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

**PRACTICAL TRAINING REPORT
IN KOTA SETAR DISTRICT OFFICE**

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SEPTEMBER 2017

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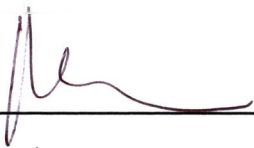
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CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE SUPERVISOR

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I have reviewed the final and complete practical report and approve the submission of this report for evaluation.




(Signature)

Date: 31/1/2018

DECLARATION

I hereby declared that the work contained in this practical training reports are my own except those which have been duty identified and acknowledged. If I later found to have committed plagiarism or other forms of academic dishonesty, actions can be taken against me under the Academic Regulations of UiTM.

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CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter focuses on the background of practical training place. In the section 1.1, explains on how the history of Kota Setar led to establishment of Pejabat Daerah Kotar Setar district, section 1.2 talks about the administration of the district. Next in section 1.3, objective, vision, mission and logo of the organization. In section 1.4 will talk about an organization structure. Section 1.5 show the Kota Setar District Office Client's Charter and the last section which is section 1.6 will shows the map location of Kota Setar District Office (Pejabat Daerah Kota Setar).

1.1 History of Kota Setar District Office

Kota Setar are being named after a tree. A lot of *setar* trees grows across a land named Kota Bukit Pinang. Sultan Muhammad Jiwa Zainal Abiddin was the first king who found the place and built up the kingdom. Sultan Muhammad Jiwa ordered his peoples to explore a new government area to replace Kota Bukit Pinang while having a break at Kota Bukit Pinang.

After that, peoples are being ordered to build up a lot of canal for agriculture purposes, avoidance from flash flood and also for communication purposes. Not

only that, the excess soil will be used to build a castle. The canals will connect few main road likes Alor Semadom to the main river at the Pumpong. From there, peoples can sell their agricultures products to the near villages such as Kanchut, Pengkalan Badak and also Gerbang or also known as Gedebang. On 31st December 1735, Sultan Muhammad Jiwa Zainal Abiddin officially start his government at the Istana Kota Setar.

In year 1726, Sultan of Kedah had ordered his peoples to build up new city in front of the castle. A new castle, flower garden, ponds and also houses for administers are being built up in the city. While for the outer place of the city, the sultan ordered his peoples to build a mosque, bridges and defense camp for the safety of his peoples. Due to that, a Kota Setar Royal City (Bandar Diraja Kota Setar) was being founded started from 15th September 1735. The existence of the royal city had led the city to better development and achievement.

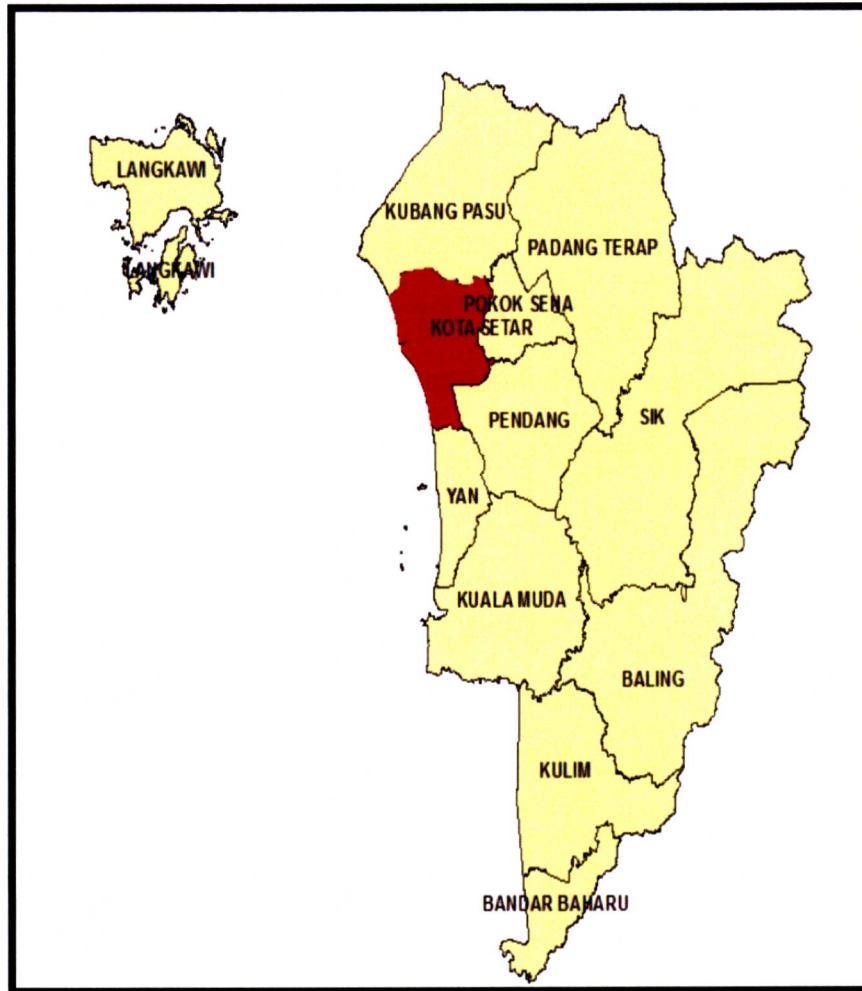


Figure 1.1: Map of States in Kedah

1.2 The Administration of Kota Setar District Office

The entire district of Kota Setar is under the administration of Kota Setar District Office (Pejabat Daerah Kota Setar), while the land administration is divided into the administration of the Kota Setar Land Office and Pokok Sena Land Office. The isolation of land administration began in 1991. On 1st January 2008, the district administration and Pokok Sena land were separated directly with the existence of Pokok Sena District & Land Office. In terms of division, there are 28 *mukim* in Kota Setar District Office administration.

The district administrative center is located at Kompleks Pejabat Daerah & Tanah Kota Setar, Jalan Suka Menanti. Currently, Kota Setar District Office has 62 staff members and 19 Penghulu of *Mukim*. The administrative district of Kota Setar is divided into 3 boundary areas:

- i) Through the *mukim* where there are 28 *mukim* led by Penghulu as representing District Officer at *mukim* level.
- ii) Via MADA area and outside of MADA area
- ii) Through the constituency

Here are list of names of District Officer from the first administer.

NO	OFFICER'S NAME	PERIOD
1	MR. MANSOR BIN HAJI AHMAD	6 TH JAN 1975 – 7 TH SEP 1976

2	DATO' MOHD SAAD BIN ENDUT	8 TH SEP 1976 – 5 TH MAR 1977
3	MR. AHMAD BIN ABDUL RASHID	6 TH MAR 1977 – 5 TH DEC 1978
4	DATO' SYED HARUN BIN SYED HASHIM AL-JAFFREE	6 TH DEC 1978 – 2 ND MAY 1982
5	DATO' HASIM BIN ABDUL	2 ND MAY 1982 – 2 ND DEC 1983
6	DATO' AHMAD BASRI BIN MOHD AKIL	3 RD DEC 1983 – 22 ND FEB 1986
7	DATO' HAJI NOR AMAN BIN HAJI RAFIE	23 RD FEB 1986 – 1 ST APR 1987
8	DATO' MOHD ZAIN BIN OSMAN	2 ND APR 1987 – 30 TH DEC 1990
9	DATO' ZAINUDDIN BIN MAHMUD	1 ST JAN 1991 – 19 TH NOV 1996
10	DATO' KU NAHAR BIN KU IBRAHIM	1 ST DEC 1996 – 15 TH FEB 1997
11	DATO' MOHAMED FAROUK BIN CHE IBRAHIM	15 TH APR 2001 – 18 TH JUL 2001
12	DATO' HAJI HASSAN BIN TAIB	19 TH JUL 2001 – 10 TH JAN 2003
13	DATO' HAJI AHMAD BIN ABDULLAH	11 TH JAN 2003 – 19 TH AUG 2003
14	DATO' HAJI ISMAIL BIN HAMID	20 TH AUG 2003 – 31 ST DEC 2004
15	DATO' HAJI RASLI BIN BASIR	1 ST JAN 2005 – 3 RD SEP 2005
16	DATO' HAJI ABDUL WAHAB BIN BAKAR	4 TH SEP 2005 – 5 TH DEC 2005

17	DATO' HAJI HASHIM BIN ISMAIL	6 TH DEC 2005 – 31 ST OCT 2006
18	DATO' AHMAD BIN MD ISA	1 ST NOV 2006 – 16 TH OCT 2010
19	DATO' ABDULLAH BIN MAT AKHIR	17 TH OCT 2010 – 16 TH JUL 2011
20	DATO' HAJI ABDUL RAHMAN BIN AHMAD	17 TH JUL 2011 – 1 ST SEP 2011
21	DATO' HAJI BAKAR BIN DIN	1 ST JAN 2012 – 30 TH JUN 2013
22	DATO' HAJJAH CHE BARNI BINTI MOHD NOOR	1 ST JUL 2013 – 9 TH SEP 2014
23	DATO' HAJI AHMAD FISOL BIN HAJI MD NOR	10 TH SEP 2014 – 10 TH JUL 2015
24	DATO' HAJJAH SEPIAH BINTI ISA	2 ND AUG 2015 – 4 TH NOV 2015
25	DATO' HAJI MD ZUKI BIN SIRU	16 TH MAR 2016 – 31 ST JUL 2016
26	DATO' HAJI MUHAMMAD HELWI BIN HARUN	15 TH SEP 2016 – UNTIL NOW

Table 1: Names of Kota Setar District Officer

Plus, every *mukim* in Kota Setar are being administer by a headman or *Penghulu*. Each *Penghulu* are responsible to take care the welfare of his peoples within the *mukim*. Any report made by the peoples must go through *Penghulu* because he is responsible to report the issues to District Officer (DO).

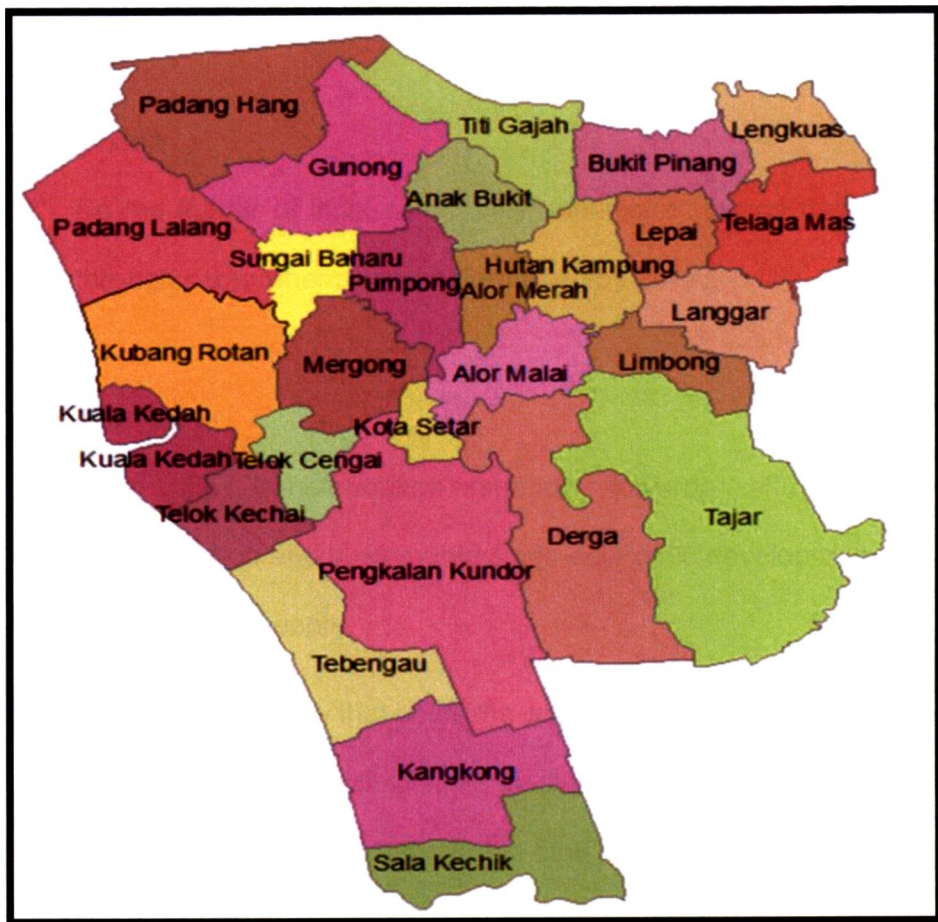


Figure 1.2 : Mukim in Kota Setar

1.3 Objective, Vision, Mission and Logos of Kota Setar District Office

- **Objective**

Implementing a transformation agenda on infrastructure facilities and improving the socio - economic status of Kota Setar residents by providing quality and responsible productive services.

- **Vision**

Be the leader of local community administration and development through comprehensive transformation by 2017.

- **Mission**

Drive the transformation agenda towards efficient district administration and sustainable socio-economic development for the benefit of the people.

This has been the vital key that binds the working family members of District Office to be united and stays as team to strive for the success of the company. The vision and mission has being cultivated into the staff and management as part of the working ethnics and through time has proven itself by the success achieved by the company.

- **Logo**



The chosen logo of the district office comes from logo state Kedah Darul Aman. Green crescent moon under the yellow shield that the landmark is Muslim, and surrounded by yellow spots on a red background. Red is the traditional color of Kedah's hereditary and also symbolizes luxury, while the crescent moon is a symbol of Islamic religion. Shield symbolizes the state Sultan as the protector and guardian of his people. Paddy means the country is prosperous in terms of life.

1.5 Client's Charter of Kota Setar District Office (Pejabat Daerah Kota Setar).

- Always polite and fast response to any inquiries.
- Try to fulfill client's demands and needs by giving clear and honest briefing on required services.
- Deliver satisfactory services based on clear, efficient and trustworthy concept.

1.6 Map Location of Kota Setar District Office (Pejabat Daerah Kota Setar).

Pejabat Daerah Kota Setar are located at Suka Menanti Road, Alor Setar, Kedah. Not only that, it very close to Taman Jubli Perak which is a famous recreational park in Kota Setar. It is estimated only five minutes short walks from the park to the office. It is also located near to Alor Setar Court (Mahkamah Alor Setar) and Department of Road Transport (Jabatan Pengangkutan Jalan).



Figure 1.4: Google Map of Pejabat Daerah Kota Setar

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter provides tasks being carried out while performing practical training at the Pejabat Daerah Kota Setar. In the section 2.1 explains on the tasks at the front desk. Next, in section 2.2 explains on file searching. Then, in section 2.3 explains on asset disposal followed by process involved in selling, opening and sorting out tender form based on the project's number in section 2.4. Then in section 2.5, explains on the procedures involved for sites visit. In section 2.6, recording registered letter. Section 2.7 provides information on key- in allowance data for village committee (Jawatan Kuasa Kampung). Last but not least, section 2.8 which covered all informal activities carried out during practical training such as typing a sample letter and handling photocopy machine.

2.1 Front Desk

Front desk might seem as an easy works. However, dealing with customer required a lot of patient and knowledgeable person. Front desk or front liner plays big roles in an organization. This is because, as soon as customer entered into an organization, they will start to evaluate on the staffs attitudes. So, before performing duties at the front desk, Mrs. Syarifah NurSafuraa Syed Zulfakar who

is a seven years working experiences as a public officer prepared me a lot of information related to front- liner employee. For instance, procedures involved in making and receiving call from various agencies or department. In addition, any phone call must be recorded. This is to help her to trace any phone call and bill received each month. She need to ensure phone bill match with the phone call activities. She also added that, a tiny mistake like voice tones in making or receiving call could harm the organization's image. This is because, customers likely to misjudge the civil servants attitudes. She also told me to memorize all the staff's name and also their extension number. This is to help me to pass any phone call faster and also to help me to get to know every staff in the organization.

Not only that, Mrs. Syarifah Nur Safuraa Syed Zulfakar also explained to me rules and regulations related to civil servants such as dressing code and working hours. According to her, any employees in Pejabat Daerah Kota Setar are not allowed to wear *jubbah* and for Thursday, the department only operated until 3.30 pm. Plus, on Wednesday, each staff are encouraged to wear corporate uniform.

2.2 File Searching

At district office, the daily routine that must done is file searching. A file will be labelled based on the code of activities. This is to fasten the process of keeping and tracking of files when needed. Each file will be labelled based on filing process. Filing process is the process of systematic and scientific preservation of these documents. Filing is a form of record keeping. It is the process of arranging and storing the information in a systematic and scientific way so that it can find out without any difficulty when required.

The main purpose of filing in district office is to preserve the important letters and documents safely, collection and classification of documents, systematic arrangement of documents, provide proof and provide guidance to the staff. For example, at district office the documents that involved are from Financial and Administration departments. According to Mrs. Syazwani binti Saharudin and Miss Nisrin Izzati binti Samsuddin, officers who are responsible in file keeping, each file will be labelled based on numbering system.

2.3 Asset Disposal

According to Mrs. Syarifah Nur Dina binti Syed Ahmad Khatib, there are five methods to dispose government asset. Resell (jual semula), resell based on kilograms (timbang kilo), bury (tanam), vanish (hapus) and burn (bakar). However,

these methods implies conditions must be fulfilled in order to determine which methods are suitable to dispose an asset.

2.4 Sites Visit

One of the procedures before buy any tender form, a contractor needs to go for site visit. They must present their licenses and cannot send any representative on their behalf. Once they arrived at the sites, District Office staff will take their attendance to ensure each contractors comes at the site and listen to the briefing by the Assistant of Engineer on the requirements of the project. This is to ensure each contractors has clear view on the duty to be performed. This is also to help them to prepare quotation price.

2.5 Tender Form

Tender form is a quotation prices for goods or services supply. Each tender form will be labelled based on project number and title. Not only that, the form also being stamped with series number and data. This is to ensure the contractors does not photocopy the form. Plus, it is compulsory for each contractors to present their identity card and company license when they want to buy the tender form. In addition, only the original copy of company license are being accepted upon buying the tender form. This is because only the owner and the shareholders of the company are allowed to buy the tender forms. Their representative needs to prepare a letter endorsed by the company owner if they want to buy the tender

form. If they fail to comply with the rules, they are not allowed to buy the forms. However, it is not compulsory for all contractors who went for sites- visit to buy the tender form, only those who are interested with the project will buy the form. Each forms was charged RM10. Contractors are given a week to fill up the form. If they fail send the form on the time, their form will be discarded.

A big box will be put at the front counter of Development Department for the contractors to put the tender form. The box are locked and being guarded by staffs. Plus, there are no tolerate issues if they fail to comply with the rules and regulations. Contractors also need to put the form in an envelope and seal it. This is because the quotation price from contractors are differ and confidential. Only the quotation price will win the project. Not only that, this is also to avoid any fraud issues. After that, the big box are sealed and being put in a safe box until it being open. Plus, only authorized person can open the box. However, it is also must be witnessed by any officers in District Office. Each process related to the tender forms are very confidential. So each steps taken must complied with the rules and regulations.

Next is the process of sorting and opening envelops. Sometimes the projects has same due date. It tends to mix around. So, once the box are opened, the envelopes will be arranged based on the project number. This is to avoid misplacement of any envelop. Furthermore, it can help the staffs to double check

the total number of tender form sold and being sent for quotation. After that, the envelope are opened and each tender must be signed by three staffs in District Office, Mr. Mohammad Khairol Akmal bin Adnan, Mrs. Suriyawati binti Abdul Hamid and Mr. Mohamad Baharin bin Mohd Ali. Mr. Mohammad Khairol Akmal bin Adnan who is also Assistant of District Officer will do final check on each tender. He will put memos if the tender form does not fulfill any requirements as stated in Standard Operation Procedures (SOP). This is one of measures taken to avoid any mistakes before the form being sent to Board of Evaluator.

2.6 Letter Registration

Any letter received from outsiders either through fax or post must be recorded. Each letter are labelled with number. This is to fasten the process of look for the letter when needed. Not only that, it also can help to avoid wrong claim from the sender. According to Mrs. Nooriza binti Md Redzuan who is an officer who responsible to keep all the letters. She will keep all the registered letters in a file to avoid any misplaced. She also added that, all information likes the sender name, address of sender, date of letter and date of letter received, title and the letter series number must be recorded in a book.

2.7 Data Transfer

Key in data for chairman allowances. It is compulsory for village committee (Jawatan Kuasa Kampung) to send monthly report as it will be used as a proof to

pay their allowances. Plus, it is also as an evidence that the committee was committed to their duty. Each members in committee will get same amount of allowances, RM50 per month except the chairman, RM900 per month and secretary, RM500 per month. Each village committee are being separated based on DUN. . Usually, the allowances will be given for once every three month. The payment of allowance are based on two methods, either cash or online banking

2.8 Others

Typed an example memos, made a phone call and handled a photocopy machines was also part of tasks being carried during practical training. Even though it might seem as an easy works, it must be carried out within the given period by the staffs. This is because, some of the tasks inter related with others tasks. For example, made a phone call to *Azam Niaga* recipients. They were asked whether they are interested to join a program organized by Ministry of Women, Family and Society Development. The data obtained are being used to collect participants for the *1 Azam Program*.

CHAPTER 3

ANALYSIS OF TASKS

3.0 Introduction

This chapter provides analysis on task carried out in Chapter 2. Each task are being compared in term of the concepts, demonstration of practical and the theoretical aspects that can be relates with all concepts that have be learned in classroom and being practiced at the work place. Section 3.1 will talk on the file management system which includes tasks on the classification of files and files management procedures. Then in section 3.2 will explain on the file management and storage which also will explain on document management and electronic records management system and lastly is file disposal.

3.1 File Management System

All the letter and attachment documents received and created throughout departments and units of government affairs needs to be stored in a registered file by using a file cover set. It means that, file is one of the methods of the storing documents that contained an official Government information. Not only that, it is very important to organize those files in systematically and accordance with the regulations which was to ensure the government's official informations are protected and easily accessible when required by appointed officer.

Furthermore, failure in managing the file can affect daily tasks and negatively affect the organization's process. Moreover, all the informations in this guideline are based on rules and regulation issued by the responsible of central agencies. Besides that, those rules and guideline for file management was issued from time to time and direct references to management systems files also can be made with the Department of National Archives of Malaysia.

3.1.1 Classification of Files.

In order to manage organization's files, it is must be arrange based on the specific classification. Classification is refer to the process gathering and identifying the information logically into the category or same group or as similar. Furthermore, it is to make sure that each one is category or group of records is known by its own identity. There are three categories of file's classification which are housekeeping files, functional files and confidential files.

Organizing the files systematically can help to create a uniformity of file classification in public offices. Besides that, this is also one of the pre-requisites for the implementation of the Electronic Records Management System. So, by doing that it can encourage the creation of the systematically system in order to fulfil the auditing

requirements, investigation and conformity to legislation. However, by doing classification of files also can help to simplify and speed up detection of records in performing better service delivery. Besides that, it also can help in assisting the preparation of record Disposal Schedule.

The house keeping house or known as "*Fail am*" covered all records that support the movements of machinery within public office. It means that, the house keeping files was contains all the letter attachment documents that elating on administrative, equipment and supplies, building and property matters and finance and personnel. While, the functional fie contained the letters and attachment documents that related to department's events and activities. After that, the confidential files or known as "*Fail terperingkat*". It being arranged based on security level that accordance with the Safety Instructions. Meaning that, all official document that contains confidential information must be protected security and there have marked with something the level of security whether, there are 'Great Secret', 'Secret', 'Difficult' or 'Limited'

Firstly is great secret which referred to documents, informations and official materials that are very confidential and if the leakage of the information can put Malaysian's government in great risk. Secondly, the secret referred to the documents, informations

and official materials that cannot be disclosed without permission because it can jeopardize national's security which it can cause great damage to Malaysia's image and benefits to big foreign power. Third, the difficult level which if disclosed without permission will not jeopardize national security, however, it can harm the interests of Malaysia or government activities or individuals or will can lead to foreign investor lost their interest to invest in Malaysia. Last but not least is the limited level. It refer to the documents, informations and official materials that are not from the great secret level, secret level and difficult level, but it also can harm the national's security if leaked out to foreign countries. .

In addition, file management process also have a specific subject classification and coding for every file. Each file must assign with file title that can implies the content of that file. Furthermore, the title of the file is based on the classification of the subjects matter functions and activities of the relevant departments and agencies. Every coded number put on each item will be the number of references for file. Besides that, the department and agencies also received advice on preparation of item classification and coding of files from the National Archives Department.

3.1.2 File management Procedures.

In file managing, there are certain steps and procedures must be followed based on the circular of public sector. The procedures of file management consists of file opening, file closing, temporary file, file storage and movement and the file disposal.

Firstly is opening a file. When the organization received a document or want to create a file, then new files are opened. After that, the file's cover should be entitled with suitable title, reference number and date of the file being created. Plus, it also must be registered in the department file list. So that, the process of finding the file became easier and redundancies can be avoided. Not only that, every file that have been created must include all the minute's paper and being arranged with attach document. Plus, it must arrange accordingly to transaction date.

Besides that, each attachment document must have references number and the minutes paper must be recorded with red ink, while for exit letter black ink are being used. By doing that, the process of differentiating the transaction of letter and attachment document on the file became easier and faster.

File closing occurred when the files achieved hundred content or exceed the thickness of 4 cm. Next, the front cover of the file be crossed with red ink and written 'CLOSED- VOLUME 2 OPEN' using a blue or black permanence ink. After that, on the new file cover, should be noted with title and reference number along with note 'VOLUME 2' (VOL 2). This show that the title are still same but the volume of the file had changed.

Temporary files exist when the letter and documents received or created requires immediate action. This implies that any letter or documents does not follow proper formality should be put in the file. Not only that, it also occurred when more than one officer using the same file. Due to that, the references number of file and the title of temporary files must be the same with the original number and title. Furthermore, the content along with temporary file cover should be re-entered into the original file as a content when original file has been obtained or concurrent action has been completed. Furthermore, if the original file cannot be detected for certain period of times, then new file should be opened to replace the temporary file.

3.2 File Storage and Movement

The procedures involved in file storage are based on standard operating procedures. The opened file and also the confidential file must be stored in separated locations. Besides that, only authorized personnel of files room who are the assigned staffs can surpass the safety scaling. Plus, the opened files must be arranged on the shelves based on the reference number. Moreover, every shelf are labelled to ease the process of searching file when needed.

Besides that, based on the safety instructions, the confidential file are being kept in safety cabinet. Plus, there are also certain procedures must be obeyed in keeping the confidential file. Firstly, for storage that contained great secret, the documents must be put in barbed steel cabinet in the locker chamber or iron box breaking. While, for the difficult and limited secret, the files being put in the barbed steel cabinet.

Furthermore, in order to control the file's movement, it must be recorded in a log book. This is because, it can help in file management, so it will always organized and at the same time to reduce the risk of losing files. So that, the movement of file can be controlled. Details such as officer name, date and time on file being taken and returned are recorded in the log book. However, the duration of borrowing the files are allowed only for three day, however, the duration can be

adjustable by informing to the staff in charge. The purpose of doing that is to record the movement of the file in a log book.

3.2.1 Document Management and Electronic Records Management System

In line with the development of ICT, all departments and agencies are encouraged to develop applications that manage information and records in departments respectively. Besides that, the information management and electronic records systems allow virtual storage and access information as well as recording. This is to ensure that all the documents and information management to be more effective and efficient. Furthermore, the department and agencies must seek advice from the National Archives Department while developing a computerized application system to ensure the record electronics created, maintained and disposed of in accordance with standards.

3.2.2 File Disposal

File disposal occurred when a file's storage period exceeds the specified limit stated by the National Archives of Malaysia. When this occurred, it required necessary disposal actions. This is to ensure only active and relevant files to be stored. Files that have exceed storage period need to be disposed. The file's disposal can be

carried out by using few methods, such as destruction through rinse, burn, buried or transferred to Archive. In order to facilitate early action in disposal process, an organization must create a Disposal Schedules Record (DSR).

The DSR contained information on the storage of files as well as disposal methods that had been mutually agreed upon by the parties of ministry or department and the National Archives of Malaysia. However, the establishment of these DSR must refer and be coordinated in collaboration with the National Archives Department of Malaysia, then, the National Archives Department of Malaysia will determine the duration of the saved file and method that will be used for disposal. Plus, the creation of DSR will only be possible after the ministry successfully finalizes the File Classification System.

CHAPTER FOUR

RECOMMENDATION

4.0 Introduction

Chapter 4 will provide the strengths and weakness of the organization in carried out their main functions to the publics. In this chapter, the recommendation on how to overcome the weaknesses also being pointed out. Section 4.1 will explain about analysis on the strength and weaknesses of the organization. In section 4.2 the strength of the organization being pointed out and section 4.3 will talk about the weaknesses of the organization. As the strength and weaknesses had been discussed, the recommendation to overcome the issues are being introduced in section 4.4. To conclude this chapter, section 4.5 provides the summary on this chapter.

4.1 Analysis on Strengths and Weaknesses

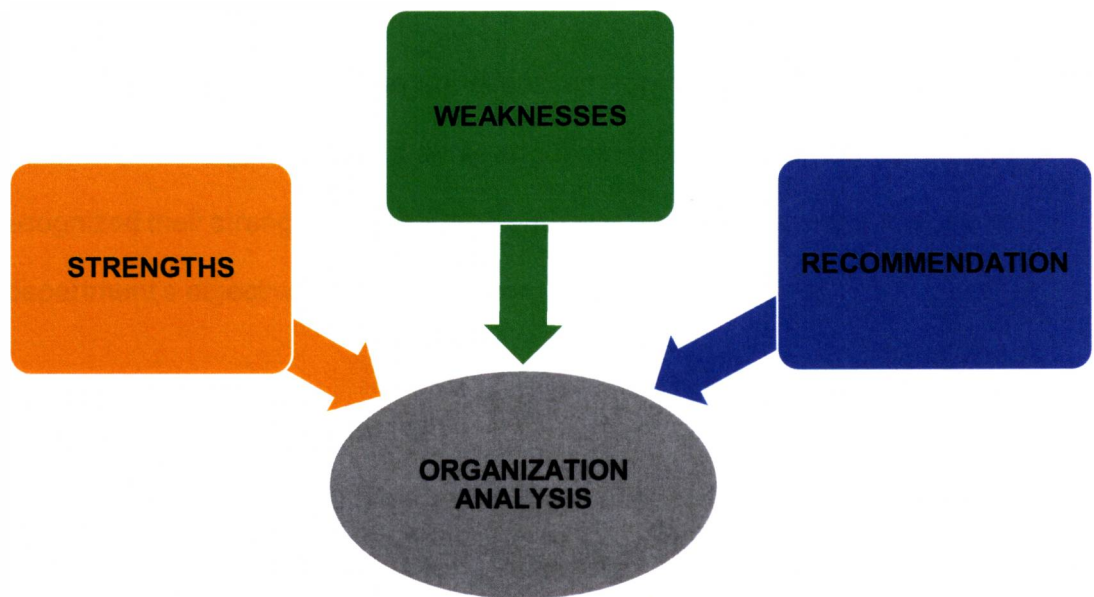


Figure 4.1: Analysis

Every organization has their own strengths and weaknesses in achieving the organizations' objectives. The purpose of strengths and weaknesses analysis is to evaluate what are the strong factor or lacks factor which can lead successful and harmful towards the organization. It is necessary to the organization to have this analysis in every department and level because this analysis is first step of preventive action or corrective action for organization on what are they lacking.

4.2 Strengths of Organization

Strength factors of the organization are assessed from the internal factors. It is a factor that help the organizations in achieving their objective. Both of department had recognized their strength and now their empowered of their strength to achieve their department's objective as well as the organizational objectives.

4.2.1 Strong Leadership

The top management in Kota Setar District Office (Pejabat Daerah Kota Setar) shows strong leadership in both departments, the administrative department and development department. During my first week of internship session, I had been placed in Administration Department (Unit Pentadbiran) and after that being replaced at the Development Department (Unit Pembangunan). From there, I can see that both of this departments have their own strengths and advantages. In Administration Department, Chief Assistant District Officer, Mr. Mohd. Shahrizal bin Yusof, along with Mr. Khairul Akmal bin Adnan who is a District Officer's Assistance, are very committed in empowering of their staff. It can be seen through when both of them always greet all of their staff and asking them about the health and the progress of work task. It is one of the advantages of this department because have this kind of person. If we look into a huge organization or company, most of their top management or head of

department does not doing that activities by greeting to all their employees, asking them about health and works. However, in Pejabat Daerah Kota Setar it is not a rare situation because the top managements always showed their appreciation to their staff. Thus, one of the ways to appreciate our staff is making them happy to go to the workplace.

Not only that, one of the critical success factors that lead to good organization is have strong communication relationship with the employees. Good superior is always shared their vision with the employees. Instead of the organization have strong communication with the external but the internal communication is also needed for the organization to achieve the objectives.

Besides that, Mr. Mohd. Shahrizal bin Yusof, and Mr. Khairul Akmal bin Adnan also shared their knowledge with me on how to handle the organization, the workers and situations. The way they talked to me is not as a trainee, but as a permanent worker of the organization. He gave me some useful tips regarding on to overcome problematic workers that always absent in organization. Sometime the workers need different approach rather than used strict approach like sent them into disciplinary actions or terminate them.

Moreover, in Development Department also have same situation as the in Administration Department. Mrs. Nadiah binti Abdul Halim @ Abdul Khalid who is the District Officer's Assistance and also chief in the Development Department also shows same attitudes as Mr. Mohd. Shahrizal bin Yusof, and Mr. Khairol Akmal to her subordinates. She will always greet her subordinates and ask about the works task, health, and working condition. From there I can see that the employees within the organization are very happy working there because everyone is taking care of each other. They established peaceful working environment around the department.

According to David Parmenter (n.d) stated that establishing safe, happy and healthy working environment also one of factor strong leadership in the organization because the communication with the employees is very effectively. Good communication will lead employees respecting the employers. It is because the employees will feel uncomfortable if they want making any offence and make them think twice because the employers have well enough for them.

4.2.2 Staff Commitment

Having the good leader in the organization is not sufficient to make the organization are more powerful if there is lack of commitment from staff. An organization with strong structure is supported from

bottom to up approach which is lower and middle management need to support give their full commitment with their superior. Thus, the superior will empower and mobilize the subordinates in achieving organization goals.

While undergo my internship in Kota Setar District Office, I had been place in two different departments. In both departments, the staffs are very consistent in doing their job. Both of this departments have encouraged strong communication with their superior. The staffs also were very active in participating organized at their work place. This is due to the leaders had established good way of communication among them. Thus, this can encourage the staffs feel very comfortable and loyal to the orders of their superior. Based on my experience, I can see that most of new ideas, creativity and innovation come from the staff incentives itself. For example, during the meeting with Mr. Mohd. Shahrizal bin Yusof, the staffs' actively taking part in sharing their ideas and opinions to improve the quality of services in Kota Setar District Office. Not only that, during National Day on 31st August 2017, Kota Setar District Office also take part parade competition and the staffs also are given to contribute their own idea about the outfit on what they want to wear.

4.2.3 Efficient in Data Management.

Data management is the development and execution of designs, policies, practices and procedures in order to manage the information lifecycle needs of an enterprise in an effective manner. Efficient data management showed that the organization is able to utilize the information and managing it properly through the information creation, initial storage and become outdated till it will be deleted. An effective data management also is the organization is able to use the data for the future benefits without data damages and able to link the data for greater purpose or benefits to the organization.

Based on my experience during the practical training in Administration Department, the method being used in data management through traditional method which are using filing and record keeping. All the data administration are recorded safely in the file rooms known as "Bilik Fail". The way they keep the data management is very effective because old data still kept in good condition. This is because, Kota Setar District Office will use this data for future reference and it became the historical value to the Kota Setar's district and to the organization itself. The storage of data management in Administration Department Division are very tidy and neat. This is because all data was keeps in proper tagging with

numerical orders and alphabetical. It makes the all the employees in there very ease in searching the data without any problem.

4.3 Weaknesses of the Organization

Weaknesses is the factors of organisation are assessed from the internal. It is barriers to the organization that need unveil in order to achieve the targeted goals or if not it will give bad impact to the organization. Both of department had recognized their weaknesses and need to take an action to improve the services by use optimum resources.

4.3.1 Lack of Fully Utilization on the Use of Technology

Based on my observation, the Administration Department are still lacking in fully utilizing the use of technology in their administrative activities. This is because most of these activities are using traditional approached in record keeping and filling. For example, our country nowadays are shifted towards globalization and use of information and technology based, we cannot leave behind from these changes.

Technology is a crucial issue in this era. This is because many of services in this time are involving in the form of technology. We should not left far behind from this changes. The effective and efficiency in service delivery will be achieve by using the technology.

If the organization is too depending the traditional method, it would give negative impact for organization in term of decision making.

While being placed in the Administration Department, I had face difficulties in tracing which staff that on leave or absent on that day. This is because, while being placed at the front desk, I must have full information on the absence staffs. So that, I can inform the caller or clients that the staff that they are looking for were not in the office. This is because, the attendance system are based on punch card. The disadvantage of punch card is, the staff can ask their friends to punch to them. The punch card system is considered as out-dated system in the organization.

Not only have that, Kota Setar District Office also still used facilities which considered as old facilities. For example, they still used computer who the application of windows is Windows 7. The application is considered out-dated system for the administration division to doing their work task such as annual report or financial report. Not only that, Mrs. Syarifah Nur Safuraa also need to manually records the out coming calls because the telephone used at the front desk are out dated.

4.3.2 Lack of Staff

In Administration Department, there is a problem regarding number of staff especially in Revenue Unit (Unit Hasil). There are only two staffs who are charge, Mr. Khairil Anuar bin Othman and Mrs. Noor Fauzianti binti Ismail. Only both of them have the access matters related to financial administration. They are also being replaced at the separated counter. This is because they are responsible for the money received. This is one of step taken to avoid money shortage. The issue of lack of staffs arise when Mrs. Noor Fauzianti binti Ismail took maternity leaves. This lead to Mr. Khairil Anuar bin Othman cannot provides service within the given times especially during peak hours. Thus, this lead to increase in number of complained received from customers.

Not only in Administration Department, had Development Department also faced the same problem. The number of projects offered by government had increased. This has attract more contractors to register their company with Kota Setar District Office. When this occurred, Mrs. Sarusmiza binti Mohamad does not have ample times to carry out all the duties given to her. This is because, she is the only staff who deals any matters related to contractors. Not only that, she also responsible for preparing tender form. From my observation, she always comes to work very early in the morning and

start doing her works before 8 am. Sometimes she also does not have times to take her lunch. Plus, she also need to deals with contractor's attitude. As we already know, peoples tends to get angry when dealing with government's procedures. She needs to endure the impolite attitudes shown by the contractors. When this occurred, it will lead to demotivation of her spirit in performing her tasks. This also will lead to negative impact on her carrier as it will slow down her performance on service deliveries.

4.4 Recommendations

From my observation, I found that those weaknesses can be improved by carry out some recommendations. In order to achieve effectiveness and efficiency in delivering the services, Kota Setar District Office need to think critically on what is the best solution or approached to make their service becomes more efficient. The improvement should not just for the customer satisfaction but for the internal staff as well. This is because the staffs are considered as internal customers for the organization that help to achieve organization's goals, raise the image of organization and become the role model for the external customer. If the organization is reluctant in improving their service performance, the percentage of turnover in organization will be high and the percentage of dissatisfaction of customer also be high.

4.4.1 Maximizing the Use of Technology

In this era, we are living in modernization way which being influenced by globalization. People nowadays are literacy in using the technology especially on how to use computers, tablets, smart phones, and other technologies that can be more helpful. The use of technology which is easier because everything are at the end of our fingertips and people dislike to waste their time to queue at the counter to buy something or pay something. The existence of technologies has lead the process of peoples communicating with each other around the world becomes easier.

Therefore, the maximizing the use of technologies in Kota Setar District Office would give a lot of benefits to the organization especially to the internal and external customers. In Administration Department, I think that the organization should shift from traditional ways to the modern or technology ways. This organization can used several ways to adopt the technology in leave application process. For example, the organization need to introduce the application to the staff to applied the leave application through online by themselves. The staff need to fill the form in the portal of HRMIS to apply their leave. So that, the receptionist will have the information on the staff's absences. Not only have that, the receptionist also can response to the customers in shorter period because they can access the informations on the spot.

Besides that, the system of punch card need to be upgraded by the organization. The punch card system is not suitable nowadays for the organization. It is because staff can ask their friend to punch it for them. It can increase the rate of work absence or going out at time work to settle up their personal's matters. The introduction of thumbprints machine in Kota Setar District Office are very crucial to increase the performance of the staff and organization itself. This is because the thumbprints system can detect and generate whether they had on leave or not. This process would ease the officers to

checking the attendance instead of using the traditional ways to check one by one by go through with file staff.

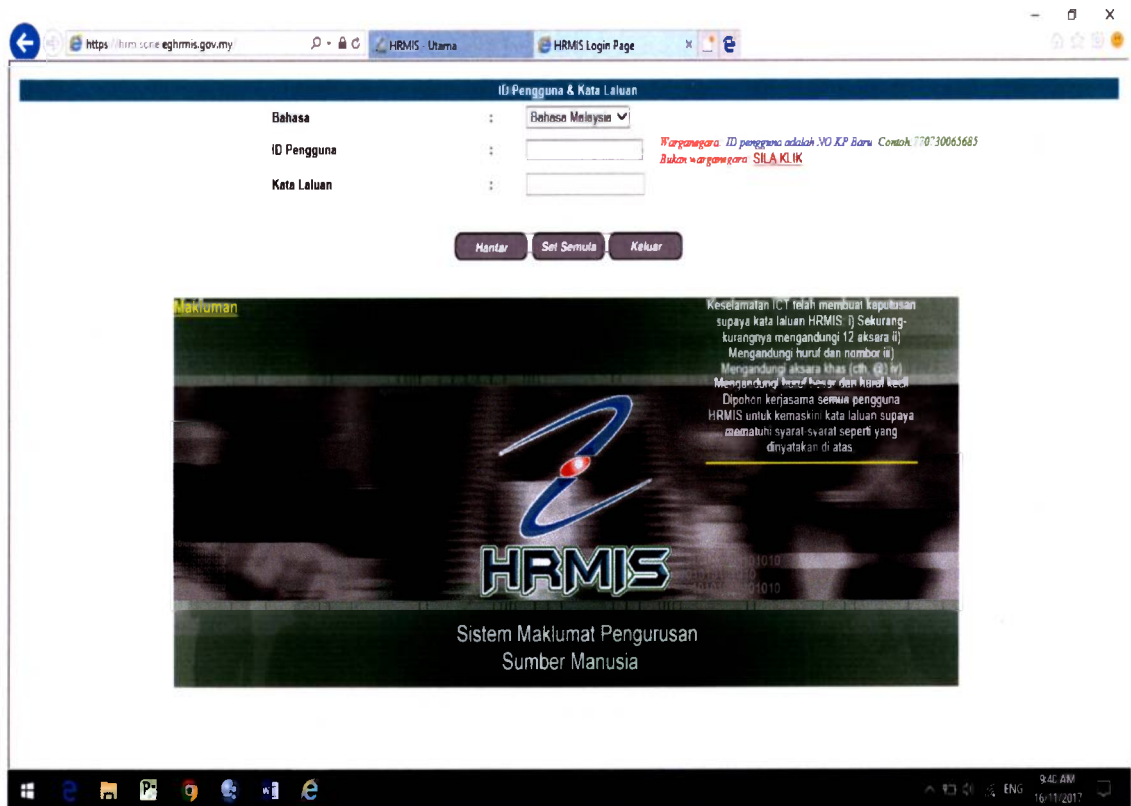


Figure 4.2: Example of Leave Application Portal

4.4.2 Provide Training and Development

Training can be defined as the attempt by an organization to change the staff through learning process so that they are able to perform their duties efficiently as possible (Maimunah Aminuddin, 2009). In this section, training and development recommendation is covers for

all aspect and issues arise in the organization as well as two recommendation above.

The purpose of training and development is to change the behaviour of staff, the way they do the work task and as well as improved their skills. Increase the number of staff and maximizing the technology will be the opportunity for the organization to improve their service delivery. It is because in order to increase the productivity of organization, the employees need to be well prepared to serve the customer. The well-prepared employees can be created by giving the training to them sufficiently. The well prepared employees can be created by improving their soft skills, knowledge and experience. The image of organization will be increased by satisfaction of customer itself by the good performance of deliver service from the staff in the organization.

4.5 Summary

As the conclusion, there are several strength and weaknesses that have been highlighted in this chapter. Strength is the advantages for the organization to empower their services. This factors will help the organization in achieving their goals later. However, the weaknesses are the disadvantages for the organisation. Weaknesses is considered as the barriers factor that will prevent the organization from achieving the organisational objectives. Both of them are evaluated from internal factor from organization itself.

CHAPTER 5

CONCLUSION

5.0 Introduction

Chapter 5 will provide the conclusion on the practical report. Section 5.1 explained on the job scope while in section 5.2 will talk on experiences occurred during undergo the practical training. In section 5.3, the recommendation to overcome the weaknesses in the organization are discussed. Last but not least, section 5.4 will provide conclusion on this chapter.

5.1 Job Scope

As I have mentioned in the Chapter two (2), there are few task that I have carried out during my practical training. File management and tender forms are the most frequently task that I been carried out. Both tasks required a lot of formality and must be carried out based on the standard operating procedures (SOP). For example, any tasks related to tender form like the selling and distributing the tender forms must be carried out properly and the process are very confidential. This is because they contractors tends to create an issue which may lead to conflict. Not only that, some of them likes to offer bribe in order to get the project. So, as a part of the organization, I must adhere to the rules and regulations like I cannot exposed

the content of the tender forms to the contractors. Only contractors who bought the forms are allowed to read the requirements of the forms.

5.2 Job Experiences

While undergo my practical training, I can see the relationships among staffs are very good. They loves to lend their hand to help out their colleges. They also does not hesitate to assist any trainee to carry out the tasks given. Even though I did some mistakes while performing the tasks given, they did not let out their disappointed but them keeps on assisting me to perform the jobs. Not only that, they also very friendly and put their trust on me to carry out the given tasks. Besides that, the staffs in Kota Setar District Office also loves to let trainee to involve in their events. They did not abandon trainee in enjoying the same rights as the permanent workers.

Not only that, the staffs also are very helpful to any clients who required their services. They will try their best to carry out the tasks. For example, Mrs. Norfadela binti Hassan and Ms. Nor Wahida binti Awang Ahmad who are responsible on the public's welfare matters will patiently explained on how to fill up the e- Qasih form. As I am concerned, most of the applicants comes from the poor family which most of them cannot read properly. Plus, most of the applicants also are older citizens. So, in order to help the applicants to fill up the form completely, they will patiently explained the requirements of the forms. Not only that, they also will write up the documents needs to be attached together with the form in a small

paper and give it to the applicants. This is because they worried the applicants forgot the important documents before send the forms. This situation had teach me to be more tolerate, patient and willingness to offer help to others. This good practices will not only help to create a good relationship between staffs and public but also can help them in processing the forms faster because the forms were complete. This is because, if the form are not complete, they need to make phone call to the applicants. Some of the applicants are difficult to reach because some of them does not own mobile phone.

5.3 Recommendation

As the organization were lacked in number of staff, I foresee they can hire a temporary workers to fill up the vacant the position. This is because, they can reduce the job burden of the staffs as well as avoiding job stress. As we already know, when job stress occurred it can lead to demotivation among the staffs. This will be bad to the organization because the rate of turnover will increase. Not only that, by having temporary staffs, it can help to help publics to have better impression on the government's staffs. Based on my own experience, before this I keeps on having negative opinions on civil servants but when I involved directly in the organization, my impression on them were completely changed.

Furthermore, it also can help fresh graduates to gain some experiences by involved in government's service delivery. As we know, one of the requirements in applying a job is job experience. So by offering the temporary job, it will help fresh graduates to apply job. Indirectly, it can help to reduce the unemployment rate among fresh graduates.

5.4 Conclusion

In conclusion, while undergo my practical training, I have learned a lot of things. This is because, my practical training life had exposed to me the real life as the employees. I have learned to be more tolerate with peoples especially towards other staffs. This is because, working in a big team required us to be more patients because we need to deal with different types of human behaviors. Not only that, practical training also teach me to be helpful with peoples around us. This is because, everyone in this world have different live experiences. Like for example, a young people who came to apply for e- Qasih. They might look young but some of them cannot read properly because of life condition. Their parents could not afford their school expenses and this had led to expel from school.