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UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR IN ADMINISTRATION SCIENCE (HONOURS)
(AM228)

INDUSTRIAL REPORT
ADS669

SUBMITTED TO:
MADAM NUR AIDA KIPLI

PREPARED BY :

NAME	PATRICIA NGALI
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IDENTIFICATION CARD	880807-13-5300



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CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT

BY THE SUPERVISOR

Name of Supervisor : Madam Nur Aida Kipli
Name of Student : Patricia Ngali
Title of Report : An Overview of Simunjan District Office

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



.....

(Madam Nur Aida Kipli)

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THE DECLARATION

Declaration

I, hereby declare that the work contained in this report is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UITM's rules and regulations.

Signed by,

A handwritten signature in blue ink, consisting of a series of loops and a long horizontal stroke, positioned above a solid horizontal line.

Name: PATRICIA ANAK NGALI

Student No: 2014586287

Date: 10 December 2017

ACKNOWLEDGMENT

In the name of God, the Most Gracious and the Most Merciful

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Patricia Ngali

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 INTRODUCTION



Figure 1.1 Simunjan District Office

Simunjan District Office was first placed at the same building with Simunjan National Registration Department since 1980 place nearby the Simunjan Town. On 1st March 2000, Simunjan District Office was moved and located on Mount Ngeli Street and has been serve since then. Simunjan is an area under Samarahan Divison administration. Simunjan District Office also has a direct relationship and responsible to the Resident Office of Samarahan Divison and subsequently to the State Secretray of Sarawak.

Simunjan has an area about 2077 square (sq) kilometer. The area is mostly covered by forests and oil palm estates. There are many villages that serve by Simunjan

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District Offices. Simunjan is located about 176 kilometres from Kuching city. Sebuyau and Gedong are administrative areas for Simunjan District Office. The motto of the office is “*Merakankan Masyarakat*” which means to provide friendly service to the community in Simunjan District.

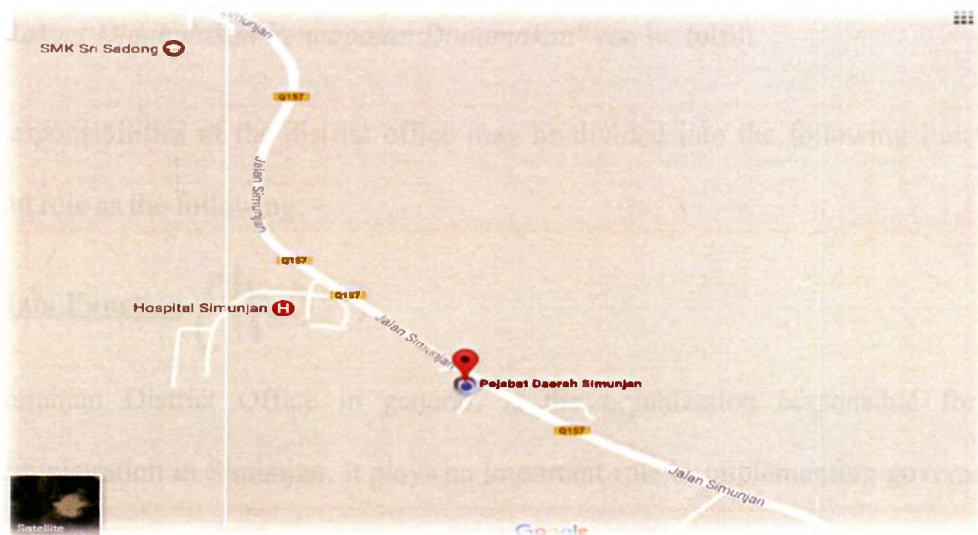


Figure 1.2 *The location of Simunjan District Office*

Simunjan District Office is located at Mount Ngeli Street, Simunjan, Sarawak. The distance of Simunjan District Office from Simunjan Town is about five (5) kilometers and it is located in between Simunjan District Hospital and Simunjan District Council.

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1.2 FUNCTION AND ROLE OF SIMUNJAN DISTRICT OFFICE

As a local agency, Simunjan District Office is responsible for the development, the local issues, the administration and laws involving its jurisdiction. These are to ensure the slogan by the prime minister, Datuk Seri Mohd Najib Bin Razak, "*Rakyat Didahulukan Pencapaian Diutamakan*" can be fulfill.

Responsibilities of the district office may be divided into the following functions and role as the following: -

Main Function

(habis)

Simunjan District Office in general, is the organization responsible for the administration in Simunjan. It plays an important role in implementing government policies and the welfare and interests of the people under his administration. The main functions of the Simunjan District Office are as follows:

- Coordinate the activities of government agencies.
- Planning, implementing, coordinating, tracking and reporting on development projects.
- Perform administrative tasks that include the administration of public institutions, statutory services and community affairs.
- Perform control tasks, create and maintain peace and security of the region.
- Implement and coordinate tasks Secretariat for the ceremony and the official program of the government.

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- Manage the affairs of general administration, human resources, property, and finance and budget office.

Legal Function

- Process, Probate Records and Issuing Letters of Administration (LA).
- Sign up an Adoption Process.
- Business Name Registration Process, Application License Renewal of Trade and Commerce.
- Processing Transfer of Ownership of Firearms through probate.
- Buying Ammunition Production Permit.
- Managing sworn declaration.
- Application Process to collect donations from the public.
- Sign up and Hearing Cases Native Court.
- Change of Land Ownership process.
- DEED registration.

Development Function

- Coordinator of Development Programmes and activities of the Government and agencies that do not have representatives in the Simunjan District.
- Designing and Implementing Minor Rural Project (MRP).
- Coordination of development projects in the district of Simunjan District.
- Implementation of social project like '*Projek Bantuan Rumah*' and '*Projek Perumahan Rakyat Termiskin*'.

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Administration Function

- Management and Human Resource Development.
- File Management.
- Financial management
- Cheerful and Cleanliness Internal and External Affairs.
- Help coordinate the festive events as part of the National Day Anniversary of His Excellency the President of the State, VIPs Visit and others.
- Provide Advisory Services to Internal and External Customers who need help and guidance.

→ where are the rules? //

1.3 ORGANIZATION VISION

Simunjan District Office visions are as follows, *'Will gain the performance organization in improving the quality of life in Simunjan District'*.

1.4 ORGANIZATION MISSION

Simunjan District Office missions are as follows, *'To ensure the implementation of regular and efficient region toward making Simunjan as central farming and tourism places'*.

(You need to elaborate)

1.5 ORGANIZATION MOTTO

Simunjan District Offices motto are *'Bersatu Berusaha Berbakti'* in Bahasa Malaysia and *'An Honour To Serve'* in English which is adopted from State Constitution.

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1.6 ORGANIZATION CHARTS

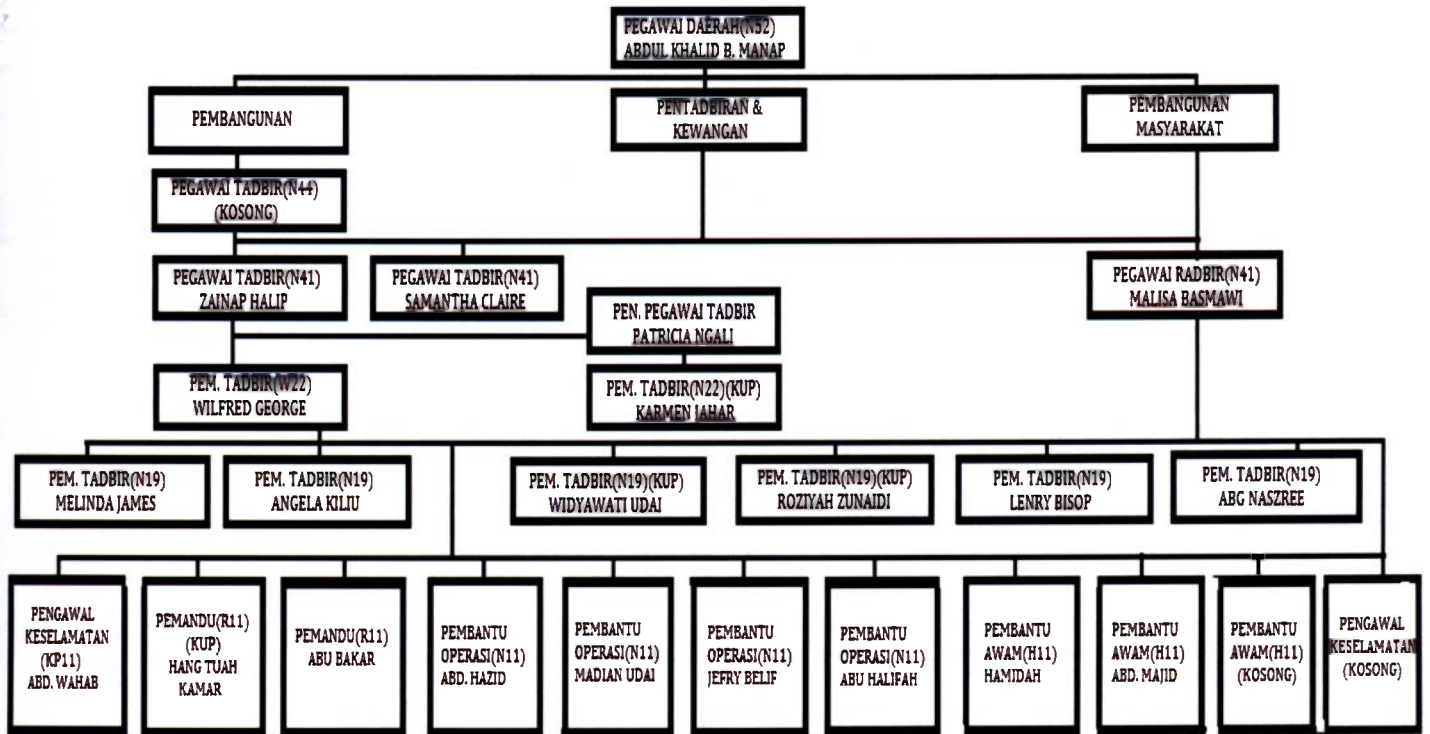


Figure 1.3 Organization Chart of Simunjan District Office

~~Part~~ It is
 a Landscape
 Layout

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1.7 CLIENT CHARTER

(What is client charter)

We citizens of the Simunjan District Office promising service customers a transparent, effective and efficient as enshrined in the Charter as below;

- We promise to provide quality, efficient, trustworthy, fair and friendly at all times;
- Always willing to help and give advice-advice service to you when we needed;
- All applications Probate Registry will be completed within a period of TEN (10) DAYS from the date the application is received, provided it is accompanied with complete documents;
- All Local Purchase Order (LPO) and Message Service (Service Order) will be provided immediately to the supplier;
- Registration Court cases Bumiputera will be done immediately;
- The registration process "Deed" will take place within three (3) days;
- Preparation of payment vouchers will be done once the bills are received,
- On the results of the public will be done immediately;
- All registrations child-lift to be completed within five (5) days of receipt of the application, provided that all parties involved are present and bring complete documents;
- Registration of business names, trade license applications, hire purchase agreements and various documents treasury would be completed within three (3) days of receipt of the relevant documents;

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- Statutory Declaration will be completed and signed by a magistrate forthwith;

** The processing above is subject to the full application form, comply with the regulations and the officer in charge at the office.*

CHAPTER 2

CURRENT JOB DESCRIPTIONS

2.1 INTRODUCTION

Program
A job description is a list that a person might use for general tasks, or functions and responsibilities of a position. Job description is an important tool in arranging work into position reports, specifications such as the qualifications or skills needed by the person in the job, or a salary range. The purpose of a job description is to explain the purpose, scope, duties and responsibilities of a specific job.

Job description also use in various human resources process like requirement, selection, orientation, performance assessment, succession planning and compensations. Job description is not limited to explain the current situation or work that is currently expected which it may also set out goals for what should be achieved in the future.

The focus of using job description is a form from past to present whereas using competencies from a current to future focus. Competency means individual skills, experiences, knowledge, values and personal attributes that person has used in different tasks. This is because job descriptions based on objective information obtained through job analysis, an understanding of the competencies and skills required to accomplish needed tasks, and the needs of the organizations to produce work in the organization.

Specif
A job description may include relationships with other people in the organization: Supervisory level, managerial requirements, and relationships with other colleagues. A job

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description need not be limited to explaining the current situation, or work that is currently expected; it may also set out goals for what might be achieved in the future.

Limitations

Prescriptive job descriptions may be seen as a hindrance in certain circumstances:

- Job descriptions may not be suitable for some senior managers as they should have the freedom to take the initiative and find fruitful new directions;
- Job descriptions may be too inflexible in a rapidly changing organization, for instance in an area subject to rapid technological change;
- Other changes in job content may lead to the job description being out of date;
- The process that an organization uses to create job descriptions may not be optimal.

Currently I am working as an Administrative Assistant Officer (*Penolong Pegawai Tadbir*) at Simunjan District Office. My current job is much more on administrations, human resources and statutory functions, social function and development function. In this chapter I will discuss on my main tasks. I started working at this organization on 16 July 2012 till now and it is my first work station.

2.2 JOB DESCRIPTION

2.2.1 Manage the Administration

As an Administrative Assistant Officer in the district level, my job includes in the administration of the office. Some task given need to be settle down or need to be review before the result bring to the management level. For example on how to cooperate with those

put this also in your table of contents

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public whenever getting the new issues regarding to the village. Managing the offices is not an easy way. This is because we are dealing with people who work under the same roof.

2.2.2 Manage the Statutory Functions

(Same thing here!)

In district office I also manage the statutory functions. Statutory functions means is, all work processes involving Ordinance or the relevant Act must be complied with and an officer cannot make decisions or work processes that go beyond the rules of the Ordinance or Act have been gazette. If there are cases that cannot be solved or not stated in the Ordinance or the relevant Act, the cases must be referring to the Highness in the State Attorney General. This is to avoid any contradictions opinion and against the law existing.

Among the work processes involving with statutory functions include the Registration of Probate or Letters of Administration, Adoption Application, Business Names Registration, Permit of Buying Bullets, and Registration of Transfer of Shotgun through Probate, Statutory Declaration and also the registration Native Court Case. For example, when I register the Probate or Letter of Administration Application, I always refer to the Estates Ordinance 1980. Usually, for this registration, the most important documents required is the Death certificate of the deceased.

This Death Certificate is to prove that deceased are no longer living. This is to ensure all the heirs to administer the assets or liabilities with a proper way. I will ensure the heirs to bring all the relevant documents such as the death certificate, the identification cards of the heirs, the birth certificate, marriage certificate, the Grant of the Land title, The Gun license, all the bills under the deceased name's and all sort of asset belongs to the deceased. Then, I also

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will make sure the heirs must present together with the *Ketua Kampung/Tuai Rumah/Penghulu* to be present so that he/she can certified that all the asset are belongs to the deceased and goes to the right heirs. I will key-in the application through the system, known as eR&DO System.

As for Child Adoption, I usually refer to the Child Adoption Ordinance 1961. In this Ordinance it stated that the child aged below 18 only can be adopted and he/she must be have a Sarawak connection. This means that, either his/her father or mother is residing in Sarawak since they are born. I also must be aware with this application because in involved the welfare of a child and it is a serious matter when it involves human's right.

As for Business Registration, I have to communicate with the Inland Revenue Offices in order to register all the business registration. This is because it involves licenses of those shops at town or may be all the contractors who want to be a supplier to a certain tender or projects. I must be careful when dealing with Business Registration because; sometime people apply with different attention. They just apply the license for the sake of doing certain business but meanwhile, they misused it. Some of the owner of the license will request for their Business Extract as it is useful for them to apply certain projects or may be for them to renewal the licenses. For Extract of Business, they will be charged for RM2 per extract meanwhile for the Renewal, they will be charged of RM25 per year with an updated Trade License Certificate.

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As for Gun License and Permit of Buying Bullets, I always refer to Arms Act as all the procedures were provided inside. Issuing the Permit of Buying Bullets is a daily routine works. Some time, it can be up to 800 permits being issued per day. As for Gun License's Transfer process, it involves several agencies like Police, Medical and Resident Office. Therefore, I have to monitor the application to be checked and supervise all the process so that it can be approved by the Samarahan Resident. I have to take more precautions when handling with these guns applications as it involves the safety and if it is wrongly used, ones can be prison for it.

2.2.3 Manage the Human Resource

Other than that, one of my tasks in Simunjan District Office also in managing our internal human resources. Handling the human resources in your own office is not easy even though the total number of staff is not too many. This is because we are dealing with different types of personalities, attitudes and egos of different staff. Some of them are good and obedient to every matters rise up by the management and some are very hard to understand. I have to be more patience and be a professional so that I can solve each of the human resource issues in my workplace. I have to record all of our staff leave plans, leaves, disciplinary records if any, recording all the courses attended by staff just to fulfill the 42 hours log of training, as initiate by the State Government of Sarawak.

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2.2.4 Adhoc Task (Weekend)

In other hand, district office usually becomes the centre of any small or big event happen in the district itself. Therefore, if any event held in Simunjan, then we in the district office will coordinate meetings, setting up the plan and so on. We will be busy day and night just to make sure that event successful. For example, our district need to manage the Simunjan Festival and Sebuyau Festival and so on. Therefore we really need to ensure all the programme goes smoothly without any small mistake.

During weekend, we always got invitation from our stakeholders such as the member of the *Dewan Undangan Negeri* (ADUN), Member of the Parliament (MP), the JKKK's, the Associations and NGO's in Simunjan District. As Simunjan itself got five (4) ADUN, three (3) MP, 197 JKKK and 28 NGO. That is why, we really need to take turn and divide among ourselves to attend all the functions organized if functions being held at the same time as our own manpower of officer are only 4 person. This event will always occurs during weekend time as it is the best time for the people to mingle among themselves. I myself will attend the functions by myself whenever I got the invitation as our presents are much needed especially in the rural development. If there is an issues arise about the administration, development and welfare of the district, we must answer or trying to solve the problems. That is our role in attending the functions.

2.2.5 Managing the Quality Documents

I also become the quality officer in my office. This means that, all the 5S activities, Key Focus Area (KFA), *Kumpulan Inovatif & Kreatif* (KIK) and Balanced Scorecard (BSC) are under my job too. I have to monitor the progress in our office so that it can be implemented smoothly. This is because all those activities are all under the initiative of improving our service delivery to the public in order to follow the State Government motto, to be a World Class Civil Service.

I will ensure our entire task given to be documented as required by MS-ISO. In conjunction with this, our office has its own quality hour every Friday. This means that, every Friday we will do a cleaning within our workplace, have short briefing on quality of work. Actually, this is to make ensure all staff to be aware of quality in their job.

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CHAPTER 3

ANALYSIS OF TASK

3.1 INTRODUCTION

In this chapter, I will discuss on the analysis based on strengths and limitations of the current task given to me. Analysis of task contains of my work routine, problems and challenges faced during six (5) years of handling the task. As the motto of the State Government is “World Class Civil Service” I took the opportunity to learn from the senior officers that have been experienced in perform the task and be prepared to face any problems arise. In this chapter, I more focus on the problems in handling the statutory functions and the adhoc work (event).

3.2 STRENGHT OF MY CURRENT JOB

3.2.1 Increase the Accountability in Work Environment

*Should be mentioned
in our report
2 contents*

Accountability is an important feature of any workplace. When employees are able to take responsibility for their work, they feel empowered by their decision-making and engaged with their organization. Similarly, when supportive employers and team leaders are able to hold their team accountable for what they do, the result is often a committed team that leaders rely on. This will make the employee to be feel appreciate and does not feel bad when they dealing with their job. Although employees experience greater satisfaction with their jobs in high accountability environments, they also experience higher levels of job strain. This makes intuitive sense because now employees feel directly responsible for the outcomes of their actions. Encouraging employees to take responsibility for their decisions

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and actions, and to accept the associated outcomes, can result in extensive benefits for organizations.

3.2.2 Enhance the Strategic Jobs Skill

When I attend courses manage by the human resources, I can improve my jobs skill at the same time. This is because, our human resource will give us a course to attend that is related to our own job perspective. Therefore, I can manage my skill and the way on how I need to faced problematic issues or dealing with various types of public and also our own staff.

3.2.3 Managing the Development

Development is very important in rural areas. To develop certain areas, it needs time, space and more energy. Planning must be made before any site work begins. This is to ensure all the work have its own plan and to avoid any waste of budget and time.

3.2.4 Helping the Needy People

With the statutory functions service was held in district office, it is easier for public to manage their own matters. They can easily make their statutory declaration without going to any advocates or law firms. District office's service is free of charges while in the lawyer firm, public need to pay for any of the services provided. Public also can administer their ancestors/parents assets and liabilities freely in district office without paying thousands of

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money likewise in the law firm or advocates. Moreover, like the Native Court Case always open for those who need to settle their own land problems involving others parties.

3.2.5 Improve the Standard of Living

Standard of living refers to the level of wealth, comfort, material goods and necessities available to a certain socioeconomic class in a certain geographic area. The standard of living includes factors such as income, quality and availability of employment, class disparity, poverty rate, quality and affordability of housing and so on. The standard of living is closely related to quality of life.

3.3 LIMITATIONS OF MY CURRENT JOB

3.3.1 Lacks of Staff

Same happen here!

In the Simunjan District Office, there is only four management staff known as the SAO in the department. The burden of the tasks will be more because the delegation of tasks cannot be done because of limited of staff. This always occurs when weekend time, at which events comes too many. For example the programmes like event of Leader Meeting with the Communities. Sometime it can be 2 -3 events of the same title with different ADUN's and MP's. Our SAO have very limited time with family during weekend. The staffs also have lacks of the experience because only doing the same routine tasks without the job rotation. The burden of works was there and it leads to a bad quality of works as one have to do so many tasks at the same time.

3.3.2 Bureaucracy

Bureaucracy was everywhere. Every organization will face this type of problem. In the statutory functions, I have to follow the Ordinances or Acts exactly without any lack of information. This is to avoid any mistake and to avoid any queries by the audit and the courts. But at the same time, it gives difficulties to public, as they have to prepare some messy documents, spending long time to find the others heirs that no longer live nearby, just to register a water bill of their parents. Just imagine if the heirs come from a needy family, how do they manage to find any money to pay for the transportations and fuels cost.

3.3.3 Time Constraint

Some of the problem that exists in this situation is about time. Here, time is an essence which on the 10th day of the registration of Probate for example, it must be published for the heirs to collect. But sometime, when Probate Officer is travelling or may be meetings at somewhere else, the process will take times more than 10 days. This will make the public unsatisfied and feeling angry. Therefore, a complaint letter or email will always come to our desk.

3.3.4 Burden on Other Task

Beside the routine tasks, the others adhoc tasks have to perform. The other tasks are like the simple issues arise from the public. Sometime they will come to office just to ask how to fill in the forms from various types of agencies, which we ourselves also does not sure how to fill in. Therefore, we have to contact with the related agencies just to get the info on how to fill. For example, the *Bantuan Rakyat 1 Malaysia* (BR1M) forms. The Inland Revenue just passes the form to us who we never know how to fill and how do the public send the documents. At the end, we are being scolded by the public when we do not help.

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CHAPTER 4

RECOMMENDATIONS

4.1 INTRODUCTION

In this chapter, I will discuss the recommendation to the strength and weaknesses of my current job and task assigned to me by my superior. Since I was handling on various types of task, I gain more knowledge and experience that I never learn before. At the end of this chapter, I will discuss on a few suggestions on how to improve my current job/task.

4.2 RECOMMENDATIONS

4.2.1 Appointed More Staffs

As we can see, the Simunjan District Office is burden with too many tasks. Therefore, the amount of staff should be more also. New appointment staff must be held in order to avoid the burden of task to the old staff. The head of department must try to find the initiative to overcome this short of manpower problems. The Head of Department can write in to the State Government of Sarawak to ask for any extra body to be transferred to the district as to fulfill the number of services due the rising of population in the residency.

here! also

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4.2.2 Provide Training and Courses

It was important for the department to give the staff training so this can increase the staff efficiency and effectiveness in doing the routine tasks. Therefore, it is important for the department to give training and courses step by step from time to time for every level of officer to get familiar with the system and make use of the system fully in dealing with their task every day. The training must involve either low or higher staff at the same time.

4.2.3 Monitoring the Development Process

The process of development in the area must be monitor. This is to avoid any complain over the project held by the district office. Especially those projects involving the Rural Transformation Planning, *Program Bantuan Rumah* and others to goes smoothly. The list name of the participants must be checked and surveyed first before it was given to the community meeting for endorsement. This is to avoid, the list name is really those who really need in help.

4.2.4 Introduce Time Frame as a Solution to Time Constraint

Time frame is important in ensuring the process of work goes well. Provide a time frame according to the client charter and make sure it does not go beyond the time frame. Told the public's to send their documents, unless the process will be slow and does not come to the client charter standard.

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4.2.5 Briefing about the Do's and the Don'ts In the Office

Through my observation as a Head of Department, The District Officer must brief all the staff about the ethics in working in the government offices. Some of those staff who came late must be called and being asks why if it happened frequently. The ethic of dress code to the office also must be briefed to all staff. Sometime, staff comes to office wearing sexy attire, inappropriate pants (for ladies staff) and so on.

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CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

In this chapter, I will summarize the entire four (4) chapters that had been discussed by highlighting the main points of each chapter.

*Just summarize it in one
page & sei and no need
writing.*

5.2 CHAPTER 1

In chapter 1, I discussed on the background of Simunjan District Office about the function and role of Serian District Office are responsible for the development the local issues, the administration and laws involving its jurisdiction. These are to ensure the slogan by the prime minister, Datuk Seri Mohd Najib Bin Razak, "*Rakyat Didahulukan Pencapaian Diutamakan*" can be fulfill. The role can be dividing into several points, which are the developments, the statutory functions, the administrations, the human resources and the qualities of management in the office itself.

5.3 CHAPTER 2

In this chapter, I discussed on my current job description in the Simunjan District Office. The focus of using job description is form past to present whereas using competencies has a current to future focus. Its mean the mean individual skills, experiences, knowledge, values and personal attributes that person has been used in different tasks. This is because job descriptions are based

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on objective information obtained through job analysis, an understanding of the competencies and skills required to accomplish needed tasks and the needs of the organization to produce work in the organization. The purpose of a job description is to explain the purpose, scope, duties and responsibilities.

Besides that, job description also used in various human resources process like requirement, selection, orientation, performance assessments, succession planning and compensations. It may often include to whom the position reports, specifications such as the qualifications or skills needed by the person in the job or a salary range. In this chapter, I also listed out my current job description.

5.4 CHAPTER 3

In this chapter, I discussed on the analysis of my task which is on the various types of my task/jobs. In my job analysis, I highlight the strengths and weakness that experienced by me during the work process I faced in the district offices.

Some of my strengths of my job analysis are increasing the accountability index, enhancing the jobs skill, improving the standard of living, helping the needy people and so on. My limitations of job analysis are lack of staff, time constraints, bureaucracy and burden of other task.

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5.5 CHAPTER 4

In chapter 4, I discussed on the recommendation to improve my task and duties in the department according to the strengths and limitations that I highlights in Chapter 3. Among of the recommendations that I suggest are appointed more team members or staffs, give training and courses, monitoring the development process, introduce time frame, and briefing about the do's and don'ts.

5.6 CONCLUSION

For the conclusion, from chapter 1 until chapter 4, I discussed on overall the identity of department and how the application of claim demand in overall including the work processing, issue and problem in processing and lastly, the recommendation to improve the work processing for future benefits.

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APPENDICES

Appendix A

Gawai Raya Event



Appendix B

Mobile CTC Program



Appendix C

Simunjan Festival 2017

