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(HONS)**

**AM228**

**PRACTICAL TRAINING REPORT  
(PEJABAT PELAJARAN DAERAH SARATOK)**

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(2009730219)**

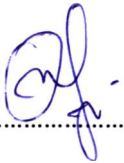
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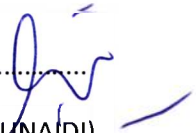
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## DECLARATION

I, Qurratu'aini binti Daud(2009730219), hereby declare that the report entitled 'PRACTICAL TRAINING REPORT' submitted by me, under the supervision by Miss Noni Haryanti binti Junaidi, Lecturer of Faculty of Administrative Science and Policy Studies, to the UNIVERSITI TEKNOLOGI MARA in partial fulfilment for the course of Bachelor of Administrative Science (HONS)



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**1.1 Background**

Pejabat Pelajaran Daerah Saratok located at Wisma Persekutuan Saratok. This organization is responsible to all primary and secondary school in Saratok district. It's organized and observes schools' activities in terms of academic and co-curriculum. This office operated under monitoring of Jabatan Pelajaran Negeri Sarawak.

Historically, the establishment of this department is the heritage of the Brookes on 3 November 1924. On 1 April 1933 the Department was dissolved and then set back in 1939. During the Japanese colonialism between 1941 until 1945, all educational activity was disorder and uncertainty.

In November 1945 after the end of World War 2, the education system in Sarawak have been acquired under the British administration in November 1945 and has been through the process of repair and fully functioning from April 1946. Has been appointed Director of Education and assisted by two Assistant Special Especially for Chinese schools. Since then until now, JPNS has grown not only in terms of roles and functions but also in terms of staffing to meet the needs of the community.

In administration, JPNS administered in three levels of administration, which JPNS Headquarters, District Education Office (PPD) and the School. Each level has its functions, responsibilities, and specific power. JPNS headquarters is responsible for overall administration, manage and supervise the educational affairs at the state level, PPD management matters at the District Education and educational affairs at the school level administrators responsible at their respective schools.

JPNS headquarters sectors are managed by ten and two. These sectors is the Service Sector Management and Development, The School of Management, Academic Management Sector, Human Development Sector, The Islamic Educational Management, Quality Assurance Sector, the Private Security Sector and Special Education, Assessment and Examination Sector, Sector and Sector Psychology and Counselling ICT and information management, led by the respective sector. Two parts of the JPNS Inspectorate Quality Assurance of Sarawak and headed by the Chief Inspector of the State and the State Education Technology Division under the jurisdiction of Assistant Director.

The restructuring of the Division of Education Office and the District Education Office, later known as the Combined Education Office (PPG) and Sub-District Education Office (PPDK) in the year 2003 saw the creation of three new pieces of PPD PPD Samarahan, Betong PPD and PPD Mukah and a PPDK of new PPDK Padawan. On October 1, 2004, three more were created in that PPDK Selangau PPDK, PPDK and PPDK SebauhTatau. At present there are 11 units and 20 PPD PPDK found in Sarawak.

On 1 September 2008, JPNS again through changes in administrative structure in which 31 of the District Education Office (PPD) was created to replace the 11 IRB and 20 PPDK after going through the process of structural improvements of the department. Grade office for six PPD was increased from DG48 to DG52 is involved PPD Grade Kuching, PPD Padawan, Serian PPD, PPD Sibu, Miri and PPD PPDBaram remaining on Grade DG48.

Pejabat Pelajaran Daerah Saratok, previously known as Pelabat Pelajaran Daerah Kalaka. This office initially staying at Pejabat Daerah Saratok before moving to temporary buildings at PusatKegiatan Guru (PKG). In 1995, PejabatPelajaran Daerah Saratok moved to level 1 and 2 of Wisma Persekutuan Saratok until now. The first district education officer is EncikMohdNawiChiri. In year 1976, he has been replaced by Encik Abdul Rani binOjek. He

became a district education officer only for a year which then been replaced by EncikKassim bin Akup. Four years later, EncikRazali bin Hj Yu becomes a district education officer and after a year later he been replaced by EncikSulaiman bin Sheikh Abdul Kadir. Like a previous officer, EncikSulaiman also served for one year only. He then had been replaced by EncikMadihi bin Rapaie. EncikMadihi has served from year 1982 to 1985. After that, EncikJamil took over. Then, on January 1, 1989, EncikAbgSapali bin Hj. AbgSpawi become a district education officer.he is the 8<sup>th</sup> district education officer. In year 1992, EncikMohd Ali b HjRosli replaced the previous officer and served until year 1995. At the end of year 1998, Encik Abdul Munap bin Sheikh Abdul Kadir become the officer and served until 2004. He has been replaced by present officer, Encik Hj Daud bin Hj Mohamad on 14 April 2004.

## **1.2 Mission**

Mission statement reveals what an organization wants to be and whom it wants to serve. Mission statement also referred to as creed statement or statement of belief. Mission is also a statement of purpose, philosophy or business principles. Mission is important for an organization as it may endure statement of purpose, distinguishes one firm from another and also declares the firm's reason for being.

Mission of Pejabat tPelajaran Daerah Saratok is:

“Ensure effective services through commitment and integrity to achieve quality education”

### 1.3 Vision

Vision statement is an answer of 'what do we want to become' question. Vision statements are effective when it developed by a host of people from across the organization and clearly tied to external and internal environmental conditions. In addition, it also must consistent with strategic leaders' decisions and actions. Vision of one organization should be short, and get many inputs from all managers. Each organization need to have their own vision as it could provide strong foundation to develop mission. Therefore, vision must be developed first and foremost before the mission as shown. There are some expected outcomes (Bryson, 2004) derived from vision statement. First, vision statement provides suitable guidance and motivation by having the following attributes:

- Mission
- Basic philosophy, core values and cultural features
- Goals
- Basic strategies
- Performance criteria
- Important decision making rules
- Ethical standards expected of all employees

Second, the vision statement should be widely circulated among organizational members and other key stakeholders after appropriate consultations, reviews and sign-offs. Other than that, the vision should be used to inform major and minor organizational decisions and actions.

Vision of PejabatPelajaran Daerah Saratok is:

"PejabatPelajaran Daerah Saratok is an organization of excellence and quality in all aspects of education services."



## 1.4 Goals

According to Hill & Jones (2004), a goal is a desired state or objective that a company attempts to realize. Goals have four main characteristics. First, they are precise and measurable. Measurable goals give managers a yardstick or standard against which they can judge their performance. Second, goals address crucial issues. To maintain focus, managers should select a limited number of major goals to assess the performance of the organization. The goals that are selected should be crucial or important. Goals also must be challenging but must be realistic. They give all employees an incentive to look for ways of improving the operations of an organization. If a goal is unrealistic in the challenges it poses, employees may give up; a goal that is too easy may fail to motivate managers and other employees. It is important to have a specific time period of goals which they should be achieved when that is appropriate. Time constraints tell employees that success requires a goal to be attained by a given date, not after that date. Deadlines can inject a sense of urgency into goal attainment and act as a motivator. However, not all goals require time constraints.

Following are the goals for Pejabat Pelajaran Daerah Saratok:

1. Ensure that each component of the District Education Office Saratok organization is capable and efficient in the preparation and implementation of an excellent education.
2. Ensure that the machinery of management and administration of all District Education institutions Saratok is able to meet current needs and manage change efficiently and effectively.
3. Ensure that all staff at all levels of education and culture have excellent work ethics and are professional.

4. Ensure that human resource development in line with the National Education Philosophy and policy development

## **1.5 Objectives**

Objective is an end that can be reasonably achieved within an expected timeframe and with available resources. In general, an objective is broader in scope than a goal, and may consist of several individual goals. Objectives are a basic tools that underlying all planning and strategic activities. They serve as the basis for policy and performance appraisals.

Pejabat Pelajaran Daerah Saratok has five main objectives. The first objective is all children of school age cohort attend formal education in line with the policy of compulsory education. The second objective is to enhance the effectiveness of school leadership and management. Moreover, enhancing the professionalism of staff becomes one of their objectives. Other than that, their objectives are to improve the physical condition of school buildings and facilities, and glow of environment. Diversifying the curriculum programs and school curriculum to meet the diversity of the potential, talents and interests of students also become one of their main objectives.

## **1.6 Main Functions**

The main functions of this department are exercise program development and staff development in education among preparing, guiding, monitoring and motivating teachers in the teaching and learning practices in schools. They also need to provide professional services to teachers and support staff and also coordinate and implement programs for educational development at the district level. It also their responsibility to ensure proper management and

administration in schools are managed in an orderly and organized in accordance with instruction letters and circulars and regulations. Other than that, their function is on conducting research and evaluation as well as providing comprehensive and effective reporting of education programs at the district level. Another function is coordinate, plan and implements maintenance projects, development planning and maintenance of schools in district.

## **1.7 Quality Policy**

Combined Education Office Betong and Saratok District Education Office is working to improve the efficiency and effectiveness of the management process of transfer and placement, and placement of teachers to schools Residential school students to be implemented accurately and quickly on an ongoing basis to meet the goal line with the ministries of Education Malaysia's National Philosophy of Education that meet customer needs.

This policy will be updated from time to time through the revision of the objectives to make room for continuous improvement efforts and overall conformity with the requirement to meet and improve customer satisfaction levels,

This policy will be disseminated through existing channels of communication to every member of the organization to be understood and appreciated

## 1.8 Customer Charter

We, citizens of the Pejabat Pelajaran Daerah Saratok with determination and commitment pledge and promise to devote all our energy and efforts to provide the country, communities and individuals as well as meet national education goals as follows:

- provide friendly service to each customer and stakeholder
- provide the best service to our customers and stakeholders
- ensure that each transaction response within 5 working days
- ensure that complaints are dealt with in each case within 10 working days
- ensure the immediate run student exchange
- managed to ensure placement of students within 24 hours
- ensure student exchange placement and appeals are resolved within 1 working day
- providing a productive and disciplined staff
- ensure that all staff practice quality management, business administration
- ensure that all staff are responsible for all decisions and actions
- ensure that business and the results implemented in the integrity, transparency, fair and responsible
- ensure that all staff are able and always willing to provide information and explanations accurately, quickly and timely to our customers and stakeholders
- always ready to accept constructive criticism from all parties to improve the quality of service
- ensure that customers and stakeholders are satisfied when dealing with PPD

## CHAPTER 2            SCHEDULE OF PRACTICAL TRAINING

For my practical training, I have chosen to do the practical at Pejabat Pelajaran Daerah Saratok. After introduce myself to the District Educational Officer, Tuan Hj Daud bin Hj Mohamad, he has asked me to work in Human Resources department where the supervisor for the department is Mr Affendi b HjBlet and his assistant supervisor is Mr Narawi b Zulkipli. These are some of the functions of the department :

- Implement and coordinate: -
  - scholarship students
  - Supplementary Feeding Programme
  - School Milk Program
  - Food Assistance Hostel
  - Uniform Assistance
  - Textbook Assistance Scheme
  - Student discipline and safety programs
  - Mentoring programs, career counseling and student

Starting my practical training with a simple task which is arranging colored papers that will be used to print ePerolehan data.ePerolehan is manage by Malaysian Government Procurement. Today, the process is easy as the data can be key- in by login into the official portal of ePerolehan. The electronic procurement system, better known as ePerolehan, enables Government agencies nationwide to procure goods and services from their suppliers electronically. ePerolehan transforms the manual procurement practice into an electronic, internet-based practice. Suppliers in turn benefit from being able to present their products on the



World Wide Web; suppliers can receive, manage and process Government purchase orders, and receive payment from Government agencies online by using the ePerolehan System.

With the automation of the entire procurement cycle in ePerolehan System, suppliers benefit significantly from the opportunity to reach a broader base of buyers than ever before coupled with lower operating costs, shorter turnaround time, additional revenue and increased customer satisfaction. ePerolehan give benefits not only to the suppliers but also the government.

The benefits to the suppliers are:

- Suppliers become much more accessible to the Government procurement activities, whenever and wherever he is.
- Perolehan enables the supplier's transition into e-commerce, providing an entry point for e-commerce accessibility & optimising e-commerce capability.
- Suppliers will be able to rapidly adopt and digest the e-commerce concept in significance with the usage of ePerolehan.
- Cost effective marketing. Advertising of products and services is much cheaper and faster, and yet reaches a broader base of potential buyers.
- With the Internet platform, suppliers would virtually have a borderless advertising channel at a very low cost.
- Simplified processes and less manual work reduce administrative and operational costs. Through ePerolehan, almost all the business operations will be automated, thus not only leading to lower operational costs, but might as well expedite turnaround time for the purchaser.
- Suppliers would be able to receive payments faster through electronic funds transfer (EFT) payment. Supported by a highly secured network infrastructure, suppliers would be able to

receive payments for products and services in a shorter period; which is within 14 days from invoice creation date.

- Improved business planning and forecasting due to a more efficient and predictable procurement process. Due to the fact that ePerolehan automates business processes and improves work efficiency, suppliers would be able to anticipate the procurement outcomes more accurately.
- Suppliers would get more exposure on any Government's procurement activities which is more transparent & publicly accessible via ePerolehan.

(Source : <http://home.eperolehan.com.my>)

While, these is the benefits experienced by the government:

- Offers an effective and efficient procurement process in line with the country's transformation to the K-Economy. ePerolehan is a vehicle for the Government of Malaysia to leapfrog into the new economic concept and promote the widespread adoption of e-commerce in the country.
- Lower operational cost over time consumption. The Government of Malaysia will be able to reduce administration and operational costs through the usage of ePerolehan as business processes are reduced and streamlined to emphasize on the exact transaction activities which is to effectively discharge generic order fulfilment process.
- Better and up-to-date choice of products and services. A Government purchaser would have immediate access to a wide variety of products and services available to them via ePerolehancatalogs database, which will make them a resourceful purchaser.
- Latest product information and pricing are available on-line. ePerolehan will always be up-to-date with the latest information pertaining suppliers' products and services that will help the buyer to make a more accurate procurement decision.

- A more skilled and knowledgeable workforce. Through its usage, ePerolehan will indirectly promote a higher rate of IT literate workforce, both in the Government and private sectors.
- Effective management of purchases and payments with the availability of audit trail/records; well-kept in the system's database. With ePerolehan, the Government purchaser would be able to track or audit previous procurement processes/ transactions.
- Enhance Government's corporate governance image especially willingness in promoting transparency & correcting financial misjudgement in procurement activities.

(Source : <http://home.eperolehan.com.my>)

These three different colors of paper are for different receiver. After finish arranging the papers, I am asked to take any phone calls and take messages from callers. When answering the telephone in office, I need to give the caller an image of myself and the office. Speaking with a pleasant voice may create a courteous of myself and create goodwill for the office. However, if I am abrupt or rude, I present a poor impression of myself and the office. When talk on the telephone, one have to speak loudly enough so he/she can be heard, particularly if he/she normally speaks softly. When answering the telephone, pronounce the name of the office and the name of the person whose phone are answering so they can be understood. If the caller need to wait, speaks so the caller hears and avoid keeping the caller on hold for a long time. If cannot quickly get back to a caller, I need I will ask for his or her phone number so the call may be return.

I also helping my host supervisor to key in data of pupils' discipline into a system called 'Sistem Salah Laku Disiplin Murid' (SSDM). This data need to update at least once a month where every month all school in Saratok district need to give their data. This system is a discipline management system that can detect and control the behavior of students. Next intervention measures can be planned and implemented in schools to

produce students who have a balanced human capital in terms of physical, emotional, spiritual, and intellectual, in accordance with the requirements of the National Education Philosophy. e-Discipline provides record-keeping method in a computer or other drivers. This method will reduce the burden and work space management-related disciplines, especially clerical work and filing system. In fact, this method will also reduce paper consumption. e-Discipline is a method to restore discipline pupils. Thus, e-disciplinary work on the report of student misconduct, and will be followed by the recovery effort and guidance.

Before key in the data I need to check which school has not send their data yet so that the department can contact them and ask for the data. In this task, I have found some of received diskette were not working or contain incomplete data. After done key in the data, the hardcopies of the data which have been received together with the diskette were be compile in one file and filing be done for the file. For this task, I am also responsible to reformatting and rearranging the data in the system. This is because the department wants to update the data and removing past 5 year data.

The next task is involving filing system where I need to write minutes for 'Laporan Pemantauan Asrama' file. I also need to planned and typed my tasks planning for future references and done with my supervisor's guidance.

During this practical training period, I am not only help my supervisor in human resources department but also help account and financial department where I have arranged printed e-Procurement forms and compile it together. Then, I am checking on invoice and fill the data on 'Pergerakan Dokumen e SPKB' form. In checking on invoice, I need to make sure the data of amount printed are the same for all copies of one account. Electronic Budget Planning System Control (eSPKB) has been developed to meet the needs of financial control and

financial information needs of the projects under the e-government applications. Projects which are:

1. Electronic procurement (eProcurement)
2. Human Resource Management Information System (HRMIS)
3. Electronic services (e-services)
4. Project Monitoring System II (SPP II)

It helps in the process of budgetary control, monitoring of expenditures and speed up the process of preparing the Cost Center financial documents. With eSPKB system interfacing with the Government Financial & Management System (GFMAS), business spending accelerated payments.

#### eSPKB characteristics

- i. The preparation of financial documents involving the three levels available, the certificate I and certificate II.
- ii. Updating of vote books and electronic reconciliation of accounts including wholesale and wages expenditure.
- iii. Warrant provisions, payment vouchers, journal vouchers and statements of the collector and submitted online to the accounting office.
- iv. Hardcopy financial documents and supporting documents kept at the PTJ. Review and approval of the accounting office is done electronically.
- v. Department records such as bills and vote books list is not maintained manually but will be generated automatically by the system.
- vi. Reports daily, monthly, schedule and choice can be printed as needed and at any time.



- vii. Every action taken by staff in the processing of documents is recorded automatically in the confirmation information
- viii. Controlling documents with regard to financial policies and procedures in force.
- ix. Ranking the remaining provisions are known at any time.
- x. The accuracy of financial data in the government accounts more secure because the data comes from eSPKB or other EG applications do not need to input the accounting office.
- xi. The use of smart cards in the tighten the control of government finances.
- xii. Interfacing with e-government applications that involve the payment and accounting can be made.
- xiii. Financial documents generated / printed through legal systems applied in replacing local document such as manual, air travel warrants, collecting statements, journal vouchers, payment vouchers and the like.

(Sources : <http://www.anm.gov.my>)

I am responsible to call all school which have student under the Supplementary Food Program that eligible to receive food aid. I need to make sure all of them have received the aid for past few months. Every Friday, the office have meeting. My first meeting is on 'Mesyuarat Jawatankuasa Pengurusan Kewangan dan Akaun (JKPKA).

I also asked to key in data in 'Senarai Murid Cicir Sekolah Rendah dan Menengah' by using Microsoft Access. The data were received from all school in the district. This list then been mailed to Jabatan Pelajaran Negeri via email and one hardcopy are kept for department's future references. Those students who were listed in this list either because they were bar from school due to serious discipline problem or because they were absent for a long period of time without permission or reason. Most of the unknown-reason- for-absent-students are those from

rural areas where the communication is limited. Some of them do not have a complete address. This makes it is hard for the educational department to prevent this dropouts problem. Email is used as it is one of the most common types of software used in organization today which allowed the exchanges electronic mail. It is the fastest and the cheapest form of communication. Email programs handle the composing, sending, receiving and storing of email messages and their attachments. Email programs include an address book where the email address of people with whom normally exchange messages is stored. Furthermore, address can be organized into group lists so a single email message can be sent to all the people on the list.

Another task that I need to do is key in marks and other details for 'Pemantauan Dapur/Dewan Makan Sekolah' form and print it out. One copy is for department while another one is for Pejabat Kesehatan dan Persekitaran Daerah Saratok as they have asked for the information. A letter been typed as be compile with the details before been mailed to Pejabat Kesehatan dan Persekitaran Daerah Saratok. This monitoring activity to reduce the incidence of food poisoning from happening in the kitchen canteen and hostel, increase the level of food safety in canteen and hostel kitchen, and empowerment of the contractors and schools by implementing "Program Pemeriksaan Sendiri Kantin dan Dapur Asrama Sekolah" (KENDIRI).

On the next of the week, I have also done typing task where I typed a form named 'BorangPencalonanPertandinganAnugerahBilikOperasi Skim PinjamanBukuTeksSekolah.(BOSS)'. This form distributed to all school by mail it through school's mail box that had been provided by the office. This is to make sure all school receive the form and other mails as it will be checked by teachers at least once a week. The form that be distributed is to be filled by teacher whose responsible on BilikOperasi SPBT Sekolah (BOSS) if they want to participate in the competition. If they are not going to participate in the competition, they need to return an empty form.

BOSS concept introduced by the BBT to schools has shown a change in the aspect of care, keeping the textbook and also an improvement in the overall program management Textbook Loan Scheme. A safe managed Textbook Loan Scheme textbook is one important aspect in the management Textbook Loan Scheme in schools. The existence of this BOSS can not only ensure that textbooks reach the government's contribution is fixed lifespan, but can be used for a longer period of time. To ensure the safety of care in the Textbook Loan Scheme textbooks, schools need to manage efficiently BOSS. BOSS created the concept of this room is used as a place to manage a variety of matters Textbook Loan Scheme. Schools need to provide a basic BOSS as follows:

- Bookcase
- Tables and chairs
- Fan
- Fire Extinguisher
- Control animal / insect pests
- Cabinet / cabinet files
- Bulletin board
- Counter
- Safety Emergency

This operating room is built to ensure the care and safety Textbook Loan Scheme textbooks, schools must deal with the School Textbook Loan Scheme Operating room efficiency. Operating Room School Textbook Loan Scheme was established with the concept of this room is only used as a place to manage the school Textbook Loan Scheme. Schools have to make the operating room management system that systematically School Textbook Loan Scheme. Accordingly are on the ground floor except for the schools located in low / flooding. This room also has facilities for the passage of vehicles sending or transporting books. This

room should not be located in a sheltered place in which high humidity rate. As a result, the book could quickly damage or moldy.

On the following week, I have given a responsibility on key in data for Hostel Information by using Microsoft Excel. In this task, I need to edit a few details as there are some changes in calculation formula done by JabatanPelajaranNegeri Sarawak. After complete it, I emailed it to them and kept one copy for office future reference. In following task, my supervisor asks me to type on Summary of Monitoring Hostel Report and print it out for his further action.

My next task is preparing document for Text Books Disposal. On this task I checked on letters received from schools that asked permission for disposal of text book. Then I typed a reply letter to those that get the permission JabatanPelajaranNegeri Sarawak. Textbook Loan Scheme Teachers will make the disposal of textbooks if the books fulfill one of the following conditions:

- i) Textbooks obsolete / damaged due to normal use.
- ii) Training and activity books for all subjects, language and math Level One primary school.
- iii) The textbook is no longer available due to a change in curriculum or sports lessons.

Other than that he procedure for disposal of textbooks are in accordance with established regulations and all the text books which have received approval for disposal will be collected by the contractor. The disposal contractor will collect the books after approval by JabatanPelajaranNegeri Sarawak. The schools are not allowed to contact the contractor. The school also advised not to send the same form for the second time to avoid duplication of approval.

Before end my practical training, I need to rearrange a list on error list of student information according to school and print out which have 52 files. I also help accounting and financial department checking and stamping payment vouchers for auditing.

Some of my tasks are involving data processing and word processing. The simplest definition of data processing is the handling of information. But data processing is a two-tiered process, occurring on both the conceptual and practical levels. It is an idea as well as a collection of hardware. Electronic data processing has a significant impact-either directly or indirectly-on the vast majority of the aspects affecting our working and personal lives. No invention during this century has had a more revolutionary impact on many of the work processes and procedures used in the organization than has the computer. By installing their own data processing system or by using the services of a computer service bureau, even today's smallest organizations have access to data processing capabilities.

On the other hand, the major activity of most offices is the processing of information: ideas, data, and policies expressed on words or numbers. Word processing defined as the mix of people, equipment and procedures to transform thoughts and ideas into printed copy-is experiencing unprecedented usage today. Word processing software, therefore, is the most common computer program used in offices. The word processing concept differs markedly from some of the other more traditional approaches used to transform thoughts and ideas into printed copy. In some ways, the word processing concept has changed, resulting perhaps more from a variety of affordable technological developments than from any other factor.

Today's word processing software does more than just assist the office worker in preparing reports and letters. Word processing includes many features that increase the productivity of the office worker and enhance the quality of the finished product. These features include spell checks, thesauruses and clip art. Word processing packages also create Internet



Web pages. Word processing software packages contain templates, which are a set of predefined style for word processing projects. Most packages have templates for letters, memos, reports, newsletters, calendars, faxes, envelop, and many additional documents. Microsoft Word is a commonly used word processing software package.

Word processing programs also provide the office with the ability to design and produce its own newsletters, brochures, forms and manuals. Word processing software can be used by people who possess little artistic ability or design background but who wish to produce a professional-quality product. Many word processing software programs permit the operator to perform basic desktop publishing without the need for specialized software. Word processing programs provide numerous font styles and sizes, and include draw features and art that are used to enhance the document. In addition, text can be printed in columns or around illustrations for a professional appearance.

The use of word processing has a widespread effect on the keyboarding and transcription functions in the organization. Therefore, the need for a word processing system should be systemically determined before making an installation decision. The installation of a word processing system is likely to be more desirable as the amount of typed letters, reports, and statistical material increases, and as the amount of repetitive typing increases. All but approximately 15 to 25 percent of the typical typing and transcription jobs of an organization are well suited to word processing.

## CHAPTER 3 ANALYSIS

This analysis specifically focuses on one area of task which is administration task. The definition of concept also will be discussed.

### 3.1 Administration

Administration is the management of office resources, which include its physical property, its people, and its finance. It is the act or process of administering, especially the management of a government or large institution. Administration refers to the group of individuals who are in charge of creating and enforcing rules and regulations or those in leadership positions who complete important tasks. It is the act of managing duties, responsibilities, or rules. An example of administration is the act of the principal in the school managing the faculty and staff and employing the rules of the school system.

The act of administering; government of public affairs; the service rendered, or duties assumed, in conducting affairs; the conducting of any office or employment; direction; management. Administrators, broadly speaking, engage in a common set of functions to meet the organization's goals. These "functions" of the administrator were described by Henri Fayol as "the 5 elements of administration" that are:

- a) Planning - is deciding in advance what to do, how to do it, when to do it, and who should do it. It maps the path from where the organization is to where it wants to be. The planning function involves establishing goals and arranging them in a logical order. Administrators engage in both short-range and long-range planning.

- b) Organizing - involves identifying responsibilities to be performed, grouping responsibilities into departments or divisions, and specifying organizational relationships. The purpose is to achieve coordinated effort among all the elements in the organization. Organizing must take into account delegation of authority and responsibility and span of control within supervisory units.
  
- c) Staffing - means filling job positions with the right people at the right time. It involves determining staffing needs, writing job descriptions, recruiting and screening people to fill the positions.
  
- d) Directing (Commanding) - is leading people in a manner that achieves the goals of the organization. This involves proper allocation of resources and providing an effective support system. Directing requires exceptional interpersonal skills and the ability to motivate people. One of the crucial issues in directing is to find the correct balance between emphasis on staff needs and emphasis on economic production.
  
- e) Controlling - is a function that evaluates quality in all areas and detects potential or actual deviations from the organization's plan. This ensures high-quality performance and satisfactory results while maintaining an orderly and problem-free environment. Controlling includes information management, measurement of performance, and institution of corrective actions.

### **3.1.1 Office administration**

Office administration is the process of overseeing the day-to-day operations of an office. The task of administration is usually the responsibility of an office administrator or manager. Depending on the general operating structure of the organization, and the complexity of tasks associated with the operation in general, the responsibilities of the manager or administrator may focus on a few core tasks, or involve the management of a wide range of functions.

Office administration includes planning work assignments for staff, supervising staff, and requesting new office equipment and repairs on existing equipment. One of the core tasks associated with office administration is the management of the employees associated with the office. Typically, office administrators are responsible for supervising the office staff, making sure that each employee has resources necessary to competently carry out his or her assigned duties. Administrators also function as troubleshooters, providing support and assistance to employees when unusual situations arise during the completion of an assigned task. It is not unusual for administrators to be responsible for conducting periodic employee evaluations, recommending pay increases, or providing employees with remedial or cross training as a means of assisting those employees to improve their relationships with the employer.

### **3.1.2 Effective Office Administration Skill**

A professional office administrator effortlessly combines a diverse range of responsibilities ensuring that office processes and activities are efficiently and smoothly managed. An emerging trend in the Administrative field has seen Secretaries, PAs and Administrators assume more responsibilities that have traditionally been classified as 'management' tasks.

The nature of the background and the role of administrative office management make it the most logical of all organizational areas to assume responsibility for the management of information. The background and expertise of administrative office managers make them well qualified to assume these crucial information management responsibilities. Increasingly, the administrative office management function and administrative office managers are being recognized and credited for their contribution to the well-being of many organizations of varying size.

Administrative office management has a significant impact on employees throughout the organization, perhaps most significantly by enabling them to enhance their productivity. In addition to relieving employees of responsibility for certain tasks, this position helps them maximize the efficiency of other designated tasks.

For Human Resources Department of Pejabat Pelajaran Daerah Saratok, it's responsible to manage all school in the district. As the department do not have a permanent staff, the supervisor responsibility is less as he only focuses on school. He deals more with the teachers, and officers from other department or other organization especially Jabatan Pelajaran Negeri Sarawak (JPNS). This department has organized schools' needs such as food aids and textbooks. On the same time, the supervisor needs to make sure teachers who responsible for schools' resources do their task. For example, he has to urge teachers to complete and send the data on Laporan Pemantauan Dapur/Dewan Makan Sekolah and Senarai Murid Cicir.



## 3.2 Record management

Records management, or RM, is the practice of maintaining the records of an organization from the time they are created up to their eventual disposal. This may include classifying, storing, securing, and destruction (or in some cases, archival preservation) of records.

A record can be either a tangible object or digital information: for example, birth certificates, office documents, databases, application data, and e-mail. Records management is primarily concerned with the evidence of an organization's activities, and is usually applied according to the value of the records rather than their physical format.

In the past, 'records management' was sometimes used to refer only to the management of records which were no longer in everyday use but still needed to be kept - 'semi-current' or 'inactive' records, often stored in basements or offsite. More modern usage tends to refer to the entire 'lifecycle' of records - from the point of creation right through until their eventual disposal.

The ISO 15489-1: 2001 standard ("ISO 15489-1:2001") defines records management as "the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records".

The ISO 15489-1:2001 defines records as "information created, received, and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business". The International Council on Archives (ICA) Committee on Electronic Records defines a record as "recorded information produced or received in the initiation, conduct or completion of an institutional or individual activity and that

comprises content, context and structure sufficient to provide evidence of the activity." While there are many purposes of and benefits to records management, as both these definitions highlight, a key feature of records is their ability to serve as evidence of an event. Proper records management can help preserve this feature of records.

(Sources : [en.wikipedia.org/wiki/Records\\_management](https://en.wikipedia.org/wiki/Records_management))

It should be noted that the format and media of records is generally irrelevant for the purposes of records management. The ISO considers management of both physical and electronic records.

Records management is the storage preservation and retrieval of information in the shortest possible time. (MUDD) Records management is very important for the use of storing document this topic was thought in Office Administration.

During my practical training, record management been applied in the office. All typed document or letter has been recorded and/or stored. Typed letter usually will be print out in two copies where one copy is given to the receiver while another copy is for office records. The recorded management also applied to any received letter by the human resource department. Most letter received is a letter that providing some data for some matters such as data for Sistem Salah Laku Disiplin Murid (SSDM). For this matter, it has its own system built by the department to record and update the data. This system can endure thousands of data. The data for this system is updated for every three months and it need to be mail to the Jabatan Pelajaran Negeri by email for their record and further action. The letter received from school whom send the data were manage in one file and the details for the letter were recorded. The letter arranged according the date of receiving. The latest will be on the top. This arrangement not only makes the manager easier to arrange the letter but also make it easier to

the preview the letter according date. The manager will know which one come first and which one have been done processed.

### **3.3 File management**

A file system is a means to organize data expected to be retained after a program terminates by providing procedures to store, retrieve and update data, as well as manage the available space on the device(s) which contain it. A file system organizes data in an efficient manner and is tuned to the specific characteristics of the device. There is usually a tight coupling between the operating system and the file system. Some file systems provide mechanisms to control access to the data and metadata. Ensuring reliability is a major responsibility of a file system. Some file systems provide a means for multiple programs to update data in the same file at nearly the same time.

Without a file system programs would not be able to access data by file name or directory and would need to be able to directly access data regions on a storage device. File systems are used on data storage devices such as hard disk drives, floppy disks, optical discs, or flash memory storage devices to maintain the physical location of the computer files. They may provide access to data on a file server by acting as clients for a network protocol, or they may be virtual and exist only as an access method for virtual data. This is distinguished from a directory service and registry.

The importance of record-keeping and filing systems cannot be too highly stressed. A well-planned system contributes significantly to efficiency of operation as well as to a company's image. Whether records are filed in a computer or in a steel cabinet, they have to be readily accessible.

### **3.3.1 Basic Filing Procedure**

#### **Inspecting**

Each document is inspected to see that it has been released. If not, it should be returned to the interested party.

#### **Marking**

Determine under what name or caption the paper is to be filed

#### **Follow-up and Cross-reference**

If the letter is marked for follow-up, then a record should be made and placed in the follow-up file. If there is more than one place in which to file the document, make a cross-reference.

#### **Sorting**

Sorting is the preliminary arrangement of papers according to the first filing unit of the name or number. This is the last step prior to actual filing. Sorting also makes documents easy to find if they are needed while out of the file. Documents should be arranged in sequence so they can be placed in the proper folders quickly, without moving back and forth

#### **Filing**

Filing is the actual placing of documents in folders in a pre-determined plan. Torn papers should be mended before they are filed. Raise the folders slightly in the file drawer when placing papers in them so the papers will go entirely to the bottom of the folder.

#### **Numerical Filing**

Numerical filing refers to all systems in which documents are pre-numbered to distinguish them from each other or from alpha documents. Numerical systems can be as simple as numbering

and filing from the lowest number to the highest. Files may be numbered from 1 to 1000 and major sections may occur at regular intervals (100, 200, 300). Sub -sections within a file may be introduced by the addition of a decimal point: 100.1, 235.64

### Geographic

Geographic filing systems operate generally by county or country and then alphabetically or numerically by account name or number. Reasons for this type of filing can be several. Since countries have differing laws and licenses, a commercial enterprise may have to consider these constraints as of primary importance.

### Subject Filing

This is the arranging of material by given subject. It is filing by descriptive feature instead of by name or number. Such filing involves choosing a word or phrase to stand for each subject or to point out one phase of it.

A subject folder may contain any combination of correspondence, bulletins, clippings, pictures, statistics, trade journals and other printed information relating to the subject.

Subject filing is considered the most difficult of all methods of filing. It is a system which demands that the person installing such a system has a complete knowledge of the business. The greatest problem knows under which subject an item will be filed. Because a subject file is expensive to maintain, subject filing should be used only where necessary.

### Chronologic Filing

Chronologic filing is filing by date. This system is necessary to file items according to the day/date received - such as applications for permits or licences or the dates when vehicles in a company fleet were services.

In Pejabat Pelajaran Daerah Saratok, filing system done by applying chronological filing. All received and sent letters will be recorded in a file. A file named by the subject matter. Other than organizing the letters according their date, details of the letter also been recorded on a piece of paper which will be compile together in the file. The letters also stamped by their queue number identically with the details to make it easy to find the letter for future needs.

### **3.4 Communication**

Networks are another aspect of direction and flow of communication. Bavelas has shown that communication patterns, or networks, influence groups in several important ways. Communication networks may affect the group's completion of the assigned task on time, the position of the de facto leader in the group, or they may affect the group members' satisfaction from occupying certain positions in the network. Although these findings are based on laboratory experiments, they have important implications for the dynamics of communication in formal organizations.

The Chain can readily be seen to represent the hierarchical pattern that characterizes strictly formal information flow, "from the top down," in military and some types of business organizations. The Wheel can be compared with a typical autocratic organization, meaning one-man rule and limited employee participation. The Star is similar to the basic formal structure of many organizations. The All-Channel network, which is an elaboration of Bavelas's Circle used by Guetzkow, is analogous to the free-flow of communication in a group that encourages all of its members to become involved in group decision processes. The All-Channel network may also be compared to some of the informal communication networks.

If it's assumed that messages may move in both directions between stations in the networks, it is easy to see that some individuals occupy key positions with regard to the number



of messages they handle and the degree to which they exercise control over the flow of information. For example, the person represented by the central dot in the "Star" handles all messages in the group. In contrast, individuals who occupy stations at the edges of the pattern handle fewer messages and have little or no control over the flow of information. These "peripheral" individuals can communicate with only one or two other persons and must depend entirely on others to relay their messages if they wish to extend their range.

In reporting the results of experiments involving the Circle, Wheel, and Star configurations, Bavelas came to the following tentative conclusions. In patterns with positions located centrally, such as the Wheel and the Star, an organization quickly develops around the people occupying these central positions. In such patterns, the organization is more stable and errors in performance are lower than in patterns having a lower degree of centrality, such as the Circle. However, he also found that the morale of members in high centrality patterns is relatively low. Bavelas speculated that this lower morale could, in the long run, lower the accuracy and speed of such networks.

In problem solving requiring the pooling of data and judgments, or "insight," Bavelas suggested that the ability to evaluate partial results, to look at alternatives, and to restructure problems fell off rapidly when one person was able to assume a more central position in the information flow. For example, insight into a problem requiring change would be less in the Wheel and the Star than in the Circle or the Chain because of the "bottlenecking" effect of data control by central members.

It may be concluded from these laboratory results that the structure of communications within an organization will have a significant influence on the accuracy of decisions, the speed with which they can be reached, and the satisfaction of the people involved. Consequently, in

networks in which the responsibility for initiating and passing along messages is shared more evenly among the members, the better the group's morale in the long run.

### **3.4.1 Direction of communication**

If it's considered formal communications as they occur in traditional military organizations, messages have a "one-way" directional characteristic. In the military organization, the formal communication proceeds from superior to subordinate, and its content is presumably clear because it originates at a higher level of expertise and experience. Military communications also carry the additional assumption that the superior is responsible for making his communication clear and understandable to his subordinates. This type of organization assumes that there is little need for two-way exchanges between organizational levels except as they are initiated by a higher level. Because messages from superiors are considered to be more important than those from subordinates, the implicit rule is that communication channels, except for prescribed information flows, should not be cluttered by messages from subordinates but should remain open and free for messages moving down the chain of command. "Junior should be seen and not heard," is still an unwritten, if not explicit, law of military protocol.

Vestiges of one-way flows of communication still exist in many formal organizations outside the military, and for many of the same reasons as described above. Although management recognizes that prescribed information must flow both downward and upward, managers may not always be convinced that two-way should be encouraged. For example, to what extent is a subordinate free to communicate to his superior that he understands or does not understand a message? Is it possible for him to question the superior, ask for clarification, and suggest modifications to instructions he has received, or transmit unsolicited messages to his superior, which are not prescribed by the rules? To what extent does the one-way rule of

direction affect the efficiency of communication in the organization, in addition to the morale and motivation of subordinates?

These are not merely procedural matters but include questions about the organizational climate, or psychological atmosphere in which communication takes place. Harold Leavitt has suggested a simple experiment that helps answer some of these questions. A group is assigned the task of re-creating on paper a set of rectangular figures, first as they are described by the leader under one-way conditions, and second as they are described by the leader under two-way conditions. A different configuration of rectangles is used in the second trial. In the one-way trial, the leader's back is turned to the group. He describes the rectangles as he sees them. No one in the group is allowed to ask questions and no one may indicate by any audible or visible sign his understanding or his frustration as he attempts to follow the leader's directions. In the two-way trial, the leader faces the group. In this case, the group may ask for clarifications on his description of the rectangles and he can not only see but also can feel and respond to the emotional reactions of group members as they try to re-create his instructions on paper.

On the basis of a number of experimental trials similar to the one described above, Leavitt formed these conclusions:

One-way communication is faster than two-way communication.

Two-way communication is more accurate than one-way communication. Receivers are surer of them and make more correct judgments of how right or wrong they are in the two-way system. The sender feels psychologically under attack in the two-way system, because his receivers pick up his mistakes and oversights and point them out to him. The two-way method is relatively noisier and looks more disorderly. The one-way method, on the other hand, appears neat and efficient to an outside observer. Thus, if speed is necessary, if a business like appearance is important, if a manager does not want his mistakes recognized, and if he wants

to protect his power, then one-way communication seems preferable. In contrast, if the manager wants to get his message across, or if he is concerned about his receivers' feeling that they are participating and are making a contribution, the two-way system is better.

### **3.4.2 Interpersonal communication**

Another facet of communication in the organization is the process of face-to-face or interpersonal communication, between individuals. Such communication may take several forms. Messages may be verbal that is, expressed in words, or they may not involve words at all but consist of gestures, facial expressions, and certain postures "body language". Nonverbal messages may even stem from silence.

Managers do not need answers to operate a successful business; they need questions. Answers can come from anyone, anytime, anywhere in the world thanks to the benefits of all the electronic communication tools at our disposal. This has turned the real job of management into determining what it is the business needs to know, along with who/what/where/when and how of learning it. To effectively solve problems, seize opportunities, and achieve objectives, questions need to be asked by managers—these are the people responsible for the operation of the enterprise as a whole.

Ideally, the meanings sent are the meanings received. This is most often the case when the messages concern something that can be verified objectively. For example, "This piece of pipe fits the threads on the coupling." In this case, the receiver of the message can check the sender's words by actual trial, if necessary. However, when the sender's words describe a feeling or an opinion about something that cannot be checked objectively, meanings can be very unclear. "This work is too hard" or "Watergate was politically justified" are examples of opinions or feelings that cannot be verified. Thus they are subject to interpretation and hence to

distorted meanings. The receiver's background of experience and learning may differ enough from that of the sender to cause significantly different perceptions and evaluations of the topic under discussion. As we shall see later, such differences form a basic barrier to communication.

Nonverbal content always accompanies the verbal content of messages. This is reasonably clear in the case of face-to-face communication. In messages that are conveyed by the telephone, a messenger, or a letter, the situation or context in which the message is sent becomes part of its non-verbal content. For example, if the company has been losing money, and in a letter to the production division, the front office orders a reorganization of the shipping and receiving departments, this could be construed to mean that some people were going to lose their jobs — unless it were made explicitly clear that this would not occur.

A number of variables influence the effectiveness of communication. Some are found in the environment in which communication takes place, some in the personalities of the sender and the receiver, and some in the relationship that exists between sender and receiver. These different variables suggest some of the difficulties of communicating with understanding between two people. The sender wants to formulate an idea and communicate it to the receiver. This desire to communicate may arise from his thoughts or feelings or it may have been triggered by something in the environment. The communication may also be influenced by the relationship between the sender and the receiver, such as status differences, a staff-line relationship, or a learner-teacher relationship.

Whatever its origin, information travels through a series of filters, both in the sender and in the receiver, and is affected by different channels, before the idea can be transmitted and re-created in the receiver's mind. Physical capacities to see, hear, smell, taste, and touches vary between people, so that the image of reality may be distorted even before the mind goes to work. In addition to physical or sense filters, cognitive filters, or the way in which an individual's

mind interprets the world around him, will influence his assumptions and feelings. These filters will determine what the sender of a message says, how he says it, and with what purpose. Filters are present also in the receiver, creating a double complexity that once led Robert Louis Stevenson to say that human communication is "doubly relative". It takes one person to say something and another to decide what he said.

### **3.4.3 Communication Approaches in an Organization**

Informal and Formal Communication are used in an organization.

Informal communication, generally associated with interpersonal, horizontal communication, was primarily seen as a potential hindrance to effective organizational performance. This is no longer the case. Informal communication has become more important to ensuring the effective conduct of work in modern organizations.

Top-down approach: This is also known as downward communication. This approach is used by the Top Level Management to communicate to the lower levels. This is used to implement policies, guidelines. In this type of organizational communication, distortion of the actual information occurs. This could be made effective by feedbacks.

In the organization where I have done my practical training, the communication is informal and formal. Informal communication usually used when the staffs communicate with each other. Informal communication could built a friendly and relax working environment. In addition, it could reduce the power gap between level management. However formal communication always be prioritize as it still is used in meeting or when dealing with the client. Formal communication is used to showed professionalism of the staff.

Communication also done when they interact with their client by using direct line either they come to the office or make a phone call. A phone call usually directly goes to whom the client want to make business with. However, as the office operated in two levels, they having minor difficulties to communicate with others in the ground floor. This is because there is no direct telephone to connect them and just rely on personal mobile phone. To communicate among other staff on the different floor, the need to go come to the office. Other way of communication used is by having a meeting. Every Friday morning PPD Saratok will have weekly meeting. This meeting will discuss any relevant issue in future plan or event. In this meeting they also share any past event which is important to be highlighted in the meeting.

### **3.5 5S Concept**

A Five S program is usually a part of, and the key component of establishing a Visual Workplace and are both a part of Kaizen — a system of continual improvement — which is a component of lean manufacturing. The Five S program focuses on having visual order, organization, cleanliness and standardization. The results you can expect from a Five S program are: improved profitability, efficiency, service and safety. The principles underlying a Five S program at first appear to be simple, obvious common sense. And they are. But until the advent of Five S programs many businesses ignored these basic principles.

5S is the name of a workplace organization methodology that uses a list of five Japanese words which are *seiri*, *seiton*, *seiso*, *seiketsu* and *shitsuke*. Transliterated or translated into English, they all start with the letter "S". The list describes how to organize a work space for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order. The decision-making process usually comes from a dialogue about standardization which builds a clear understanding among



employees of how work should be done. It also installs ownership of the process in each employee.

There are 5 primary phases of 5S: sorting, straightening, systematic cleaning, standardizing, and sustaining. Additionally, there are three other phases sometimes included; safety, security, and satisfaction.

#### Sorting (Seiri)

Eliminate all unnecessary tools, parts, and instructions. Go through all tools, materials, and so forth in the plant and work area. Keep only essential items and eliminate what is not required, prioritizing things per requirements and keeping them in easily-accessible places. Everything else is stored or discarded.

#### Straightening or setting in order / stabilize (Seiton)

There should be a place for everything and everything should be in its place. The place for each item should be clearly labeled or demarcated. Items should be arranged in a manner that promotes efficient work flow, with equipment used most often being the most easily accessible. Workers should not have to bend repetitively to access materials. Each tool, part, supply, or piece of equipment should be kept close to where it will be used – in other words, straightening the flow path. Seiton is one of the features that distinguish 5S from "standardized cleanup". This phase can also be referred to as Simplifying.

#### Sweeping or shining or cleanliness / systematic cleaning (Seiso)

Clean the workspace and all equipment, and keep it clean, tidy and organized. At the end of each shift, clean the work area and be sure everything is restored to its place. This makes it easy to know what goes where and ensures that everything is where it belongs. Spills, leaks, and other messes also then become a visual signal for equipment or process steps that need

attention. A key point is that maintaining cleanliness should be part of the daily work – not an occasional activity initiated when things get too messy.

#### Standardizing (Seiketsu)

Work practices should be consistent and standardized. All work stations for a particular job should be identical. All employees doing the same job should be able to work in any station with the same tools that are in the same location in every station. Everyone should know exactly what his or her responsibilities are for adhering to the first 3 S's.

#### Sustaining the discipline or self-discipline (Shitsuke)

Maintain and review standards. Once the previous 4 S's have been established, they become the new way to operate. Maintain focus on this new way and do not allow a gradual decline back to the old ways. While thinking about the new way, also be thinking about yet better ways. When an issue arises such as a suggested improvement, a new way of working, a new tool or a new output requirement, review the first 4 S's and make changes as appropriate.

### **3.5.1 The Objectives of 5S**

The most obvious benefit from items being organized in such a way (i.e. that they are always readily available) is that of improved productivity. Production workers being diverted from production to look for tools, gauges, production paperwork, fasteners, and so on is the most frustrating form of lost time in any plant. A key aspect of Hirano's organisation approach is that the often-needed items are stored in the most accessible location and correct adoption of the standardisation approach means that they are returned to the correct location after use. Another element of Hirano's improved housekeeping is improved plant maintenance – workers

'owning' a piece of plant, responsible for keeping it clean and tidy, can take ownership for highlighting potential problems before they have an impact on performance.

The next aim is perhaps Quality. The degree of impact of dirt in a manufacturing environment, obviously, varies with the nature of the product and its process but there are few, if any, areas where dirt is welcome. Even if it is only in the form of soiled documentation accompanying the goods to the customer this can send a very negative message about the company and its culture. In other cases dirt can have a serious impact on product performance – either directly or indirectly, perhaps through compromising the integrity of test processes. Of course, 5S does more than address dirt; an inappropriate layout can result, for example, in product damaged through excessive movement or through the use of tooling other than that defined as the standard. Standardisation is a theme of Hirano's approach, overlapping to a considerable extent with, for example, that of Ohno. A Standard Operating Procedure for tool certification is much easier to achieve if the tool to be certified is always in a clearly-marked location.

Another goal is improved Health & Safety. Clear pathways between workbenches and storage racks can minimise accidents, as can properly-swept floors. As with Quality, a well-organised, clean and tidy facility lends itself more readily to standard practice. Hirano also described how an environment in which the workforce has pride in their workplace can contribute to a considerable extent in a number of ways including customer service. Improving the layout of the facility merges with the concept of visual management; if workers can see the status of plant and of work in the facility, thus removing the need for complex tracking and communication systems, then benefits will accrue. 5S can also be a valuable sales tool when potential customers visit; a well-organised, clean and tidy facility sends a message of a professional and well-organised supplier.

During my practical training, the organization has declared that Friday is their 5S' day. However, from my observation the staff did not apply it on Friday as they are too busy to complete their own work before the new week comes. They do the 5S whenever they have a little free time. This prevents the workplace become messy and the document placed at the right place. Some of the staff chooses to do overtime to do the 5S. In the office, they do not have to do a cleaning process thoroughly as the office has cleaning staff to do the job.

## CHAPTER 4

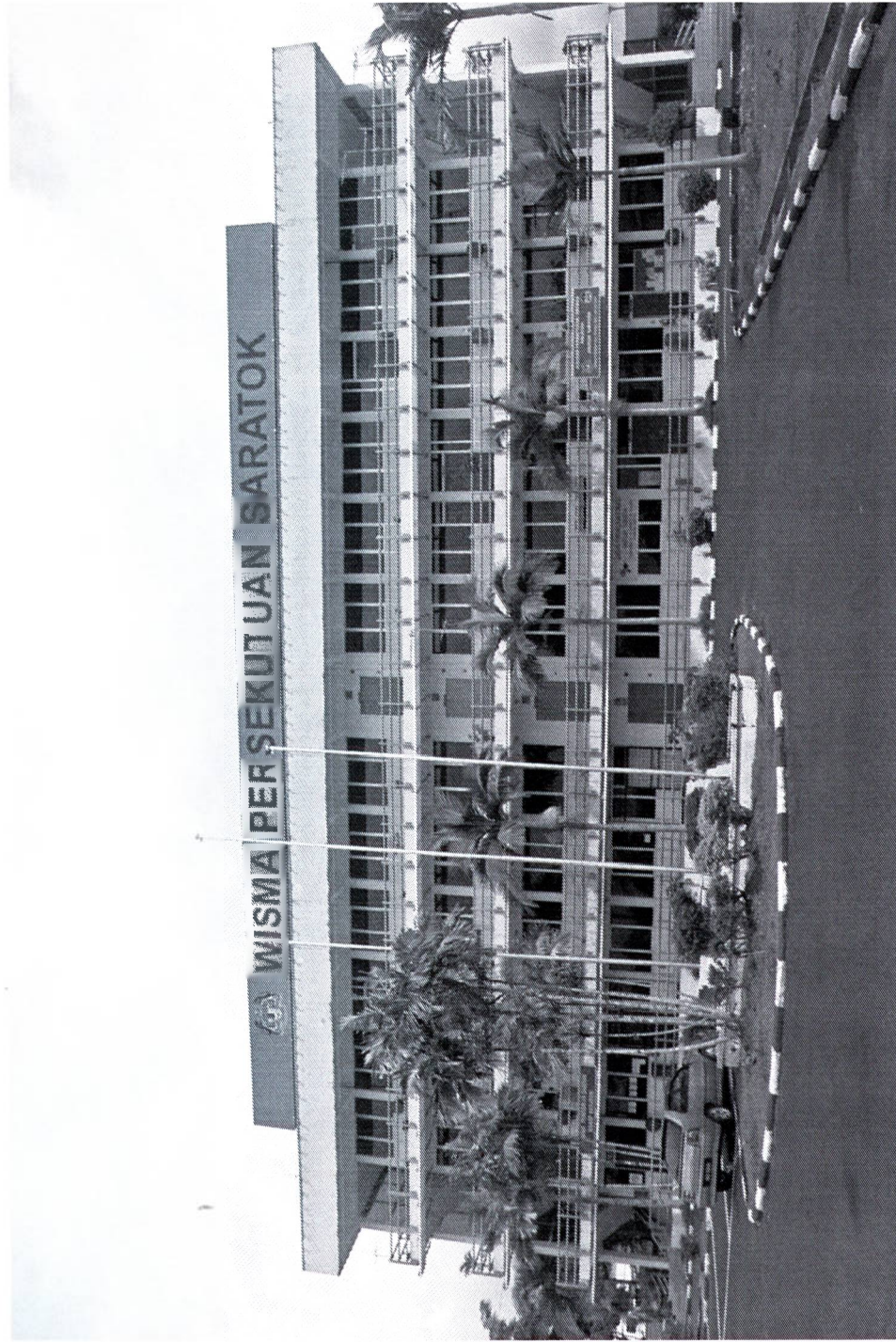
## RECOMMENDATION

Having five weeks practical training at Pejabat Pelajaran Daerah Saratok, I have given a small variety tasks. I have still have some free time as the supervisor do not have any tasks which he believe suitable for me. Anytime my supervisor has to attend any events or meeting outside the office, usually I do not given any specific tasks. As it is so, I recommend the organization to create more structure training program. I understand that the person responsible to supervise the practical student is already busy with their work burden. However I believe that they can spend small portion of their time to plan more comprehensive, structured and organized training for the practical student. The supervisor in charge should list and arrange the training task which will be performed by the trainee. A training schedule also should be made in order to optimize the training period. In arranging and assigning the training task, the supervisor also should try to fill the training period with task that significant in developing the trainee knowledge, skills and experience for its future career. This training program maybe not included in organization objectives, but it is good to be structured as I was informed that the organization always chosen as a practical training place by practical students. Structuring the program not only help the practical students in applying the knowledge they have learn into the real life but also can be used by the organization itself to train their current staff or new staff in the future.

In office administration, I observed that Human Resources Department did not have enough staff to help the supervisor to manage schools' resources and problems. This department have to depend on staff from other department and the staffs only help when they are available. So, here I recommend the organization able to hired more staff to make the department become more efficient and enhance their productivity. This is so as the supervisor



**WISMA PERSEKUTUAN SARATOK, SARAWAK**

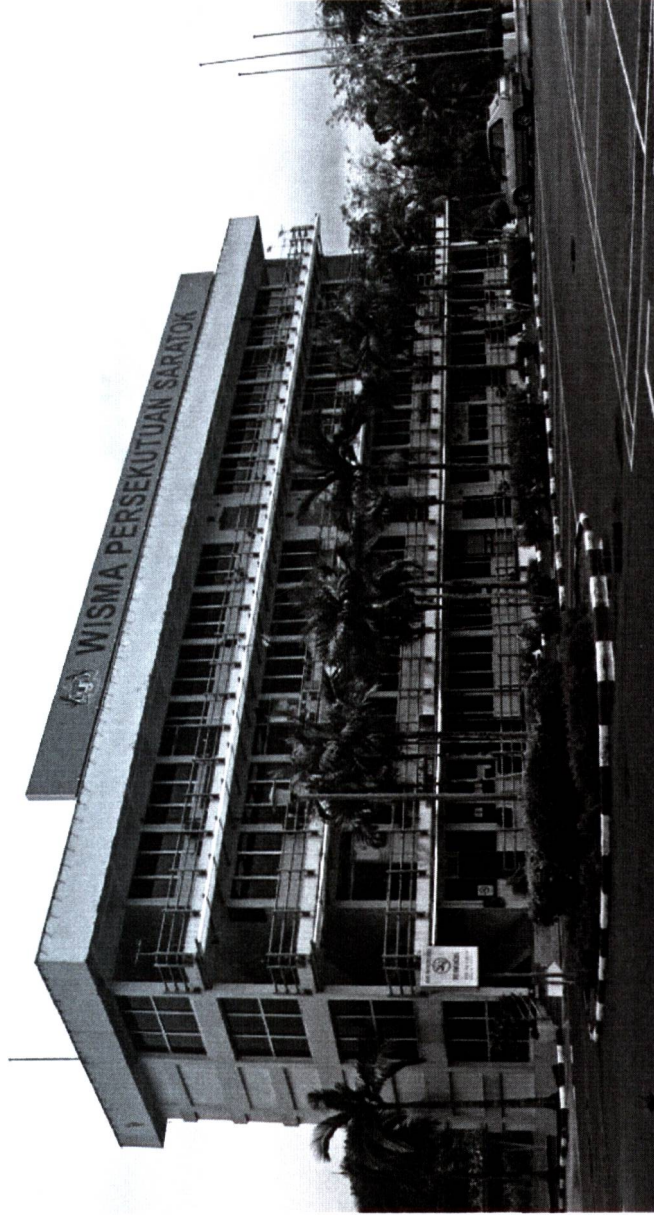


**WISMA PERSEKUTUAN SARATOK, SARAWAK**

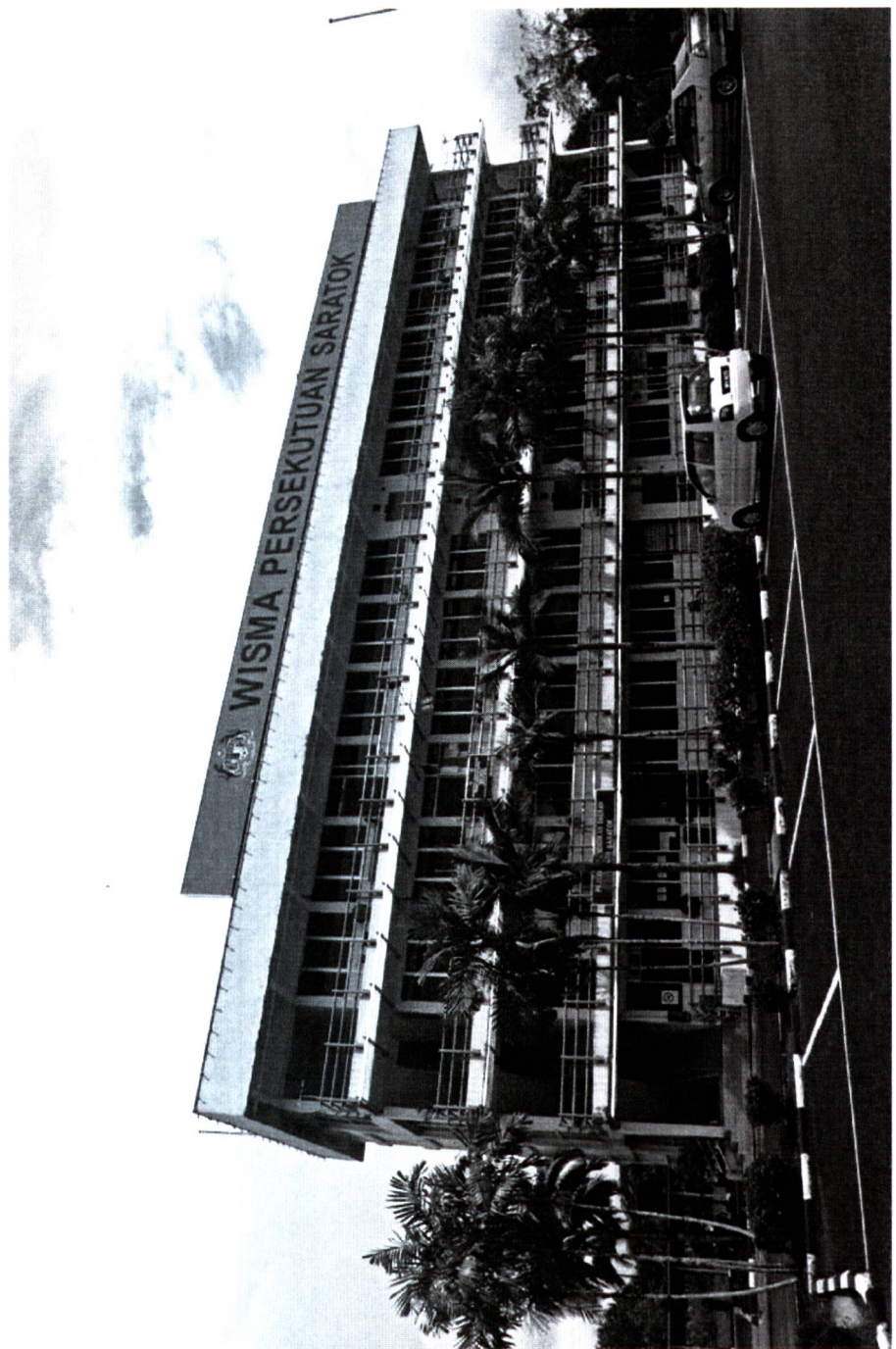




**WISMA PERSEKUTUAN SARATOK, SARAWAK**



**WISMA PERSEKUTUAN SARATOK, SARAWAK**



**WISMA PERSEKUTUAN SARATOK, SARAWAK**

Alamat Bangunan	Wisma Persekutuan Saratok, Jalan Saratok, 95400 Saratok, Sarawak
Pemilik Bangunan	Jabatan Perdana Menteri
Alamat Pemilik Bangunan	Bahagian Pengurusan Hartanah, Jabatan Perdana Menteri, Aras 7, Blok B3, 62502, Putrajaya
Pengawalselia	Bahagian Kawalselia Penyelenggaraan, Kementerian Kerja Raya
Syarikat Konsesi	AMBANG WIRA SDN.BHD
Alamat Syarikat Konsesi	18-6, Subang Business Centre, Jalan USJ 9/5T, UEP Subang Jaya, 47620 Selangor No. Telefon : 03-80244505 No. Faks : 03-80244502
Nama Penyelia Bangunan	En.Andy Anak Hemang No. Telefon : 083-436410
Alamat Penyelia Bangunan	Tingkat Bawah, Wisma Persekutuan Saratok, Jalan Saratok, 95400 Saratok Sarawak. No. Telefon : 083-436410 No. Faks : 083-436410
Tarikh Bangunan dibina	Februari 1992
Tarikh Bangunan siap dibina	Mei 1994
Usia Bangunan	12 Tahun
Kos Bangunan semasa dibina (RM)	Tiada Maklumat
Nama VIP yang merasmikan	Tiada
Tarikh Bangunan dirasmikan	Tiada
No JKR	Tiada
No Lot	Tiada
Luas Tanah	1,302.05 mp
Keluasan	14 015.13 kaki persegi
<b>Kemudahan-kemudahan yang terdapat dalam dan luar bangunan:-</b>	
i) Bilik Mesyuarat	Keluasan : - Bil. Tempat duduk : -
ii) Bilik Gerakan / Auditorium	Keluasan : - Bil. Tempat duduk : -
iii) Parkir	-
iv) Lain-lain	-
<b>Pekeliling yang dikuatkuasa</b>	a) Pekeliling Am Bil. 1/2002, Peranan Jawatankuasa Penyelarasan Penyelenggaraan Bangunan Gunasama Persekutuan b) Garis Panduan Permohonan Kelulusan Bagi Kerja-kerja Pengubahsuaian, Penaiktarafan, dan Pemasangan Fasiliti atau Ruang di Bangunan Gunasama Persekutuan c) Perintah Am, Bab E, Rumah dan Bangunan Pejabat Kerajaan

d) Technical Requirement Performance Indicator (TRPI)

**Jawatankuasa Penyelarasan Penyenggaraan Bangunan Gunasama Persekutuan (JKPPBGP):-**

i) Nama Pengerusi

En. Daud Bin Mohamad ( Pejabat Pendidikan Daerah Saratok )

ii) Nama Timbalan Pengerusi

En. Sani Bin Mentaril ( Pejabat KEMAS )

**Jabatan Penghuni:-**

<b>Nama Jabatan</b>	<b>Ketua Jabatan (JKPPBGP)</b>	<b>No. Telefon</b>	<b>No. Faks</b>
Jabatan Pendidikan Daerah	En. Daud B. Mohamad	083 - 436109	083 - 437881
Jabatan Kesihatan Daerah	En. Raphael a/k Engkayau	083 - 437379	
Suruhanjaya Koperasi Malaysia	En. Tan Ann Hua	083 - 436412	083 - 436412
Jabatan Pendaftaran	Cik Tracy Jane Tommy	083 - 436851	083 - 436851
Jabatan KEMAS	En. Sani B. Mentaril	083 - 436492	083 - 437827
Jabatan RELA	En. Yaakub B. Ramli	083 - 436810	

\*JKPPBGP : Jawatankuasa Penyelarasan Penyenggaraan Bangunan Gunasama Persekutuan

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