. Management can implement some feedback in order for them to gain knowledge regarding publics’ satisfaction by carrying some survey through face-to-face interview, telephone interview, written questionnaires and much more.
Gap 2: The Policy Gap	<p>Suggestion: Establish the right service processes and specify standards. The actual policy standard that they set for service of renewal permit of ammunition is one month. So, they might:</p> <ol style="list-style-type: none"> 2. Ensure that employees understand and accept goals, standards, and priorities. Informing the public that importance for them to maintain the standard of policy of renewal permit.
Gap 3: The Delivery Gap	<p>Suggestion: Ensure that performance meets standards that are based on customer needs and expectations</p>

	<p>1. Getting the customer service processes right by standardize repetitive work tasks to ensure consistency and reliability by substituting hard technology for human contact and improving work method. If the soft technology having system down, they have rely on manual work method. Reminding the staff to maintain the standard of processing which is maximum one hour.</p>
<p>Gap 4: The Communications</p>	<p>Suggestion: Close the internal and external communications gaps by ensuring that communications promises are realistic and correctly understood by customers</p> <p>1. Be specific with promises and mange customers' understanding of communication content such as identify and explain, in real time, the reasons for short comings in service performance, highlighting those cannot be controlled by the firm. The staff has to explain on the procedure for requesting transfer of shotgun title whether in life or through probate until they can capture the points and must not tend to skip some procedure.</p> <p>2. Install the right technology, equipment, support processes, and capacity by select the most appropriate technologies and equipment to provide information.</p>
<p>Gap 5: The Perception Gap</p>	<p>Suggestion: Tangibilize and communicate the service quality delivered</p> <p>1. Make service quality tangible and communicate the service quality delivered such as for complex and credence services, keep customers informed during service delivery on what is being done, and give debriefings after the</p>

	delivery so that customers can appreciate the quality of service they received.
Gap 6: The Service Gap	Suggestion: close gaps 1 – 5 to consistently meet customer expectations.

Thus, the district management might use this recommendation in narrowing the gap where can be used in examine and analyse between customers' expectation and the actual services provided by that office. Solution given is useful to be implementing since I have adapt the real situation that happen in there.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

There are many things that I have learned during the eight weeks of practical training at Bau District Office. The whole practical training periods was informative and give me some challenge. Through this practical training, I was able to gain new perspective and understanding the real life working experience. Besides, I was also able to improve my soft and functional skills. All this valuable experience and knowledge that I have gained were not only acquired through the direct involvement in task given but also through other aspects of training such as observation, interaction with the staff and other third party related to the organization. From the practical training, I also believe that the practical training program has achieved its primary objective. As it is also the best ways to prepare student in facing the real life working experience by giving them the first-hand experience during their practical training.

5.1 SUMMARIZATION OF CHAPTERS

5.1.1 Chapter One

Under Chapter One, for Introduction of the organization, I have explained on the background of Bau District Office such as the establishment of the department, the background and location of Bau. Next, mission and vision also have well elaborated. Their mission is to provide an efficient and effective of comprehensive services, and as a catalyst for socio-economic development of Bau District through decisions and actions based on professionalism, integrity, accountability in accordance with the aspirations and government policy. Then, the vision is to become an Excellence District Office towards a World-Class Public Service. Another element such as organization structure and core business of the organization also has been highlighted. Besides that, other relevant information pertaining to Bau District Office has been disclosed under this chapter which is regarding the objective, function, policy and Client Charter of the department. At the same time, organizational structure had been disclosed too for the purpose of knowing the top management of this department.

5.1.2 Chapter Two

In completing Chapter Two, Schedule of practical training, I have tabulated my daily training extracted from the Log Book. However, for initial understanding, I have explained some information on that matter under the introduction of Chapter Two. Refreshing back the history, I have been assigned by my supervisor, Sir Danny Ak Ngumbang, the Senior Assistant Officer of Bau District Office with lots of challenging task. However, I am so proud of myself since I can complete those entire tasks. Other than that, I also elaborated the schedule on my practical training and my segment of task. As what I have explained in Chapter Two, I have started my five weeks practical training on 23rd January 2017 and finished it on 27th March 2017. Next, I also make some description regarding jobs and tasks that has been executed by me throughout my practical training starting from week one until week eight. As what has been summarized in the Table 2.1, it is the entire task that I have been assigned to during my eight weeks of practical training.

5.1.3 Chapter Three

In completing Chapter Three, I have made some analysis on one area of task assigned to me which is counter service. I have come out with a few facts such as Designing Service Concept since some experienced service marketers recognize the need to take holistic view of the entire performance they want customers to experience and concerning on that, I am eager to come out with that theory in my report. Under Chapter Three, I am also give some definition of counter service concept. Two different levels of counter service concept are the service at the counter and support service. Other than that, for more clear view, I have come out with the example of counter service scenario that happen in the counter service office which is Request of Renewal Permit of Purchasing of Ammunition of Shotgun. Then, to make my report more trusted, I have elaborate on some valid theories from some expertise regarding service area such as Dimensions of Servqual and Identifying Service Quality Problems are adapted from study carry out by A. Parasuraman. Then, Servuction System is adapted from Pierre Eiglier.

5.1.4 Chapter Four

After begin by explaining some fact in the introduction for Chapter Four Recommendations, I am then proceeded to explain some strengths and weaknesses of counter

services. Then, I am also come out with some solution to overcoming problem and weaknesses of counter services. It is vital for all service providers or company to minimize their counter service's weaknesses and any other problem arise since it can lead to dissatisfaction of their customer. Then, in a long term, it will bring negative effect to their business as well as reduce customer's loyalty, wealth and return of the company. The example of solutions suggested are including method to overcoming the weaknesses of counter services and how to narrow the gaps. It is important to narrow the gap since it can be used as a tool to examine and analyse between customers' expectation and our actual services.

5.2 CONCLUSION

Bau District Office is one of the organizations that accountable with any welfare issue of the people in Bau District. All of the staff is striving to perform their duties in efficiency through an effective way in order to achieve the vision and mission of the organization. It is one of the organization that responsible to develop rural transformation in which benefits rural people in terms of infrastructure, welfare and development.

As for my conclusion, I would like to say that my internship program at Bau District Office has given me a lot of experience in handling real work environment. I also had a chance to apply some of my knowledge that I gain from my previous semester and relate it into my practise during the internship session. The task mainly related to the scope of administration and management which I had learned in class for subject Service Management and Ethics. I had explained about the organization which take the most tasks done during practical training related to the concepts that I had learned at the work place and how to transform knowledge gained to reinforce understanding on the concepts learned in the classroom.

Last but not least, Bau District Office is successfully taught me how to exposed the complicated situation happen when sometimes there is overload of work that must be complete in one day. I already start to feel the challenge in the real working environment but lucky to me, I finally did complete all the task with guidance from my supervisor and all the staff. I also get a chance to attend the real meeting environment and site visit. I feel that my confident levels are increase and I'm sure that I will be able to work independently in the future.

APPENDIXEX



Appendix 1: Renewal Permit of Ammunition while answering call at the service counter



Appendix 2: Following District Officer Puan Anielia Siam for Chinese New Year Event



Appendix 3: Chinese New Year Event with the people in Bau



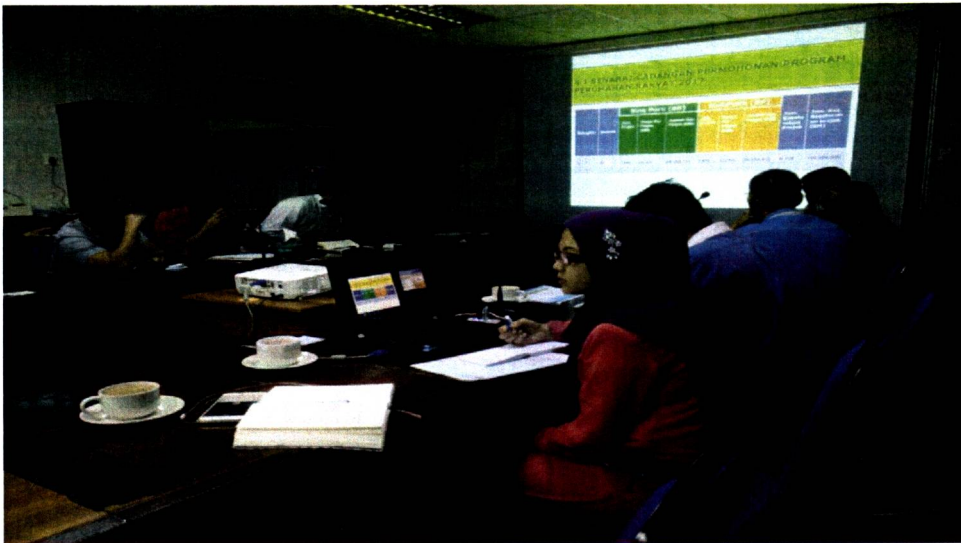
Appendix 4: Program "Majlis Tilawah Al-Quran" organized by Bau District.



Appendix 4: Participate as a player in Bowling Tournament in District Level



Appendix 5: Meeting Room environment in Bau District Office



Appendix 6: Join office meeting and records for the minutes of meeting



Appendix 7: Site visit regarding SDSI Proposal



Appendix 8: With Supervisor of department Sir Danny ak Ngumbang



Appendix 9: With staff of department



Appendix 10: Symposium of DUN Serembu at Imperial Hotel, Kuching



Appendix 11: Become a secretariat in Program Symposium DUN Serembu.

**MINIT MESYUARAT FOCUS GROUP PEMBASMIAN KEMISKINAN PERINGKAT
DAERAH BAU BIL 1/2017**

TARIKH : 10 Februari 2017 (Jumaat)

MASA : 9.30 pagi

TEMPAT : Bilik Mesyuarat Pejabat Daerah Bau.

SENARAI KEHADIRAN:

1. Pn. Anielia Anak Siam - Pengerusi
Pegawai Daerah Bau
2. Pn. Claudia Kassim - Ahli
Pegawai Tadbir
Residen Bahagian Kuching
3. Encik Wahab Haji Mainol - Ahli
Pengkulu Masyarakat Melayu Bau
4. Encik. Dominic Ritay - Ahli
Pegawai Khas Pejabat Pusat Khidmat P.192 Mas Gading
5. Encik Daniel Teho - Ahli
Pemanca Bidayuh Daerah Bau
6. Encik Jihen Anak Minaw - Ahli
Pengkulu Jagoi
7. Encik Francis Winick - Ahli
Setiausaha Pejabat ADUN N.2 Tasik Biru
8. Encik Jossem Daweg - Ahli
Wakil YB ADUN N2 Tasik Biru

9. Encik Jack Oduin - Ahli
Pegawai Pejabat ADUN N.2 Tasik Biru
10. Encik. Ranik Rujah - Ahli
Pengkulu Serembu
11. Encik Richard Kinot - Ahli
Penolong Tadbir (Operasi)
Jabatan Kerja Raya Daerah Bau
12. Encik Gani Anak Jonek - Ahli
Pengkulu Biratak
13. Encik Urban Sinyaw - Ahli
Wakil ADUN N.1 Opar
14. Encik Donald Henry Nohed - Ahli
Research Officer
Housing Development Corporation
15. Pn. Hazma bt. Shahni - Ahli
Wakil KPD Bau
Ibu Pejabat Polis Bau
16. Encik. Frankton Anak Bagat - Ahli
Wakil Pejabat Kesihatan Daerah Bau
17. Pn. Josephine Josy Nyogia - Ahli
Wakil Pegawai Pendidikan Daerah Bau
18. Pn. Adeline Molly Ak francis Kiyuk - Ahli
Pen. Pegawai Tadbir
Majlis Daerah Bau

- | | |
|---|--------|
| 19. Pn. Natalie Lihow
PHS, State Development Office | - Ahli |
| 20. Pn. Siti Nor Fajariah Bujang
PHS, State Development Office | - Ahli |
| 21. Encik Kumar Perumal
Pembantu Penguatkuasa
Majlis Daerah Bau | - Ahli |
| 22. Pn. Konelia Pauzan
Pen. Pegawai Tadbir
Pejabat Daerah Bau | - Ahli |

TIDAK HADIR DENGAN MAAF.

1. Pegawai Kesihatan Daerah
2. Jurutera Daerah SESCO Daerah Bau
3. Penolong pegawai Pertanian Daerah Bau
4. Jabatan Kebajikan Masyarakat Daerah Bau
5. Pemanca Bong Jong Long
6. Penghulu Lai Shey Hiong
7. Penghulu Jidokson Raway
8. Penghulu Dihoi Anak Nywen
9. Penghulu John Luk Chung Yu
10. Penghulu Liew Chiew Hian

1. PERUTUSAN Pengerusi

- 1.1 Pengerusi mengalu-alukan kehadiran semua ahli mesyuarat dan mengucapkan terima kasih kepada ahli yang hadir ke Mesyuarat FOCUS GROUP Pembasmian Kemiskinan Peringkat Daerah Bau Bil 1/2017 untuk kali pertama dalam tahun 2017 diadakan.
- 1.2 Pengerusi memaklumkan bahawa mesyuarat ini diadakan untuk membentangkan prestasi KPI 2016, ulasan isu kawasan-kawasan dan perancangan projek bagi tahun 2017 untuk dilaksanakan di Peringkat Daerah Bau.
- 1.3 Dalam perbincangan mesyuarat, Pengerusi turut membentangkan sasaran penerima bagi program pembasmian kemiskinan termasuk memaklumkan untuk melaksanakan ketetapan kepada penerima bantuan dimana kelayakan tersebut akan ditetapkan melalui proses tapisan oleh agensi berwajib.

2.0 PEMBENTANGAN OLEH PEGAWAI DAERAH BAU

Pegawai Daerah Bau membentangkan perkara-perkara berikut:

- 2.1 Taklimat berkenaan takwim DAC Daerah Bau 2017.
 - i. Mesyuarat *Focus Group* Daerah Bau merupakan satu daripada komponen utama kepada mesyuarat mesyuarat *District Action Committee*.

2.2 Pembentangan Statistik Kemiskinan Terkini 1.2.2017.

i. Statistik Kemiskinan Mengikut Bahagian adalah seperti berikut.

BAHAGIAN	MT	M	JUMLAH	PENDUDUK
KUCHING	3,429	7,979	11,408	750,781
SAMARAHAN	2,812	4,967	7,779	179,708
SERIAN	1,218	1,980	3,198	131,419
SRI AMAN	2,226	2,313	4,539	101,700
BETONG	2,356	2,893	5,249	120,100
SARIKEI	2,481	3,500	5,981	123,000
SIBU	2,142	3,172	5,314	302,400
MUKAH	1,568	2,954	4,522	129,000
KAPIT	3,366	1,710	5,076	115,300
BINTULU	1,112	1,623	2,735	231,000
MIRI	4,143	2,720	6,863	383,500
SUMBER: Data dari Agensi Pembangunan Negeri Sarawak.	1,058	1,270	2,328	97,400

- ii. Pengerusi memaparkan statistik kemiskinan mengikut Bahagian dimana jumlah terbesar kemiskinan adalah di Bahagian Kuching.
- iii. Mengikut laporan statistik, jumlah Miskin Tegar dan Miskin di Bahagian Kuching ialah sebanyak 11,408 daripada 750,781 penduduk.
- iv. Statistik KIR Laporan e-kasih 2017 vs 2016

Tahun	Feb-17	Feb-16
Miskin Tegar	27,911	29,587
Miskin	37,081	35,209
Sarawak	113,875	109,605

POPULASI PENDUDUK: 2,666,600

- v. Pengerusi turut membentangkan statistic KIR Kemiskinan secara keseluruhan negeri Sarawak dimana Miskin Tegar menunjukkan penurunan untuk tahun 2017 berbanding 2016, dan ini menunjukkan prestasi yang baik kepada statistik tahap miskin tegar.

- vi. Walaubagaimanapun, jumlah keseluruhan kemiskinan negeri Sarawak meningkat pada tahun 2017 berbanding 2016.

Tindakan: Pejabat Daerah Bau & Semua Agensi

2.3 Pembentangan Prestasi KPI 2016

- i. Pengerusi telah memaparkan pencapaian statistik BTB(Belum Terima Bantuan) Langsung 2016 dan 2017 secara keseluruhan dan mengikut daerah.
- ii. Menurut status statistik terkini merujuk pada 1.1.2017, peratusan atau quota pemberian bantuan untuk peringkat negeri Sarawak adalah sebanyak 56.89% dan ini menjadi kekangan untuk pengagihan bantuan yang banyak kepada peringkat Daerah.
- iii. Berdasarkan Status Terkini 1.1.2017 Belum Terima Bantuan (BTB) Langsung Mengikut Daerah bagi Daerah Bau, jumlah data menunjukkan hanya satu (1) orang sahaja yang belum menerima BTB diklasifikasikan dari kategori Miskin Tegar. Pengerusi memohon agar pihak PHS membuat pemeriksaan ke atas kes ini dan pengesahan jika bilangan tersebut benar.
- iv. Pengerusi menyarankan kepada agensi yang bertanggungjawab supaya menyemak semula maklumat dan kesahihan penerima BTB Langsung untuk Daerah Bau.

**Tindakan: Pejabat Daerah Bau & Pejabat
Pembangunan Negeri Sarawak (PHS)**

2.4 Laporan Pencapaian bantuan SPKR bagi Program PPP, ASB SEJAHTERA DAN DIV LEMBU (2016)

- i) Di bawah Program Pembasmian Kemiskinan (SPKR) 2016, selain Program Bantuan Rumah (PBR), terdapat 3 program dilaksanakan iaitu, Program Peningkatan Pendapatan (PPP), ASB Sejahtera, Dividen Lembu.
- ii) Sebanyak RM 10,245,000.00 juta peruntukan telah diberi oleh kerajaan negeri untuk 3 Program Pembasmian Kemiskinan dengan sasaran penerima seramai 2,085 orang.
- iii) Berdasarkan bilangan penerima sebenar, seramai 1,998 orang peserta telah terlibat dalam keseluruhan program dan pencapaian peruntukan menunjukkan keputusan yang amat baik iaitu sebanyak 95.82%.
- iv) Berdasarkan peruntukan yang diberi dari kerajaan negeri, Pengerusi memaklumkan bahawa pihak agensi yang bertanggungjawab akan memberikan bantuan dan keutamaan kepada penerima yang betul-betul memerlukan dan yang layak sahaja.

Tindakan: Makluman Semua

2.5 Pembentangan Laporan KPI 2017

- i) Menurut Laporan KPI Negeri 2017, perancangan utama Negeri menyasarkan sifar Miskin Tegar pada 30 November 2018 dimana Miskin Tegar telah dicatatkan pengurangan sehingga 60% dari 27,769 kepada 14,497 sehingga 30 Disember 2017.
- ii) Dalam mesyuarat untuk pembentangan laporan ini, terdapat percanggahan data KPI Negeri berkaitan Miskin Tegar dengan data statistik BTB Langsung untuk Daerah Bau. PHS dipohon untuk membuat semakan ke atas data tersebut.

Tindakan: Pejabat Pembangunan Negeri Sarawak (PHS)

- iii) Oleh yang demikian, Pengerusi meminta agensi yang bertanggungjawab berkaitan pengumpulan maklumat untuk menyemak semula dan memberi penjelasan lebih lanjut berkaitan data tersebut pada mesyuarat akan datang.

**Tindakan: Pejabat Daerah Bau & Pejabat
Pembangunan Negeri Sarawak (PHS)**

2.6 Pembentangan Cadangan Permohonan Program Perumahan Rakyat 2017

- i) Berdasarkan perancangan Negeri untuk Program Perumahan Rakyat 2017, program tersebut terbahagi kepada 2 iaitu BB (Bina Baru) dan BP (Baik Pulih).
- ii) Seperti yang dimaklum, negeri Sarawak mempunyai 12 Bahagian dan 40 Daerah. Menurut program yang telah dirancang, berdasarkan bilangan Bahagian dan Daerah, terdapat 6,128 jumlah keseluruhan projek dimana jumlah keseluruhan kos projek adalah sebanyak RM 154,288,000 juta.
- iii) Jumlah projek yang dirancang untuk BB (bina Baru) adalah sebanyak 1,442 dengan kos setiap unit rumah RM 68,000 dan jumlah kos keseluruhan projek BB ialah RM 98,056,000 juta.
- iv) Manakala jumlah projek BP (Baik Pulih) ialah sebanyak 4,686 dengan harga setiap rumah ditetapkan sebanyak RM12,000 dan membelanjakan sebanyak RM 56,232,000 juta untuk keseluruhan kos projek BP.
- v) Untuk makluman, kos tersebut adalah seperti yang dipohon dan belum diluluskan oleh Kementerian.

Tindakan: Makluman Semua

2.6 Pembentangan Projek Bantuan Rumah (PBR) 2017- Projek Rumah Daif

- i) Pengerusi telah memaklumkan bahawa permohonan kenaikan kadar PBR untuk 2017 telah diluluskan dari RM12,000 kepada RM15,000.
- ii) Pengerusi turut memaklumkan, agensi yang bertanggungjawab bagi projek PBR untuk peringkat Daerah adalah dibawah Majlis Daerah dan Majlis Daerah dikehendaki untuk mengemukakan senarai pemohon untuk tujuan kelulusan Kementerian Kerajaan Tempatan.
- iii) Mesyuarat dimaklumkan permohonan peruntukan untuk Program Pembasmian Kemiskinan Bandar 2017 yang terbahagi kepada Baik Pulih Rumah Daif dan Pembinaan Rumah Khidmat bakti dibawah tanggungjawab Majlis Daerah masih dalam proses.
- iv) Pengerusi memutuskan agar setiap agensi Bau yang bertanggungjawab untuk kemukakan permohonan PBR yang belum mendapat kelulusan kepada Pejabat Daerah Bau dengan kadar segera.

Tindakan: Pejabat Daerah Bau, Majlis daerah Bau, Penghulu dan SDO

2.7 Taklimat Program Pembasmian (SPKR) 2016

- i) Di bawah Program Pembasmian Kemiskinan (SPKR) 2016 untuk Daerah Bau, terdapat 5 program dilaksanakan iaitu Program 1AZAM, Program Peningkatan Pendapatan, ASB Sejahtera, Dividen Lembu dan Program Bantuan Rumah.
- ii) Dalam pelaksanaan keseluruhan program, semua peserta yang terlibat yang terdiri dari N1 Opar, N2 Tasik Biru, N13 Batu Kitang dan N18 Serembu, pelaksanaan dilaksanakan mengikut agensi berkenaan.

Tindakan: Makluman Semua

2.8 Projek Pembiayaan Persekutuan (MRP) 2016 Pejabat Daerah Bau

- i) Fokus Pengerusi dalam taklimat ini ialah untuk Program Bantuan Rumah (PBR) 2016 yang terbahagi kepada 2 jenis projek iaitu PBR (Bina Baru) dan PBR (Baik Pulih).
- ii) Pengerusi memaklumkan bahawa Daerah Bau telah mendapat penambahan enam (6) projek (PBR) Baik Pulih pada bulan Februari 2017.
- iii) Bilangan projek meningkat kepada 69 projek dimana PBR (Bina Baru) 23 projek dan PBR (Baik Pulih) 46 projek dan telah mendapat penambahan peruntukan dari RM1.6 juta kepada RM1.752juta.
- iv) Daripada 69 projek 2 projek PBR (Bina Baru) berstatus Dalam Pelaksanaan manakala 21 projek telah Siap. Bagi PBR (Baik Pulih), 6 projek baru berstatus Belum Mula dan selebih 40 projek sudah Siap.
- v) Keseluruhan projek yang siap ialah 61 daripada 69 jumlah projek.

Tindakan: Makluman Semua

2.8 Taklimat Program Pembasmian Kemiskinan (SPKR) 2017

- i) Di bawah Program Pembasmian Kemiskinan (SPKR) 2017 untuk Daerah Bau, terdapat 5 program iaitu Program 1AZAM, Program Peningkatan Pendapatan, ASB Sejahtera, Dividen Lembu, Program Bantuan Rumah (PBR Bina Baru) dan Program Bantuan Rumah (PBR Baik Pulih) dimana menggunakan peruntukan Persekutuan yang diuruskan oleh Pejabat Daerah.
- ii) Berdasarkan permohonan yang telah dibuat, sebanyak 104 buah kampung yang terdiri daripada N1 Opar (8 Kampung), N2 Tasik Biru (49 kampung), N13 Batu Kitang (3kampung) dan N18 Serembu (44 kampung) terlibat dengan pembahagian bantuan.

- iii) Seramai 232 orang peserta untuk keseluruhan program yang terdiri daripada 20 orang peserta dari N.1 Opar, 109 orang dari N.2 Tasik Biru, 9 orang dari N.13 Batu Kitang dan 94 orang dari N.18 Serembu.
- iv) Mesyuarat dimaklumkan bahawa pembahagian bantuan menggunakan konsep nisbah untuk memastikan pembahagian adalah sama rata untuk setiap kampung.
- v) Pengerusi memaklumkan secara polisinya nisbah kampung kepada Bantuan ialah kadar nisbah 1 Kampung 2 Bantuan (1:2).

**Tindakan: Pejabat Daerah Bau dan
Makluman Semua**

2.9 Jawatankuasa Transformasi Ekonomi Luar Bandar Peringkat Bahagian (JKTELB)

- i) Pengerusi menunjukkan struktur organisasi yang bertanggungjawab untuk program transformasi ekonomi luar Bandar di peringkat daerah.
- ii) Berdasarkan struktur tersebut, Pejabat Pertanian Bahagian menjadi urusetia dimana permohonan akan dihantar ke agensi/badan berkanun yang beroperasi di bahagian berkenaan yang terdiri daripada 10 Ahli dan dipengerusikan oleh Residen.
- iii) Pengerusi turut memaparkan tema rujukan (JKTELB) sebagai mekanisme pelaksanaan projek serta memberi gambaran jadual pemantauan dan maklumat urusetia (JKPSELB) Negeri.
- iv) Pengerusi telah dimaklumkan oleh Pejabat Residen berkaitan Projek Transformasi Luar Bandar Bahagian Bau bahawa hanya 1 projek sahaja yang diluluskan dan memilih Projek Market Serikin sebagai Projek Pelancongan Distrik Bau kerana kekurangan peruntukan.

Tindakan: Makluman Semua

2.10 Taklimat KPI 2017 Negeri

- i) Pengerusi memaparkan kaedah pelaksanaan untuk pengurangan miskin tegar sifar dan sasaran pengurangan miskin tegar mengikut suku tahunan untuk tahun 2017.
- ii) Pengerusi turut menunjukkan data terkini 1.1.2017 aktiviti verifikasi pendaftaran baru melalui Lock Figure mengikut bahagian.
- iii) Berdasarkan data tersebut, memandangkan jumlah pendaftaran baru untuk status kemiskinan di bahagian Bau sedikit berbanding daerah lain iaitu hanya seramai 17 orang sahaja, Pengerusi bercadang untuk menggalakkan focus group mendaftar penduduk miskin kampung Bau untuk mendaftar diri ke e-kasih.
- iv) Oleh yang demikian, Pengerusi dan ahli-ahli meminta kepada agensi yang mengurus data maklumat untuk menyemak semula data tersebut.

Tindakan: Makluman Semua

2.10 Pembentangan Statistik Kemiskinan Terkini 1.2.2017

1. Pengerusi memaparkan sebab-sebab status kemiskinan terkeluar dan menunjukkan statistik jumlah status terkeluar untuk tahun 2016 dan 2017.
2. Berdasarkan statistik, seramai 37,954 orang sudah terkeluar dari status kemiskinan untuk tahun Feb 2016 dimana untuk tahun 2017 statistik jumlah orang menunjukkan pertambahan status terkeluar dimana sebanyak 45,094 jumlah orang.

Tindakan: Makluman Semua

2.11 Pemakluman Terkini

- i) Mesyuarat dimaklumkan bahawa perlanjutan perlantikan PHS bagi tempoh suku tahun pertama iaitu Januari sehingga Mac 2017.
- ii) Pengerusi turut memaklumkan tentang pelaksanaan Mobile Team Tahun 2017 diteruskan dan tumpuan adalah di zon tengah (Bahagian Sarikei, Sibul, Mukah dan Kapit)
- iii) Untuk Makluman, setiap perbentangan mesyuarat akan di agihkan kepada setiap ahli yang hadir.

Tindakan: Makluman Semua

3.0 HAL-HAL LAIN

1. Berdasarkan makluman dari Pihak Pejabat Pendidikan berkaitan wang e-kasih (quarm) kepada pelajar, daripada 43 jumlah buah sekolah di Bau, 42 sekolah telah member wang e-kasih kepada pelajar yang layak kecuali sebuah sekolah sahaja iaitu SK Tembawang dimana pihak pendidikan sudah menggesa untuk diberi peruntukan tersebut dan dijangka diberi pada bulan ini.
2. Pejabat Pendidikan turut menjelaskan syarat penerima DAC (Program Sedia Ada) dimana pelajar akan dipilih mengikut syarat serta pemantauan pihak sekolah.
3. Pembentangan dari agensi HDC (Housing Development Cooperation) berkaitan pembinaan projek Kampung Bunga Rampai, memaklumkan dimana mereka akan menghantar pelan pembinaan secepatnya ke Majlis Daerah sejurus mendapat kelulusan dari Jabatan Tanah dan Survei Sarawak.
4. Seterusnya, wakil dari pihak HDC memaklumkan, daripada kajian pasaran, kemiskinan dan perumahan daripada penduduk Daerah Bau sangat tinggi.

5. Berdasarkan pembentangan dari Pihak Penghulu dan Ketua Kampung, mereka memohon untuk diberi informasi berkaitan profile kampung dan kelulusan rumah PBR. Tambahan juga mereka meminta kontraktor yang melaksanakan PBR(Baik Pulih) supaya betul-betul mengikut skop peruntukan dan berharap supaya pihak Pejabat dan Majlis Daerah membuat pemantauan kerja untuk setiap projek PBR tersebut.
6. Pembentangan dari Pegawai Khas N2 Tasik Biru dimana meminta untuk mengemaskini maklumat dan data e-kasih kemiskinan Daerah bau kerana mengikut pemantauan yang telah dijalankan, kemiskinan di Daerah bau adalah ramai berbanding maklumat yang telah ditunjukkan.

Tindakan: Makluman Semua

12.0 PENANGGUHAN MESYUARAT

Mesyuarat telah ditangguhkan pada jam 12.00 tengahari dengan ucapan ribuan terimakasih daripada Pengerusi Mesyuarat.

Pencatat Minit	Disahkan Oleh
<p>.....</p> <p>(Sarema Putri binti Ismail) Pelajar Latihan Industri</p>	<p>.....</p> <p>(Anielia Anak Siam) Pegawai Daerah Bau</p>

MINIT MESYUARAT PROJEK
CONSERVATION AND RESTORATION OF MINING SITES AS GOLD MINE PARK, BAU.
BIL.2/2017

TARIKH : 22 Februari 2017 (Rabu)
MASA : 9.00 pagi
TEMPAT : Bilik Mesyuarat Pejabat Daerah Bau

SENARAI KEHADIRAN

- | | |
|--|-----------|
| 1. Pn. Anielia Anak Siam
Pegawai Daerah Bau | Pengerusi |
| 2. En. Simon Wong
Setiausaha, Majlis Daerah Bau | Ahli |
| 3. Dr. Charles Leh
Jabatan Muzium Sarawak | Ahli |
| 4. Pn. Dorisi Resit
Kementerian Pelancongan Kesenian dan Kebudayaan Sarawak. | Ahli |
| 5. En. Michael Pawan
Kementerian Pelancongan Kesenian dan Kebudayaan Sarawak. | Ahli |
| 6. En. Prem Notee
Pegawai Khas YB ADUN N.18 Serembu | Ahli |
| 7. En. Alexiuos
Setiausaha YB ADUN N.18 Serembu | Ahli |
| 8. En. Bong Jong Long | Ahli |

Pemanca Masyarakat Cina Bau

- | | |
|--|------|
| 9. En. Ranit Anak Rujah
Penghulu Serembu | Ahli |
| 10. En. Chei Ng Jung
Penolong Jurutera | Ahli |
| 11. En. Lai Shey Hiong
Penghulu Kawasan Paku | Ahli |
| 12. En. Gani Jonek
Penghulu Biratak | Ahli |
| 13. En. Ajit Francis
K.K Tasik Biru. | Ahli |
| 14. En. Francis W.
Setiausaha, YB ADUN N2 Tasik Biru | Ahli |
| 15. En. Jack Oduin
Pegawai Khas, YB ADUN N2 Tasik Biru | Ahli |
| 16. En. Gilbert Rusin
Pegawai Khas, YB ADUN N2 Tasik Biru | Ahli |
| 17. En. Wahab Hj Mainol
Penghulu Kawasan | Ahli |
| 18. En. Dihoi Anak Nyawen
Penghulu Kawasan Krokong & Tringgus | Ahli |
| 19. Pn. Rubi Dihom | Ahli |

Comm. Liaison Office
North Borneo Gold SDN. BHD.

20. En. Charles P. Molujin
SR. EXPL. GEOLOGIST
North Borneo Gold SDN. BHD.

Ahli

TIDAK HADIR DENGAN MAAF

1. Pengarah Jabatan Perancang Negeri,
Jabatan Ketua Menteri, Kuching.
2. Penguasa, Jabatan Tanah dan Survei, Bahagian Kuching
3. Pejabat Residen Bahagian Kuching.
4. Pemanca Daniel Teho. J Regaw
5. Penghulu Jidokson Anak Raway
6. Penghulu Jihen Anak Minaw
7. Penghulu John Luk Chung Yu
8. Penghulu Liew Chiew Hian

1.0 PERUTUSAN Pengerusi

- 1.1 Pengerusi mengalu-alukan kehadiran semua ahli mesyuarat dan mengucapkan terima kasih kepada ahli yang hadir ke Mesyuarat Kali Kedua BIL.2/2017 untuk PROJEK *CONSERVATION AND RESTORATION OF MINING SITES AS PARK*, Bau.
- 1.2 Pengerusi turut mengucapkan berbilang terimakasih kepada Kementerian Pelancongan Kesenian dan Kebudayaan Sarawak (MTAC) dan Jabatan Muzium Sarawak kerana memilih Bau untuk pembangunan *Gold Mine Park*.
- 1.3 Pengerusi memaklumkan bahawa kerajaan telah memberi kelulusan Projek di bawah RM Ke-11 dan peruntukan sejumlah RM1.5 juta yang perlu dilaksanakan dalam jangka masa terdekat ini.
- 1.4 Tujuan mesyuarat kali ini diadakan untuk membincangkan komponen muzium berkonsep taman yang akan dibangunkan serta jawatankuasa yang bertanggungjawab dalam pengurusan pembangunan *Gold Mine Park*.

2.0 PEMBENTANGAN AGENDA MESYUARAT

- 2.1 Pengerusi memaklumkan bahawa pembentangan mesyuarat kali ini adalah berdasarkan pengumpulan maklumat mesyuarat lepas merujuk kepada BIL.1/2017 bersama Kementerian Pelancongan Kesenian dan Kebudayaan Sarawak yang diadakan di Majlis Daerah Bau.
- 2.2 Focus mesyuarat ialah berdasarkan *Key Result Area* (KRA) ketiga dimana telah mencadangkan satu projek membina Muzium Emas iaitu Bau telah dipilih sebagai lokasi pembangunan untuk tujuan tersebut.
- 2.3 Pengerusi membentangkan agenda mesyuarat pertama iaitu penubuhan jawatankuasa yang terlibat dalam pelaksanaan projek *Gold Mine Park*.

- i. Pengerusi - Pegawai Daerah Bau
- ii. Setiausaha - MTAC
- iii. Sekretariat - Pejabat Daerah Bau & MTAC
- iv. Teknikal - Jabatan Muzium Sarawak
- North Borneo Gold SDN BHD
- v. Ahli Jawatankuasa - Jabatan Tanah dan Survei Sarawak
- Majlis Daerah Bau
- Pejabat Wakil Rakyat N.2 & N.18 & P.192
- Ketua Kaum Masyarakat
- Unit Perancang Negeri
- Pejabat Setiausaha Kewangan Negeri

2.4 Pengerusi turut membentangkan agenda kedua iaitu perlantikan agensi yang bertanggungjawab mengawal dalam projek *Gold Mine Park*.

- i. Agensi Peneraju - MTAC
- ii. Agensi Pelanggan - Jabatan Muzium Sarawak
- iii. Agensi Pelaksana - Majlis Daerah Bau
- iv. Agensi Teknikal - Majlis Daerah Bau & Konsultan yang dilantik

2.5 Pengerusi juga memaklumkan Projek *Gold Mine Park* telah mendapat kelulusan dan diberi peruntukan sebanyak RM1.5 mil untuk disiapkan dalam tempoh setahun bermula Januari 2017 dan dijangka siap pada Disember 2017.

Tindakan: Pengerusi & Makluman Semua

3.0 PEMBENTANGAN JAWATANKUASA DAN KOMPONEN *GOLD MINE*

3.0 Mesyuarat dmukakan perkara-perkara berbangkit daripada mesyuarat lepas iaitu objektif, latar belakang serta komponen *Gold Mine Park* Bau.

3.1 Cadangan komponen *Gold Mine Park* Bau yang dicadangkan adalah seperti berikut:

- i. *Toured the miner trails xxkm- walking trails, bike trails, hiking routes, motorbike routes for safari train or executive trailer.*
- ii. *Rode an elevator down, feet down*
- iii. *Then spent 30 minutes below ground learning about the gold mine*
- iv. *Process for gold extraction from one*
- v. *Mining equipment/ machine display*
- vi. *Miners Cottage- used by miners*
- vii. *Picnic areas, BBQ pits, playgrounds and water play area*
- viii. *Photo Booth Gold Mine Park Bau*
- ix. *Public Toilet and Exchange Room*
- x. *Souvenir Shop and Gold Miner Abuh/Kitchen*
- xi. *Education Room- "GoldRoom" gold/mineral samples and documentary of gold rush in Bau*
- xii. *Visitors Parking Bay*
- xiii. *Entrance and Exit Hall*
- xiv. *Office*
- xv. *Store*

3.2 Berdasarkan lokasi *Gold Mine Park Bau*, mesyuarat memutuskan untuk menjalankan pemeriksaan kawasan projek yang akan diketuai oleh En. Jack Oduin dalam masa terdekat ini. Pemeriksaan projek akan disertai oleh beberapa wakil dari pihak MTAC, Jabatan Muzium Sarawak, SPU, MAJlis Daerah Bau (MDB), Jabatan Tanah dan Survei, para Pemanca dan Penghulu, wakil dari Pejabat P.192 Mas Gading, ADUN N.2, dan ADUN N.18. Turut disertai wakil APM untuk bimbingan keselamatan. Sebelum pemeriksaan dijalankan, pihak Pejabat Daerah diminta untuk menghantar notis (2minggu) kepada pihak North Borneo Gold SDN BHD (En. Charles & Pn. Rubi) untuk persiapan pemeriksaan.

Tindakan: Makluman Semua

3.3 Mesyuarat juga memutuskan untuk melantik 3 Penasihat/Perunding tempatan untuk projek ini yang akan diurus oleh Majlis Daerah Bau sebelum mendapatkan kelulusan daripada Pejabat Setiausaha Kewangan Negeri.

Tindakan: Majlis Daerah Bau & Pejabat Setiausaha Keangan Negeri

3.4 Mesyuarat dimaklumkan Pegawai Pengawal Projek ialah MTAC. Pihak MTAC yang diwakili oleh Pn Dorisi telah memaklumkan bahawa dana sebanyak RM1.5 juta diperuntukkan untuk konsep dan rekabentuk *Gold Mine Park* Bau sahaja. Untuk makluman ahli mesyuarat, peruntukan selepas ini akan diberikan untuk tujuan binaan fizikal projek. Pengerusi memohon agar MTAC membuat semakan kos siling projek dibentangkan dalam mesyuarat akan datang.

Tindakan: MTAC

3.5 Dari segi perolehan, projek ini akan berada dibawah tanggungjawab MTAC bersama Pejabat Setiausaha Kewangan Negeri dan Konsultan tempatan Bau. Untuk makluman ahli, Majlis Daerah akan menguruskan lantikan dan kelulusan dari pihak SFS (Setiausaha Kewangan Negeri).

Tindakan: Makluman Semua

3.6 Cadangan yang disarankan oleh mesyuarat, operasi dan penyelenggaraan Gold Mine Park Bau akan diswastakan.

Tindakan: Makluman Semua

4.0 CADANGAN MESYUARAT

4.1 Mesyuarat mencadangkan untuk membuat pemeriksaan tapak projek pada 4 March 2017 dan mengadakan mesyuarat seterusnya untuk perbincangan lebih lanjut.

4.2 Setiausaha Majlis Daerah Bau mencadangkan supaya nama gua (*Ghost Cave*) ditukar kepada nama yang lebih sesuai.

4.3 Dr. Charles dari Jabatan Muzium Sarawak turut mencadangkan untuk memasukkan Sejarah dan Warisan Orang Bau ke komponen *Gold Mine Park* Bau.

4.4 Penghulu Lai Shey Hiong dari Kawasan Paku mencadangkan agar menambahkan aktiviti sekaligus pendapatan untuk *Gold Mine Park* Bau seperti *fish feeding* di Tasik Biru.

4.5 Ketua Kampung Ajit dari Tasik Biru memaklumkan bahawa penyelenggaraan dan kebersihan Tasik Biru dijalankan oleh JKKK Kampung Tasik Biru.

Tindakan: Makluman Semua

4.0 PENANGGUHAN MESYUARAT

Mesyuarat telah ditangguhkan pada jam 11.30 pagi dengan ucapan ribuan terima kasih daripada Pengerusi.

PENCATAT MINIT	DISAHKAN OLEH
..... (Sarema Putri binti Ismail) Pelajar Latihan Industri (Anielia Anak Siam) Pegawai Daerah Bau

Certificate of Appreciation



BAU DISTRICT OFFICE



BAU DISTRICT OFFICE

SAREMA PUTRI BINTI ISMAIL (MyKad 980102-08-00000)

BACHELOR OF ADMINISTRATION
MARA UNIVERSITY OF TECHNOLOGY

for participation in

from 23RD JANUARY 2018 to 27TH JANUARY 2018

we wish you good luck in your future endeavours.

KOLEJ KOMUNITI MAS GADING
KEMENTERIAN PENDIDIKAN TINGGI

Sijil Penyertaan

Adalah dengan ini diperakui bahawa

SAREMA PUTRI BINTI ISMAIL
941212 - 13 - 5148

Telah menyerta

**KEJOHANAN BOLING JEMPUTAN & TERTUTUP ANTARA JABATAN KERAJAAN
DAERAH BAU 2017**

Terletak di

MEGALANES SARAWAK, E-MART BATU KAWA

Tadi

17 FEBRUARI 2017

Amukan

KOLEJ KOMUNITI MAS GADING

Dengan kerjasama

**PEJABAT DAERAH BAU & KELAB SUKAN REKREASI
KOLEJ KOMUNITI MAS GADING**



(ANIELIA ANAK SIAM)
PEGAWAI DAERAH BAU
PEJABAT DAERAH BAU



(NOR DALILA BINTI ABD RAHMAN)
PENGARAH
KOLEJ KOMUNITI MAS GADING

Kepada:

Sila Rujuk Per. 2.1, 2.2 dan 2.3

Tuan/Puan,

**SURAT PERLEPASAN UNTUK PERTANDINGAN BOWLING JEMPUTAN DAN TERTUTUP
JABATAN KERAJAAN DAERAH BAU 2017**

Dengan segala hormatnya perkara di atas dirujuk.

2. Sukacita memaklumkan bahawa anda telah terpilih untuk menjadi pemain dan penyokong selaku pemain simpanan seperti butiran di bawah:

2.1 Pasukan Lelaki

Bil.	Nama Pemain Pasukan Lelaki
1.	Mohd Yasir Bin Jamil (Ketua)
2.	Mohd Rafi Bin Mohd Taha
3.	Vincent Anak Jehen
4.	Danny Ngumbang Anak Martin Engkujang

2.2 Pasukan Wanita dan;

Bil.	Nama Pemain Pasukan Wanita
1.	Aileena Anak Barragh Sambang (Ketua)
2.	Wedin Anak Ngojen
3.	Nurul Farahin Binti Bujang
4.	Sarema Putri Binti Ismail

2.3 Pasukan Pemain Simpanan / Penyokong

Bil.	Nama Pasukan Pemain Simpanan / Penyokong
1.	Shamsudin Bin Mohamed Jalil
2.	Christavinnie Sia Anak Christopher Tait
3.	Danker Anak Boeng
4.	Mohamad Termimi Bin Yunus

3. Oleh yang demikian, nama seperti di atas telah diberi perlepasan untuk menyertai dan menyokong pertandingan tersebut dan berikut adalah butirannya:

Tempat : Megafanes E-Mart Batu Kawa
Tarikh : 17 Februari 2017 (Jumaat)
Masa : 2:00PM hingga 6:00PM
Pakaian : Sarawak Regatta 2016
Yuran : RM 20.00 seorang

4. Sebarang pertanyaan sila berhubung dengan Encik Danny Ngumbang dan sila kemukakan bayaran yuran kepada beliau **pada atau sebelum 8 Februari 2017 (Rabu)**.

5. Untuk makluman, sewa penggunaan kasut telah disertakan di dalam yuran.

6. Sehubungan itu, penggunaan **stokin** adalah dibawa sendiri atau boleh dibeli semasa di tempat pertandingan.

7. Kerjasama dan komitmen anda amatlah dihargai dan didahului dengan ucapan terima kasih.

Sekian.

"BERSATU BERUSAHA DAN BERBAKTI"

"AN HONOUR TO SERVE"


(ANIELIA ANAK SIAM)

Pegawai Daerah Bau

Tarikh : 7 Februari 2017

Ruj : 109/DOB/1351/4

KERTAS MINIT
MINUTE SHEET

Kepada : En. Mohamad Termimi Bin Yunus
Pn. Rosalind Chin Bt Abd Kadir
En. Sahari Bin Suaidi
En. Hamilhamzah Bin Yusuf
En. Shamsudin Bin Mohamed Jalil
En. Mohamad rafi Bin Mohamad Taha
En. Mohd Yasir Bin Jamil
En. Razali Bin Tayon
Pn. Sarema Putri Bt Ismail (Pelatih Industri)
Cik. Nurul Farahin Bt Bujang (Pelatih Industri)

Tuan/Puan,

MAJLIS TILAWAH AL-QURAN PERINGKAT DAERAH BAU 2017M/ 1438H.

Dengan segala hormatnya saya merujuk kepada perkara di atas.

2. Sukacitanya dimaklumkan bahawa majlis tersebut akan diadakan seperti di butiran berikut:

Tarikh : 26 Jan 2017 (Khamis)
Masa : 7.00 ptg (Selepas Solat Maghrib)
Tempat : Dewan Serbaguna Kpg Bunga Rampai Bau
Pakaian : Baju Melayu (Lelaki)
Baju Kurung (Perempuan)

3. Sehubungan dengan itu, tuan/puan adalah **DIWAJIBKAN** hadir di majlis tersebut. Berikut adalah senarai tugas yang perlu diambil perhatian serta tindakan dari pihak tuan/puan:-

- a) Membantu **mengedarkan** dan **mengutip** kembali **Borang Kaji Selidik Maklum Balas Pelanggan Luaran** kepada semua tetamu yang hadir di majlis tersebut.
- b) Membantu pihak Jawatankuasa Pengelola (Tuan Rumah Majlis) sebagai **Protokol Majlis**.
- c) Memastikan tetamu duduk di tempat yang disediakan.
- d) Menerima arahan dari masa ke semasa.

4. Kehadiran serta kerjasama dari tuan/puan amatlah dihargai dan didahului dengan ucapan terima kasih.

Sekian.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"


(ANIELIA ANAK SIAM)
Pegawai Daerah Bau

KERTAS MINIT
MINUTE SHEET

(5)/DOB/7 Jld.19
10 Mac 2017.

Kepada

(Sila lihat senarai agihan)

Tuan/Puan


PER: BERTUGAS SEBAGAI URUSETIA SIMPOSIUM N. 18 SEREMBU

Salam sejahtera dari saya.

Tuan/Puan adalah diberi tugas sebagai anggota Urusetia di Simposium N. 18 SEREMBU sepanjang hari mulai 8.00 pagi sehingga tamat Simposium jam 9.30 malam di Hotel Imperial, Kuching pada hari Sabtu 11 Mac 2017. Tuan/Puan juga dijemput ke Mj. Penutupan dan makan malam pada malam tersebut. Kehadiran tuan/Puan adalah wajib.

Selamat bertugas.

Sekian,



Morini Kudan
Atas arahan Pegawai Daerah Bau.

Senarai Agihan

1. SAO Mohd Termimi bin Yunus.
2. SAO Danny Ngumbang anak Martin Engkujang.
3. En. Peter anak Ajek.
4. En Patrick anak Kiren.
5. All Practical Students.



FACULTY OF BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
POLICY STUDIES
PRACTICAL TRAINING FEEDBACK FORM TO BE FILLED IN BY STUDENT

STUDENT NAME : _____
STUDENT NUMBER : _____
IDENTIFICATION NUMBER: _____

NAME AND ADDRESS OF ORGANISATION: _____

PERIOD OF TRAINING: FROM _____ TILL _____
NAME OF HOST SUPERVISOR: _____

(CIRCLE THE RELEVANT SCALE)

1. SCOPE OF WORK CORRESPONDS WITH THE FIELD OF STUDY

(Evaluate whether tasks given are relevant to the BAS/BCA syllabus)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

2. QUALITY OF DAILY TASKS

(Evaluate whether the tasks given are of high quality based on syllabus of the program)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

3. SELECTION OF ORGANISATION

(Evaluate whether this organisation is the right place to undertake the practical training or not)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

4. SUPPORTS, GUIDANCE AND CLARIFICATION RECEIVED BEFORE WORKING ON ANY TASKS

(Evaluate whether the organisation provides the right level of support and training)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

5. RESPONSIBILITIES OF ORGANISATION IN GIVING COOPERATION

(Evaluate whether the organisation gives full cooperation to the student)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

6. ADAPTABILITY

(Evaluate your adaptability to the tasks and surrounding of the organisation)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

7. FACILITIES

(Evaluate whether the organisation provides sufficient resources)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

8. OFFICE ENVIRONMENT

(Evaluate whether the office environment is comfortable, well-managed and convenience)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

9. KNOWLEDGE

(Evaluate whether the organisation's staff possess sufficient knowledge of the organisational matters)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

10. CHARACTER

(Evaluate whether the organisation's staff has a good character)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

11. SAFETY

(Evaluate whether the organisation has necessary safety measure in place)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10

12. Do you think of recommending this organisation to other students for practical training?

Yes	No

Additional Comments.

Student signature.

.....
 (Student name : _____)
 Date : _____

Host Supervisor signature.

.....
 (Host Supervisor name : _____)
 Date : _____

Encik Haruz Hidayat Menerima Wan Menerima
Wakil Fakulti Latihan Industri (AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
Sarawak

Tel: 082-678485/013-8231312
Faks: 082-678091/678064

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

NAMA PELAJAR: SAREMA PUTRI BINTI ISMAIL

NO KAD MATRIK: 2014929577

KOD PROGRAM:

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITMKS(FSPPP/14/1 bertarikh 24 OKTOBER 2016 mengenai perkara tersebut di atas adalah dirujuk

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / ~~TIDAK BERSETUJU~~*** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 23 JANUARI 2017 hingga 17 MAC 2017 berdasarkan syarat-syarat yang akan ditentukan oleh kami

Sekian, terima kasih

Yang benar

Tandatangan Pegawai dan Cop Organisasi
DANNY NGUMBANG ANAK MARTIN ENKJUANG
Penolong Pegawai Tadbir (N.27)
Pejabat Daerah Bau

* Potong mana yang tidak berkenaan

