

**UNIVERSITI TEKNOLOGI MARA SARAWAK  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES**



**PRACTICAL TRAINING REPORT  
MATU DISTRICT OFFICE  
MATU, SARAWAK**

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2016669376**

**MARCH 2019**

## **DECLARATION**

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

.....

**Name: Ainol Asyraf Bin Rahim**

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## CHAPTER 1

### INTRODUCTION OF THE ORGANIZATION

#### 1.1 Introduction

Final year students of Bachelor Administrative Science of Universiti Teknologi MARA (UiTM) Sarawak are required to attend a practical training as to fulfill the academic requirements and to expose the students with new experience in actual working environment. By giving this opportunity to students, they can gain other knowledge that they have studied in the classroom which about the theory and they bring the theory into the actual situation by practice it through practical training. The students was giving duration to fulfill the practical training which is about two months equal to eight weeks started from 24<sup>th</sup> December 2018 until 15<sup>th</sup> February 2019. Due to this situation, many process and procedure were need to access before attend the actual practical training which the students need to request the practical training in their selected organization. Then, they need to waiting for the response from the chosen organization either they want to approve or rejected. After that, if they are approve, the students need to accept or decline the organizations. In this situation, I was chosen the government organization which is Matu District Office and was approved by the faculty. Regarding with this, I have been assigned to be supervised by Madam Sarehan Binti Sadikin to evaluate on my performance throughout the practical training and also at the end of semester she need to asses and checked my.practical training report. In addition, the HEA of University Teknologi Mara (UiTM) also provided the log book for each student to fill up their daily report including of their task, their duties or their activities that have been given during the practical training.



**Figure 1.1 Matu District Official**

## **1.1 MATU DISTRICT OFFICE BACKGROUND**

MATU DISTRICT OFFICE or also known as Pejabat Daerah Matu was established in 1991 whereas Matu was declared the 48<sup>th</sup> full district on 5<sup>th</sup> May 1991. Before that, originally Matu was a small district in Sarikei's administrative division. However, it was only temporary because the Matu District administration was later placed under the Mukah Division Administration after Mukah was declared on 1<sup>st</sup> March 2002.

Matu area is 677.28km. square covering the Small District of Igan which is the only small District under its administration. Matu District administrative area is around Pekan Matu, Igan up to Bungan, Sawai, Batang Lassa and Passin River. In general, Melanau are the majority residents of the Matu District as well as other races such as Malays, Iban, Chinese and others.

The Matu District Office (PDM) is the pulse, leader and driver in planning, coordinating, implementing and monitoring development for the prosperity of Matu District society. The cooperation and support all parties especially the Government

agencies, Non-Governmental Agencies (NGOs), Community Heads, Local Heads are indispensable and should together to discuss and find solutions to issues arising. Creative and innovative are used to stimulate and transform physical and spiritual development. This is according to government expectations and policies for people with high incomes and towards developed countries in 2020.

## **1.2 THE OBJECTIVES**

Every organization has their own objectives, which these objectives will be used to measure, their performance in delivering the task they do. There are objectives of Matu District Office:

1. Plan, coordinate, implement, monitor and evaluate development projects at the district accordance with government policies
2. Transform district into a more developed town which improves the welfare and wellbeing of the people
3. Providing better access for the people to prompt them with efficient also effective services which align with their needs.
4. Become the main catalyst in bringing change which implement and enforce legislation in the area for the better future.

## **1.3 VISION AND MISSIONS**

### VISSION

- Be an excellent administrative center in managing sustainable development towards improving the quality of life and well-being of the people.

## MISSION

- We are committed to providing quality, efficient and transparent working culture to bring development and meet customer needs.

## SLOGAN

- “An Honour to Serve” and “Your Smile is our priority”

### **1.4 THE CLIENT CHARTER**

They are committed to providing effective, efficient and transparent services to all customers dealing in the offices.

- 1 Process and issue Power of Probation / Probate Assignment within 14 working days.
- 2 Processing application for adoption Registration within 7 working days.
- 3 Process a Probate / Life Assured Registration application within 1 working day and submit a Decision-Making (Pass/ Not Approved) decision within 3 working days.
- 4 Processing application for buying Guns for shotguns within 30 minutes.
- 5 Processing Business Name Registration within 7 working days 6 Processing Renewal of Business License within 7 working days
- 7 Completed Statutory Declaration Letter within 15 minutes.
- 8 Implementing a Rural Small Project (MRP) Grant State and Federal Grant / Outright

Grant within 30 working.

9 Implementing the Rural Small Projects Physical Project (PKLB) Federal Reserve within

4 months.

10 Processing Payment Voucher within 7 days.

11 Process Polling Revenue from the public within 10 minutes.

### **1.5 CORE BUSINESS OF MATU DISTRICT OFFICE**

There were various services that provided by Matu District Office which accordance to the needs of the people. It is include of services in probate matters, business name registration, registration of adoptions, ammunition permit purchase, transfer of shotguns registration of native customary marriages and all of matters regarding of the native courts. In addition, Matu District Office also provides the consultation to the people especially the senior citizens and Head of Villages.

## 1.6 MATU DISTRICT OFFICE LOGO



**Figure 1.2 Sarawak State Badge**

The district office also uses Sarawak State symbolizes as the official logo of the office and in official affairs. The state symbolizes displays of “Bumi Kenyalang”, flying high with the aspirations and achievements in all fields of business which is based on political ideology of development. The state logo also distinguishes Sarawak’s reputation from other states in the world.

The State Logo is a Hornbill bird that develops its wings with a shield that has a state flag on his chest. Its wings have 13 fur points representing 13 states in Malaysia. Hibiscus is the national flower of Malaysia located on the right and left leg of the bird. This hornbill bird is perched on a ribbon featuring the motto of “Unite, Strive, Devotees”



**1.7 BOARD OF MANAGEMENT**



**DISTRICT OFFICER / N48**

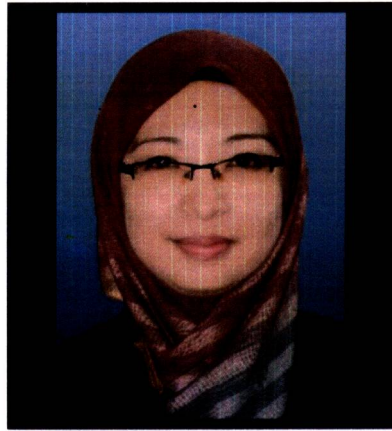
WAN HIPNI BIN WAN MOHAMAD



**ASSISTANT DISTRICT OFFICER / N44**

ZARAINA BINTI SAHARI

**STRATEGIC PLANNING & PROJECT IMPLEMENTATION SECTION**



**SARAWAK ADMINISTRATIVE OFFICER ASSISTANT / N29**

**NOORKASMAWATI BINTI KASSIM**

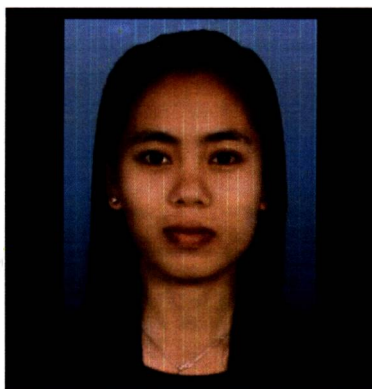


**ADMINISTRATIVE OFFICER (P/O) N 19**

**SA'AYAH @ SAUYAH BINTI MASI**



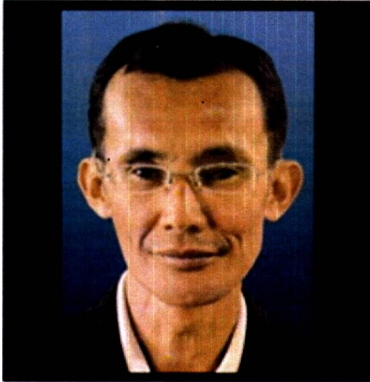
**GENERAL ADMINISTRATION AND FINANCE SECTION**



**SARAWAK ADMINISTRATIVE OFFICER / N41**

**PRISCILLA BINTI PALASEK**

**FINANCE SECTION**



**ADMINISTRATIVE OFFICER (FINANCE) / W22**

**DICK BIN JACK**



**ADMINISTRATIVE OFFICER (FINANCE) / W19**

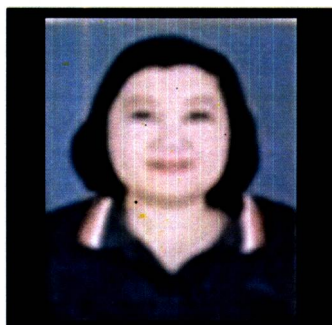
**ABANG RAZSHID BIN ABANG TAZALI**



**ADMINISTRATIVE OFFICER (FINANCE) / W19**

**NURUL ULFAH      BINTI SAPIAN**

**GENERAL ADMINISTRATION**



**ADMINISTRATIVE OFFICER (P/O) N19**  
ARONILA NGAU



**OPERATION ASSISTANT / N11**  
GANI BIN PA'EE



**OPERATION ASSISTANT / N11**  
AHMAD BI MOHAMAD LEE





**PUBLIC ASSISTANT / H11**

**IFANDI BIN GIDIR**



**PUBLIC ASSISTANT / H11**

**EDDI BIN GIDIR**



**DRIVER / H11**

**ARDIN BIN UPIT**



**SECURITY GUARD / R11**

**MOHAMAD JAMBRI BIN PIT**



**SECURITY GUARD / R11**

**MOHD TAUFIK**



**SARAWAK ADMINISTRATIVE OFFICER / N41**

**ZULHILSHAM BINTI ABDULLAH**

**TRANSFORMATION AND QUALITY SECTION**



**ADMINISTRATIVE OFFICER (O/P) N 19**

**SALLEH BIN SIDI**

**SARAWAK ADMINISTRATIVE OFFICER ASSISTANT / N29**



**SARAWAK ADMINISTRATIVE OFFICER ASSISTANT / N29**

**ABDUL MALIK BIN TALIP**



**OPERATION ASSISTANT / N11**

**SAUPI BIN RAJALI**





**OPERATION ASSISTANT / N11**

**ABDULLAH NAZIF BIN DAYA**



**SOCIAL & GENERAL AFFAIRS SECTION IGAN SMALL DISTRICT OFFICE**



**SARAWAK ADMINISTRATIVE OFFICER ASSISTANT / N29**

**NORDIANA BINT HAJI MAHSEN**



**DRIVER / H11**

**SARBI BIN SEMAN**



**PUBLIC ASSISTANT / H11**

**NAHAR BIN SEMAN**

## **1.8 CHAPTER SUMMARY**

Chapter 1 discuss mainly about the background of the organization which comprises of the following section. It is include of background of the organization, vision and mission, the client charter, the objectives of the organization, the slogan of the organization and include of the core business of Matu District Office. It also discusses about the organizational chart and logo of the office.

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.1 CHAPTER REVIEW**

This chapter is focused on schedule of practical training which has been recorded on the logbook by trainee during the practical the practical training. It begin with Section 2.2 which focuses on the introduction. Then section 2.3 explain the logbook, scope of work and the daily activities while undergo the practical training in the organization. Lastly, in Section 2.4 explains the chapter summary.

#### **2.2 INTRODUCTION**

During the industrial training attachment, as the trainee Ainol Asyraf Bin Rahim was given a practical training log book which is for the trainee to report and summarize the daily task that has been done while undergo for the two months of industrial training which is from 15 December 2018 until 15 February 2019. Thus, this chapter will be focused more on the tasks executed throughout the industrial training which have been undergoing at the Matu District Office. In addition, during the practical training, I was allocated at the Administration and Quality section. Following is the practical training schedule of the daily tasks that has been carried out by trainee during their practical training which are in weekly order.

#### **2.3 PRACTICAL TRAINING SCHEDULE**

I am provided with practical training log book by UiTM Samarahan. All task has been done by the trainee was recorded in the log book and all the recorded activities had being signed and approved by the supervisor, Puan Zulhilsham Binti Abdullah and Puan Priscilla Binti Palasek.

Weeks	Job Description
Week 1	<p><b>24<sup>th</sup> December 2018 (Monday)</b></p> <ol style="list-style-type: none"> <li>i. Report duty at Matu District Office on 8.00am at Meeting Room.</li> <li>ii. Trainee has been briefing by Assistant District Officer Puan Zaraina Binti Sahari. List things were handouts: <ul style="list-style-type: none"> <li>• Introduction about Matu District Office</li> <li>• Rules and regulation</li> <li>• Individual information form</li> <li>• Detail about Practical Training on 24<sup>th</sup> December 2018 until 15<sup>th</sup> February 2019.</li> <li>• Puan Zaraina also introduce trainee to all the staff in the office.</li> </ul> </li> </ol> <p>Sarawak Administrative Officer Puan Nordiana Binti Haji Mahsen also given briefing about the first task trainee will do on 26<sup>th</sup> December 2018. The task was office assets management whereas the trainee will labeling the unused assets that were keep in the storage room.</p> <p>Trainee also do the counter services where trainee will face the publics and using the soft skills to serve the publics that gather for the service.</p> <p>Key in customer information that go to the office in the PC. This information was important to measure the level of satisfaction and effectiveness of Matu District Office.</p> <p><b>25<sup>th</sup> December 2018 (Tuesday)</b></p> <p>Public Holiday (Christmas)</p>

**26<sup>th</sup> December 2018 (Wednesday)**

1. Trainee do the counter service.

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.

2. Puan Zulhilsham given task to trainee to key in the questionnaire “Analisis Kepuasan Pelanggan Tahun 2018” in the PC.
3. Trainee do the task given by Puan Nordiana to do the labeling for the office unused office assets.
4. Trainee continue the previous task that to key in the questionnaire “Analisis Kepuasan Pelanggan Tahun 2018” in the PC
5. Key in evaluation data in the Microsoft Exel. The evaluation data was for the Analisis Kepuasan Pelanggan Tahun 2018.

**27<sup>th</sup> December 2018 (Thursday)**

1. Trainee continue do the counter service

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District

	<p>Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.</p> <ol style="list-style-type: none"> <li>2. Trainee continue the previous task that to key in the questionnaire “Analisis Kepuasan Pelanggan Tahun 2018” in the PC</li> <li>3. Key in evaluation data in the Microsoft Exel. The evaluation data was for the Analisis Kepuasan Pelanggan Tahun 2018.</li> <li>4. Editing the cover page for the evaluation data. Trainee given the task by Puan Zulhilsham to create the cover page for the evaluation data using the software Microsoft Word. Trainee edit the cover page by using the previous cover page that used by Puan Zulhilsham for the evaluation data.</li> <li>5. Printing the cover page for the evaluation data. Trainee printing the cover page for the evaluation data using the office printer.</li> <li>6. Arrange the data according to the monthly basis. Trainee arrange the evaluation data according to the monthly basis whereas the previous data that given to trainee was according to the quarter of a year. A quarter is a three-month period where the first quarter was from January until March, second quarter was from April until June, third quarter from July until September, and the fourth quarter was from October until December.</li> </ol>
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	<p><b>28<sup>th</sup> December 2018 (Friday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service        Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.</li> <li>2. Trainee given task to create the slide using software Microsoft Power Point for all event of Pejabat Daerah Matu for the year 2018.        The task was given by Puan Zulhilsham that she want to see how creative the trainee in making slide.</li> <li>3. Trainee given the task to became the “urus setia cabutan undi Program Penambahbaikan Rumah Rakyat Miskin Sarawak” (MRP-PPRMS) Daerah Matu 2018. The draw votes was involved by all the contractor that want to have the tender for this program. The budget that given for one project was RM15000 for each improvement for the house of poor people in Sarawak. The poor that receive this home improvement assistance was the one who register the E-Kasih.</li> </ol>
Week 2	<p><b>31<sup>th</sup> December 2018 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service</li> </ol>



Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.

2. Trainee updating the slide presentation about the program that conducted by Matu District Office for the whole year 2018. This slide was used by Puan Zulhilsham during the meeting with all the officer in the Matu District Office.

**1<sup>st</sup> January 2019 (Tuesday)**

Public Holiday

**2<sup>nd</sup> January 2019 (Wednesday)**

1. Trainee continue do the counter service

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.

2. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.
3. Key in customer evaluation for the service provided by the

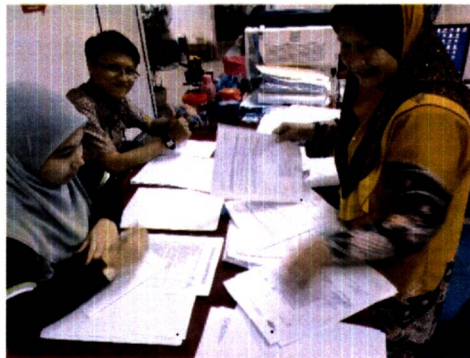


counter service in Matu District Office.

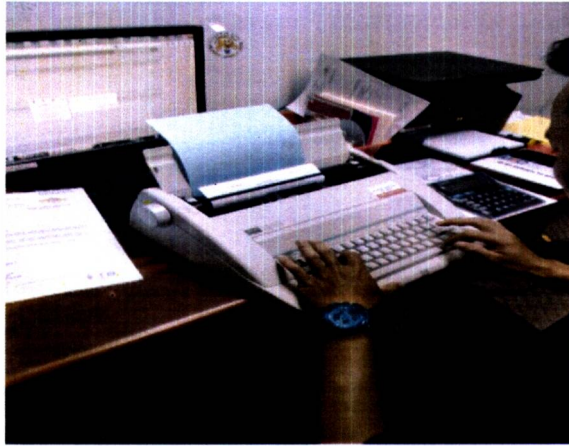
**3<sup>rd</sup> January 2019 (Thursday)**

1. Trainee continue do the counter service

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.



2. Guidance by Puan Sauyah about the process to payout for project "Program Perumahan Rakyat Termiskin" PPRT.



3. Guidance by En. Rasyid for license renewal for company and manage return saving account accordingly from the month January until December.

#### **4<sup>th</sup> January 2019 (Friday)**

1. Trainee do the counter service. Trainee will face with customer at the counter service and trainee will use the soft skill to communicate with customer to fulfill their needs of service.
2. Trainee make a copy for customer evaluation for the service provided by the counter service in Matu District Office in the office computer so that the data did not lost.

<p>Week 3</p>	<p><b>7<sup>th</sup> January 2019 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee having the first meeting since doing internship at Matu District Office. The meeting was attended by Assistance District Officer and all Sarawak Administration Officer in Matu District Office. The District Officer cannot attend because he was having another meeting at Kuching. The main agenda of the meeting was to introduce the guidance for the internship student that doing training in the Matu District Office.</li> <li>2. The division of section for every internship student <ul style="list-style-type: none"> <li>▪ Ainol Asyraf and Maslinda will be secretarial in the Administration and Quality section under Puan Zulhilsham and Puan Priscilla.</li> <li>▪ Hafizul and Nur Effa will be secretarial in the Social and Development department under Encik Malik the Sarawak Administrative Officer in Matu District Office.</li> <li>▪ Sallehuddin will be secretarial in the Accounting Section department under supervised by Encik Rasyid.</li> </ul> </li> <li>3. Trainee greet and meet with supervisor for the briefing of the task.</li> <li>4. Trainee continue updating slide of event organized by Matu District Office for the year 2018.</li> </ol> <p><b>8<sup>th</sup> January 2019 (Tuesday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service.</li> <li>2. Trainee was given task by supervisor to learn how to register for inheritance management (Probet) by En. Salleh.</li> <li>3. Trainee given task to make the analysis of inheritance management for the year 2018.</li> </ol>
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**9<sup>th</sup> January 2019 (Wednesday)**

1. Trainee continue do the counter service.
2. Trainee update the analysis of inheritance management for the year 2018.
3. Trainee given the task to do the analysis of Foster Child Management for the year 2018.

**10<sup>th</sup> January 2019 (Thursday)**

1. Trainee continue do the counter service.
2. Trainee guide the customer how to fill the form "Program Bantuan Rumah" (PBR). This form was fill by the customer that had register for E-Kasih, one of the integrated database system for the poor household to help design, implement, and monitor poverty programs. The customer first will check if they was registered in the E-Kasih and if they was confirmed in the program, so they can register for the form.
3. Trainee continue updating the slides.

**11<sup>th</sup> January 2019 (Friday)**

1. Trainee continue do the counter service  
Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.
2. While trainee doing the counter service, trainee will also key in

	<p>the customer information in the office PC. The information was to record the customer satisfaction with the service given.</p> <p>3. Key in incoming mail of PBR form and E-Kasih form.</p>
<p>Week 4</p>	<p><b>14<sup>th</sup> January 2019 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service. Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.</li> <li>2. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.</li> <li>3. Trainee key in incoming mail of PBR form and E-Kasih form.</li> <li>4. Trainee check for customer application of PBR form “Baik Pulih Rumah” and “Bina Balik Rumah. These 2 form was the same form but has different type of program that the customer need that was repair the house or else built a new house. This application form from customer has to be separated so that District Officer can check out the validity of the form.</li> <li>5. Trainee continue to update the slides and analysis of Probet and also Foster Child management program in the year 2018.</li> </ol> <p><b>15<sup>th</sup> January 2019 (Tuesday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service, key in customer information, distribute PBR form and check for customer E-</li> </ol>

Kasih.



2. Trainee given an opportunity to do the site visit at Kampung Bertong, Matu with Puan Noorkasmawati Binti Kassim one of Sarawak Administrative Officer in Matu District Office. The District Office has the authority to check if there was any problem in the project that has been completed. The project was the Rural Transformation Project (RTP) under Sarawak State Project. The title of the project was “Bina Baru Titian Belian Di KG Bertong, Matu”. The implementing agency was Department of Irrigation and Drainage Sarawak and the project was estimated complete on 4 April 2019. Thus the project was completed early on January 2019. So, our department has to check is there any problem or any mistake that occur in the project.

**16<sup>th</sup> January 2019 (Wednesday)**

1. Trainee continue do the counter service.

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there



was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.

2. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.

**17<sup>th</sup> January 2019 (Thursday)**

1. Trainee continue do the counter service

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.

2. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.
3. Key in incoming mail of PBR form and E-Kasih form.

**18<sup>th</sup> January 2019 (Friday)**

1. Trainee continue do the counter service

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.

2. While trainee doing the counter service, trainee will also key in the customer information in the office PC. The information was to record the customer satisfaction with the service given.
3. Key in incoming mail of PBR form and E-Kasih form.
4. Trainee participate in the weekly program in Matu District Office that was "Program 5S". The 5S come out with the meaning of "sisih, susun, sapu, seragam dan sentiasa amal". During this program, trainee cleaning the meeting room by exchanging the curtain and clean the desk. Trainee also cleaning the store floor and arrange the unused item in the store so that the item was not scattered.



Week 5	<p><b>21<sup>st</sup> January 2019 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service, key in customer information, distribute PBR form and check for customer E-Kasih.</li> <li>2. Trainee received task to create the sample for note book for employee of Matu District Office from Puan Zulhilsham Binti Abdullah. The note book including the history and the uniqueness of Matu District. It also consist of the list of previous District Officer in Pejabat Daerah Matu and the latest District Officer that was Encik Wan Hipni Bin Wan Mohammad, it also consist of the motto and the vision, calendar and also all appreciation received by Matu District Office since it was established.</li> <li>3. Trainee also received a new task to prepare a report for “Program Pembangunan Rumah Termiskin” (PPRT) for the year 2018. The task was given by Encik Abdul Malik Bin Talip, the Sarawak District Officer in Matu District Office. Upon completing this task, trainee has to call all 31 contractor that involve in the project. Trainee has to collect information of the progress of the project whether it has completed and if so, the contractor have to send the document for claim to Matu District Office. It was the process where the contractor will receive the payment of the project completion. If there is a problem upon completing the project, or the project not yet complete, the contractor has to estimate the duration they will finish the project.</li> </ol>

**22<sup>nd</sup> January 2019 (Tuesday)**

1. Trainee continue do the counter service

Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.

2. Trainee continue to contact the remaining 6 contractor that cannot be reached for the latest information of PPRT project under the authority of Encik Abdul Malik.
3. Trainee finding the Profile of Matu District Office and printing it for the note book of Matu District Office. This task was previously given by Puan Zulhilsham.

**23<sup>rd</sup> January 2019 (Wednesday)**

1. Trainee continue do the counter sevice
2. Trainee key in the customer information in the office computer in Microsoft Exel.



3. Trainee join the site visit at Kampung Tian for “Project RTP” under ADUN that using state fund. “Majlis Daerah Matu dan Daro” MDMD was the implementer agencies of this program and they will give the project to the contractor.



4. After the site visit for the Project RTP, trainee continue to do the site visit for Project “Baik Pulih Rumah Sagu” in Kampung Tian, Matu. “Rumah Sagu” is one of the factory that produce sago in Matu that the facility was became old and it need to be renovatad.

**24<sup>th</sup> January 2019 (Thursday)**

1. Trainee continue do the counter service  
Trainee given the task to do counter service by Puan Zulhilsham that trainee will do this task every day of working because there was many customer will come to the counter service. She was one of the Sarawak Administrative Officer in Matu District Office. To ensure that the service was fast and efficient, so the trainee will be assisted by the counter service officer Encik Saupi.
2. Trainee contact with the contractor for Project PPRT that has finish renovate of the house.
3. Trainee given a new task to find the information of government agency in Mukah Division by Puan Priscilla Binti Palasek. This information will be used by her in slide presentation during the meeting with Government agency in Matu District.

	<p><b>25<sup>th</sup> January 2019 (Friday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service, key in customer information, distribute PBR form and check for customer E-Kasih.</li> <li>2. Trainee having a meeting for discipline reprimand with Puan Priscilla and Puan Zulhilsham. The meeting was held because all the trainee have to be remind to keep the good discipline in the workplace so that the trainees can keep the good performance in delivering their task and work.</li> <li>3. Trainee continue to find the information of government agency in Mukah Division by Puan Priscilla Binti Palasek. This information will be used by her in slide presentation during the meeting with Government agency in Matu District.</li> <li>4. Trainee continue to update the slide for the event held in Matu District Office for the year 2018.</li> </ol>
Week 6	<p><b>28<sup>th</sup> January 2019 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service, key in customer information, distribute PBR form and check for customer E-Kasih.</li> <li>2. Trainee making slides of “Memori Pejabat Daerah Matu 2018”. This task was given by Puan Zulhilsham for the presentation purpose.</li> </ol>

**29<sup>th</sup> January 2019 (Tuesday)**

1. Trainee given task to making photocopy of invitation letter to everyone in the name list of cheque receiver for “Projek Kecil Luar Bandar” (MRP), invitation to meeting “Jawatankuasa Kampung” (JKK) with Yang Berhormat ADUN N.44 Jemoreng, and invitation to “Majlis Penyerahan Sijil Lantikan KMKK Baru bagi Tahun 2019”. The invitation letter were divide by each category which is 3 invitation letter. There is fixed number of people who are invited to the event.
  - Invitation to “Majlis Penyerahan Cek MRP DUN N.44 Jemoreng 2019” equal to 60 invitation.
  - Invitation to meeting “Jawatankuasa Kampung” (JKK) with Yang Berhormat ADUN N.44 Jemoreng.
  - Invitation to “Majlis Penyerahan Sijil Lantikan KMKK Baru bagi Tahun 2019”.
2. Trainee send the letter using fax and deliver to the agency office that was invited to the event.

**30<sup>th</sup> January 2019 (Wednesday)**

1. Trainee do the customer services.
2. Trainee key in the customer information using the Microsoft Excel.
3. Trainee and other employee in Matu District office setting the “Dewan Serbaguna Pejabat Daerah Matu” for the “Majlis Penyerahan Cek MRP DUN N44 Jemoreng 2019”.

Task done by trainee:

- Setting the stage
- Setting the banner
- Clean the floor



- Arrange the chair

**31<sup>st</sup> January 2019 (Thursday)**



1. Trainee participate in handling the event for Matu District Office as secretariat that manage the attendance of the invited person and agencies.



2. Trainee attend to “Majlis Angkat Sumpah Pelantikan Ketua Masyarakat/Ketua Kaum 2019” at Matu District Office Meeting Room. There was 17 person who are selected for new appointment to be “Tuai Rumah, Ketua Kaum and Penghulu” for

	<p>the year 2019.</p> <p>Before the event start, Resident Officer Hajah Hamdiah Binti Haji Bakir giving welcoming speech. Then, YB Dato Murshid Diraja Juanda Jaya giving opening speech and then continued with the main event “majlis angkat sumpah” which is led by Penghulu Masalleh @ Che Jeni from Kampung Jemoreng, Matu.</p> <p><b>01<sup>st</sup> February 2019 (Friday)</b></p> <p>Trainee take a sick leave because having the difficulties to moving due to swelling in the ankle.</p>
Week 7	<p><b>04<sup>th</sup> February 2019 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service, key in customer information, distribute PBR form and check for customer E-Kasih.</li> <li>2. Trainee making slides of “Memori Pejabat Daerah Matu 2018”. This task was given by Puan Zulhilsham for the presentation purpose.</li> </ol> <div data-bbox="531 1415 1118 1852" data-label="Image"> <p>The photograph shows a meeting room with several people seated around a long table. The room has a whiteboard in the background and a decorative valance on the wall. The lighting is somewhat dim, and the overall atmosphere appears to be a professional meeting or training session.</p> </div>



3. Trainee having a meeting with Puan Zaraina Binti Sahari, the Assitant District Officer and Puan Zulhilsham to presenting the usage of QR code for staff attendance. Matu District Office was previously using attendance book and it was unefficient where the data must be key in manually to the Excel Software every month. So, the trainee purpose the use of QR code to make a change in the attendance system of Matu District Office.

**05<sup>th</sup> February 2019 (Tuesday) – 06<sup>th</sup> February 2019 (Wednesday)**

\*Chinese New Year Holliday

**07<sup>th</sup> February 2019 (Thursday)**

1. Trainee making the final touch for the slide of “Memori PDM 2018”
2. Trainee continue to do the counter service.
3. Trainee also key in the customer information in the Microsoft Excel Software.

**08<sup>th</sup> February 2019 (Friday)**

1. Trainee do the counter service. The task was given by Puan Zulhilsham at the first week of internship.
2. Trainee key in the customer information in the Microsoft Excel Software. This is where the trainee record of data for customer that came to the counter service.
3. Trainee participate in the “5S Program” the weekly program of Matu District Office.
  - Trainee cleaning the store room
  - Trainee rearranging the unused office equipment in the store.

Week 8	<p><b>11<sup>th</sup> February 2019 (Monday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee do the counter service. The task was given by Puan Zulhilsham at the first week of internship.</li> <li>2. Trainee key in the customer information in the Microsoft Excel Software. This is where the trainee record of data for customer that came to the counter service.</li> <li>3. Trainee creating the new flowchart for the staff in Matu District Office. The old flowchart are shabby and outdated, so the trainee change it to the new one. Trainee editing the information of the staff using Microsoft Words and then print it to be decorated became a flowchart.</li> </ol> <p><b>12<sup>th</sup> February 2019 (Tuesday)</b></p> <ol style="list-style-type: none"> <li>1. Trainee continue do the counter service</li> <li>2. Trainee key in customer information in the Microsoft Excel software.</li> <li>3. Trainee contact the agency that were invited to “Majlis Sambutan Tahun Baru Cina Peringkat Daerah Matu 2019”.</li> </ol>



4. Trainee were given a briefing by Encik Abdul Malik about the “Program Penyerahan Baucar Bantuan Sara Hidup Rakyat (BSH)”

- All the internship student will be involved in this event as a secretariat.
- Trainee has to be ready for the event at “Dewan Masyarakat Kampung Tian” at 7.20a.m on 13<sup>th</sup> February 2019.

**13<sup>th</sup> February 2019 (Wednesday)**



1. Trainee attend the event of “Program Penyerahan Baucar Bantuan Sara Hidup Rakyat (BSH)” at Kampung Tian, Matu.
  - Trainee became secretariat for the checklist of the voucher receiver.
  - Guiding the villager especially the elderly to fill the form of “Bantuan Sara Hidup Rakyat (BSH)”.
2. Trainee came for the event “Majlis Sambutan Tahun Baru Cina Peringkat Daerah Matu 2019” at 8.30.p.m.
  - Trainee work as protocol for the event
  - Trainee invite and guide the children to receive “ang pau” from YB Dato Murshid Diraja Dr Haji Juanda Jaya.
3. Trainee also help the caterer to distribute the food to the people that come to the event.

**14<sup>th</sup> February 2019 (Thursday)**

1. Trainee continue do the counter service
2. Trainee key in the customer information in the office computer in Microsoft Excel.
3. Trainee attend to the staff meeting. Trainee given the opportunity to write the minute of meetings.
  - The objective of the meeting was to discuss about the paperwork for “Program Sambutan Hari Integriti dan Inovasi”.
  - Puan Zulhilsham also introduce the QR code system where these system was built by the all the internship student in Matu District Office.
  - Presentation of certificate of appreciation to internship student “Ainol Asyraf Bin Rahim and Maslinda binti Ifandi” that will finish their internship at Matu District

Office on 15<sup>th</sup> February 2019.

**15<sup>th</sup> February 2019 (Friday)**

1. Trainee do the last counter service at Matu District Office.
2. Trainee also key in the customer information in the office computer in Microsoft Excel.
3. Trainee write the minute of meeting for the staff meeting on the previous day that is 14<sup>th</sup> February 2019.
4. Trainee help the “Ketua Masyarakat” to write their name list for the shirt order in Microsoft Word.

## **2.4 CHAPTER SUMMARY**

As a conclusion, trainee underwent a memorable and bountiful of knowledge and experience when they undergo their practical training at Matu District Office. Furthermore, trainee has made many networking with the staff and also the practical students from various departments and universities.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.1 CHAPTER REVIEW**

The third chapter for this practical training will embark on the analysis of the content of practical training of the trainee. In this matter, student will explain the analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook. Moreover, it will explain further on the definition of the concept which is the theoretical part of the task and therein, the demonstration which is what the trainee experienced hands-on on the concept and lastly how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom.

#### **3.2 INTRODUCTION**

For that, the trainee will explain the concept of data processing which will encompass the definition and also the functions. Then, it will be explained from the trainee's personal experience during practical training when they were assigned on the data processing. Alas, this chapter will be closed with the provided conclusion on Chapter 3, analysis.

#### **3.3 TASK ANALYSIS**

During the trainee practical training, the trainee have experienced lots of task and also been exposed to various departments and sections. The trainee was assigned to the Administrative and Quality Department at Matu District Office. Trainee has experience many different task at Matu District Office.



### **3.4 ADOPTION CERTIFICATE APPLICATION**

#### **Introduction**

Adoptive parent means the adopter or person who wishes to adopt a child in the Adoption Ordinance, 1942 (Chapter 91) (Amendment 2002)

Biological parents mean mother or father biological children regardless of whether they are legally married or invalid.

Child is unmarried person under the age of 18.

Guardian is a person appointed by the court commissioned or under Section 4 or 5 (Guardianship of Infants Ordinance, Chapter 93)



ORDINAN PENGANGKATAN [BAB. 91]

PERMOHONAN UNTUK PENDAFTARAN ANAK ANGKAT  
[Seksyen 3(1)]

Kepada: Pegawai Daerah,  
Daerah .....

**BAHAGIAN A**  
(Untuk diisi oleh Pemohon)

1. Menurut seksyen 3(1) Ordinan Pengangkatan [Bab. 91], saya/kami dengan ini memohon untuk mendaftarkan pengangkatan kanak-kanak yang berikut:

- (i) Nama kanak-kanak : \_\_\_\_\_
- (ii) Umur : \_\_\_\_\_
- (iii) Tarikh Lahir : \_\_\_\_\_
- (iv) Tempat Lahir : \_\_\_\_\_
- (v) No. Sijil Kelahiran/  
No. Kad Pengenalan : \_\_\_\_\_
- (vi) Nama anak angkat : \_\_\_\_\_

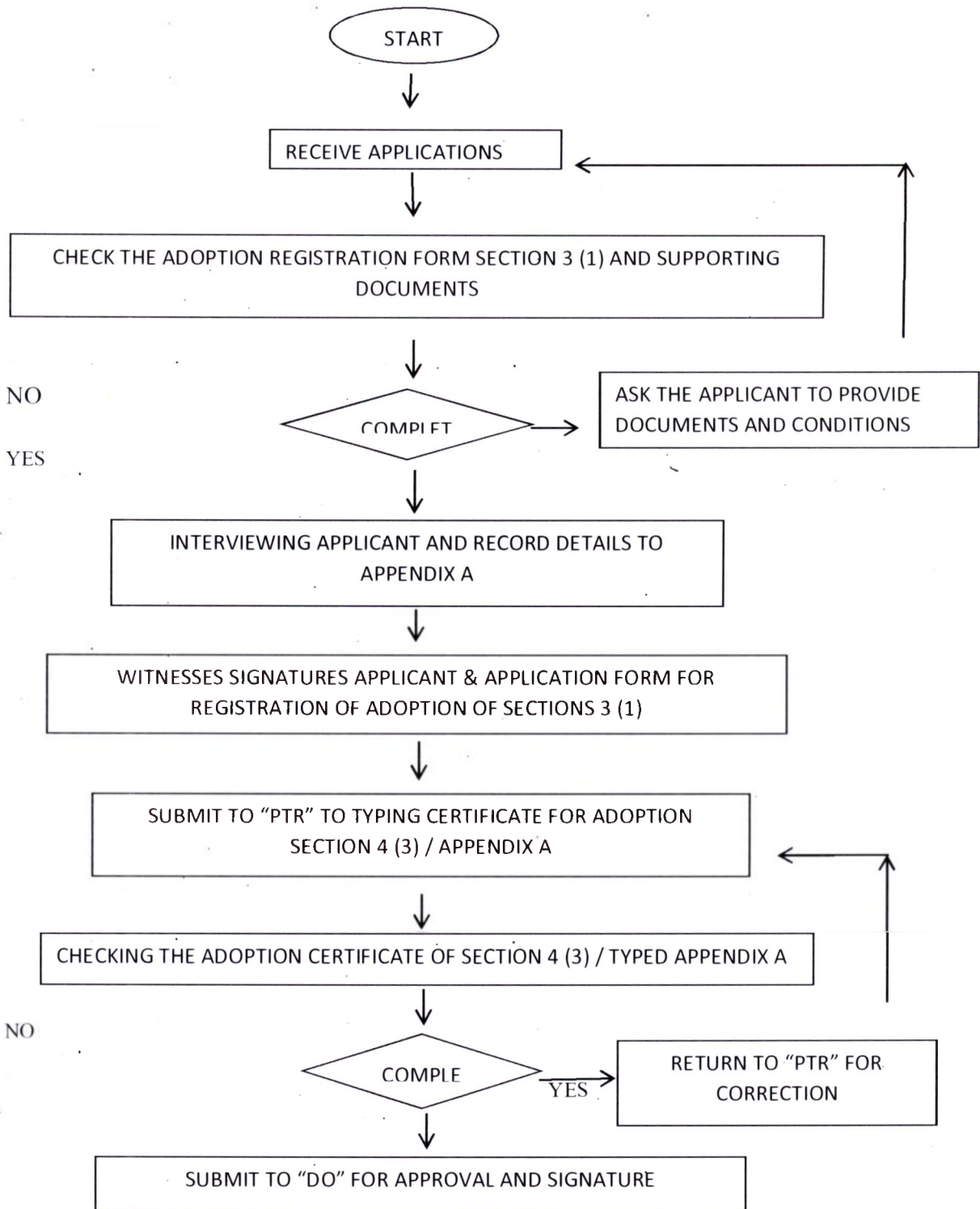
2. Butir-butir ibu bapa angkat/pemohon:

(a) **Bapa Angkat**

- (i) Nama : \_\_\_\_\_
- (ii) No. Kad Pengenalan/  
No. Pasport : \_\_\_\_\_
- (iii) Umur : \_\_\_\_\_
- (iv) Tarikh Lahir : \_\_\_\_\_
- (v) Tempat Lahir : \_\_\_\_\_
- (vi) Bangsa : \_\_\_\_\_
- (vii) Warganegara : \_\_\_\_\_
- (viii) Agama : \_\_\_\_\_
- (ix) Alamat tempat tinggal  
sekarang & No. Tel. : \_\_\_\_\_
- \*(x) Tempoh tinggal di Sarawak : \_\_\_\_\_
- (xi) Pekerjaan : \_\_\_\_\_
- (xii) Taraf perkahwinan : \_\_\_\_\_

Figure 1: Application Form for Registration of Adoption

## FLOW CHART OF ADOPTION CERTIFICATE





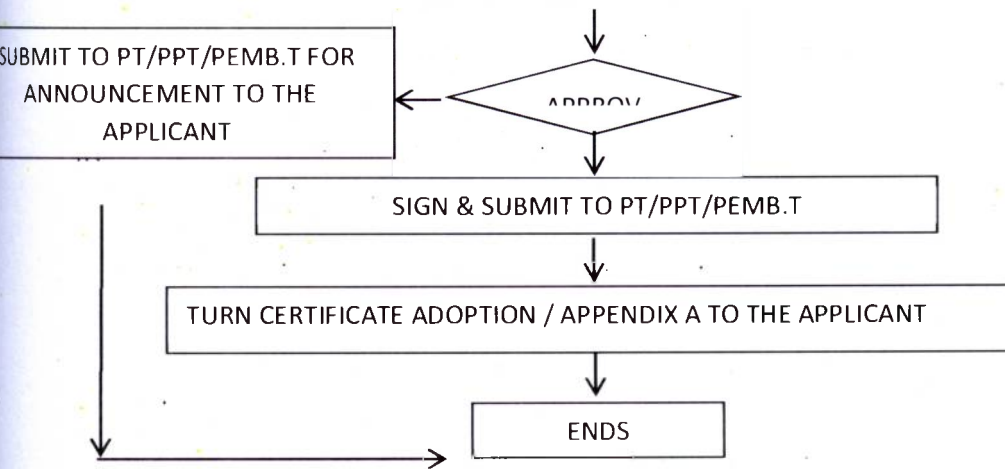


FIGURE 2: Adoption Process Management

### **3.5 APPLICATION TO CHANGE THE NAME OF SHOTGUN FROM THE MOTHER / FATHER TO SON ON PROBATE / THE LIFE**

Changing the name of a shotgun through probate is the process by which the original owner has died and transferred to your son or daughter through probate.

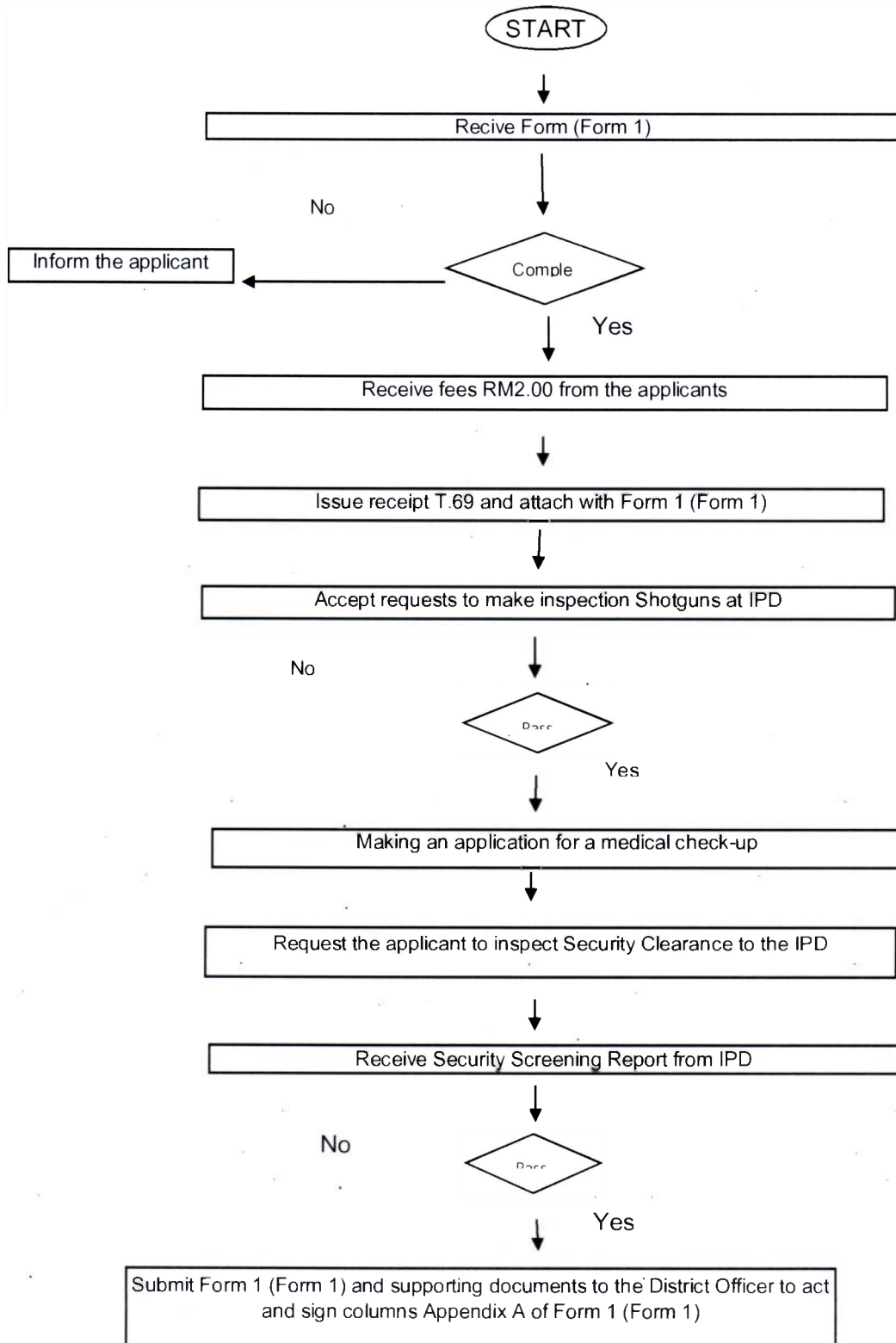
Changing the name of a shotgun during the lifetime of the process by which the owner is applying to transfer the name to the son or daughter for reasons of health factors and the owner has reached age 65 and older.

Please make sure the following documents and things are brought together at the time of registration.

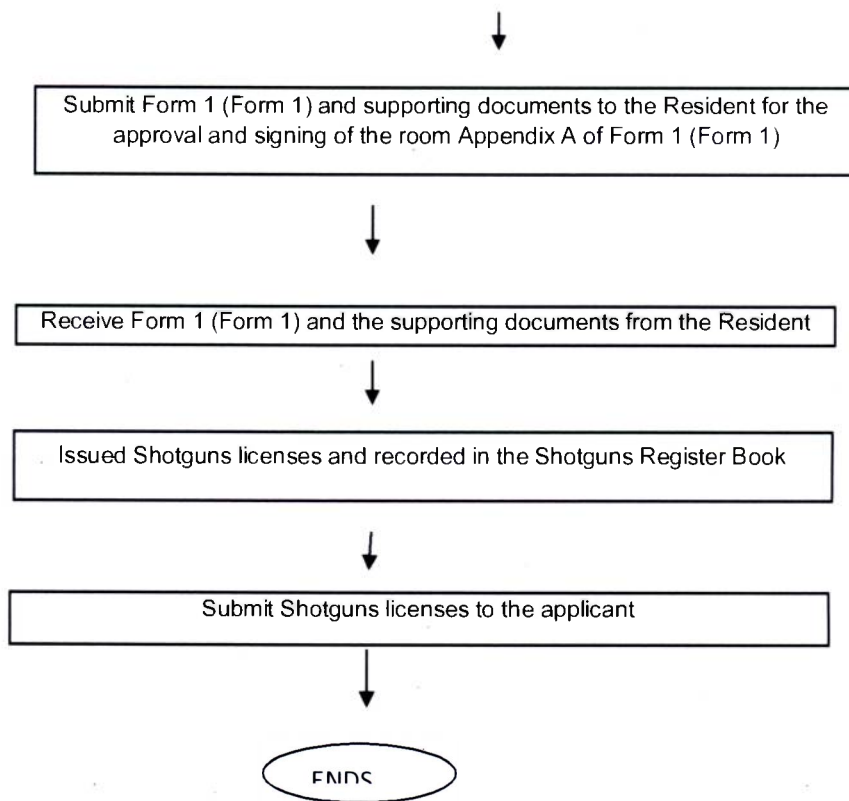
#### **SUPPORTING DOCUMENT**

- i. Form 1 (Form 1) - please get at the district office.
- ii. Photocopy of identity card.
- iii. Copy of birth certificate / affidavit (if no birth certificate)
- iv. A copy of the probate (the owner is deceased)
- v. Deposit receipts of firearms from the police station (if the original owner has died)
- vi. Two (2) copies of recent passport size photograph of the applicant.
- vii. A copy of the license shotgun
- viii. Applicants should carry out health checks (hospitals) and security screening at IPD.

FLOW CHART FOR THE APPLICATION TO CHANGE THE USER NAME FOR SHOTGUN FROM PARENTS TO THEIR CHILDREN USING PROBET/DURING LIFETIME







### **3.6 FILING**

In a company or government department filing systems are very important in managing the office work. It comes from the Latin word meaning filltum "thread to bind documents that are not left out," it is a folder in which there are the letters that are arranged in an orderly, given the title and number listed and indexed. The file is a document that is numbered and registered in accordance with specific methods and used to be a source of reference in the future. File management is important because it is a material that is used to store all confidential documents and documents pertaining to the organization. It will be managed by sorting documents by type of files set for easy searching the files.

There are a variety of file management purposes

- I. Simplify the search file.
- II. Save money and energy
- III. Save storage.
- IV. Facilitate the organization.
- V. For the check of higher-ups
- VI. For the safety of confidential documents.

#### **Filing management**

The files contained in an organization are very important and difficult. It is a document that should be treated and managed. Its management is to classify documents by type, date, importance, sequence. Then open a new file to the documents filed. Melebelkan files by type or order of the alphabet. Clip documents available to the files and compiled files follow the needs, interests or alphabet into office file shelves.

i. Classifying Documents

**KOD 300 - ASET**

KOD	KATEGORI	BIL	NAMA FILE	NO FILE BARU	NO FILE LAMA	KABINET
300 - 1 TADDIR URUS ASET	300.11 PENGURUSAN ASET	1	KELENGKAPAN DAN BERALAN (AM)	PDMTU/300-1/1	PDMTU/300-1/1	
		2	PESANAN DAN PEMBELIAN KELENGKAPAN PEJABAT	PDMTU/300-1/2	PDMTU/300-2/1	
		3	PENGURUSAN ASET	PDMTU/300-1/3	PDMTU/100- 153	
300 - 2 PELUPUSAN ASET	300.21 HARTA / ASET	4	PERLU PUSAN PERALAN (R.O.S)	PDMTU/300-2/1	PDMTU/300-2/1	
300 - 3 PENYELENGGARA AN	300.31 PENYELENGGARA N / KENDERAAN / PERGILIHAN	5	PENYELENGGARAAN DAN KEMUDAHAN PEJABAT	PDMTU/300-3/1	PDMTU/300-2/2	
		8	INVENTORI DAN PERKIRAAN (AM)	PDMTU/300-3/2	PDMTU/300-3/2	

FIGURE 3: Classifying Documents.

- ii. Open a new file and label files.

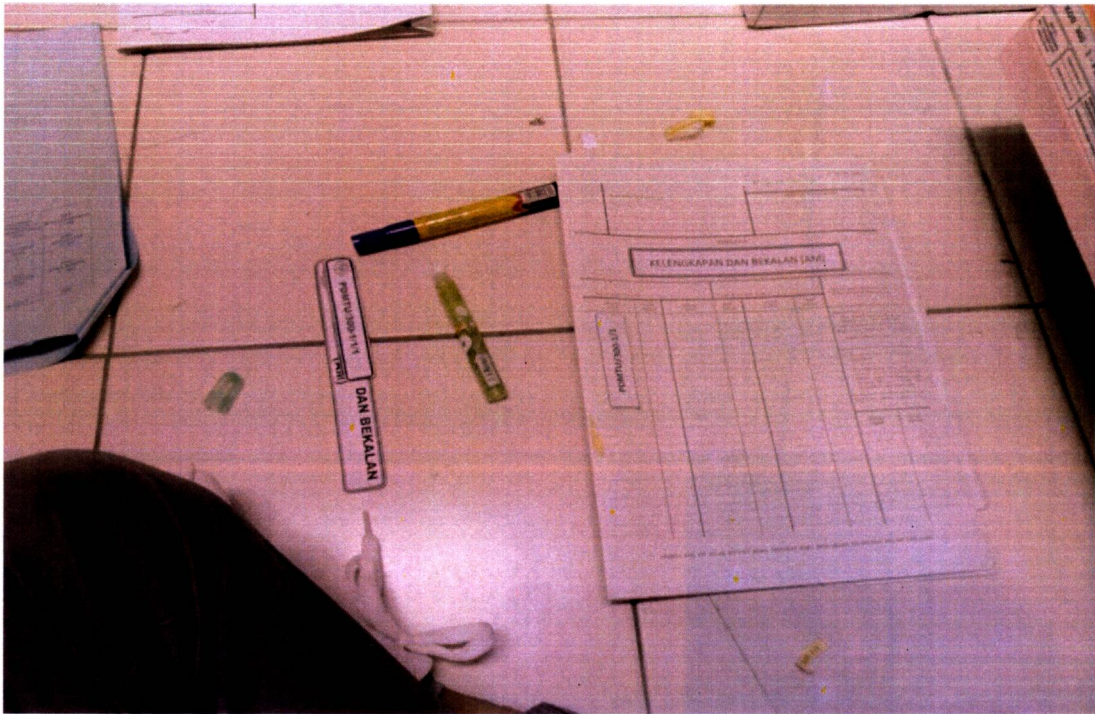


Figure 4: Open New files and label files



iii. Insert a document into a new files.



FIGURE 5: Insert a document into a new files.

iv. Compile the file to the file rack.



FIGURE 6: File Rack



# FLOW CHART OF OPENING AND CLOSING FILES



FIGURE 7: Filing Flow Chart

### 3.7 E-Kasih Registration Checking System

Registered users are those who have an ID and password through a formal application process. However, the user is only allowed to access the information systems that allowed eKasih by category only. Each registered user requires a user ID and password to login eKasih. In addition, users will also use (Digital certificate ICU) to ensure that information sent over the network is encrypted.

Access menu is also determined by five categories of users, namely:

1. System Administrator ICU (SA ICU)
2. System Administrator SDO (SA ADO)
3. Desk Officer (DO)
4. Management (MGMT)
5. Statistician (STAT)

#### Purpose

The purpose of this document is to help users get started using eKasih system and the information necessary to achieve success.

#### Module and Function

EKasih system is divided into seven main modules: 1. Module revision 2. 3. Registration Module Module Report Update 4. 5. 6. Module Knowledge Base Module 7. Module Support Disclosure Update

1. Revision Module
2. Registration Module
3. Update Module,
4. Reporting Module,
5. Module Knowledge Base
6. Module Support
7. Module Disclosure Update

1. Checking module to check the information provided by the wild card search. This facility is available for review KIR and AIR Help KIR, Agency Assistance Profile.

2. The Registration module comes with five types of registration:

Registration Update (Simple)	Provide convenience to register a simple household head. The information required is as name and address.
Registration Update (Detail)	Provide facilities to register a detailed household head. The information required is provided in sections A, B, C and F in the Forms of Household Census of Malaysia.
Registration Assistance	Provide assistance to register a profile which is controlled by the agency.
Agency registration	Provides facilities for registration of agencies
User registration	Providing facilities for registering users.

Registration Module

2. Module Update available for AIR Update Profile, Update Help Update Help KIR and AIR.

3. Reports module comes with two lyses of formation:

- a. Dynamic (Dynamic KIR, Dynamic AIR and Dynamic Assistance)
- b. Report

5. Knowledge Base Module is a module where all information relating to poverty such as procedures, R & D, statistic, reports, speeches, press articles and practice guides are loaded for sharing.

6. Support Services Module is a module where users can get the other facilities that are not the primary, service is provided to:

- a. Change Password
- b. Forgot Password
- c. *Download* User ID Form
- d. *Download* Assistance Profile Form
- e. *Download* the Poor Household Census form
- f. *Download* procedure Export To excel

g. *Download* Manual eKasih User

h. Change PGK (poverty line level)

7. Disclosure provided if the Modules Poverty sir / madam has any information relating to poverty and enter the information for review by the Implementation Coordination Unit, Prime Minister's Department.

Step of e-Kasih checking

1. Type the web page below the search engine and click

<https://ekasih.icu.gov.my/ekasih/Semakan/Pages/CarianAwam.aspx>

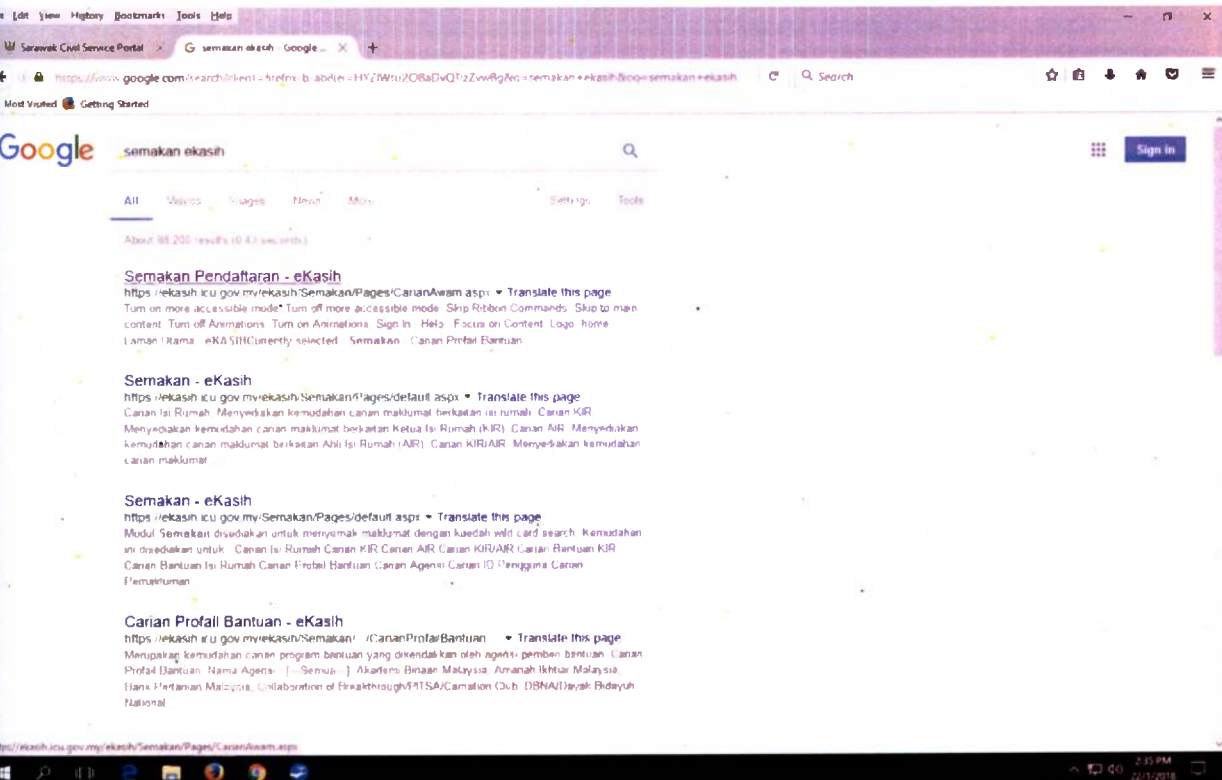




FIGURE 8: Enter Public Check for eKasih

2. Enter the Applicant's Identity Card Number and click to find

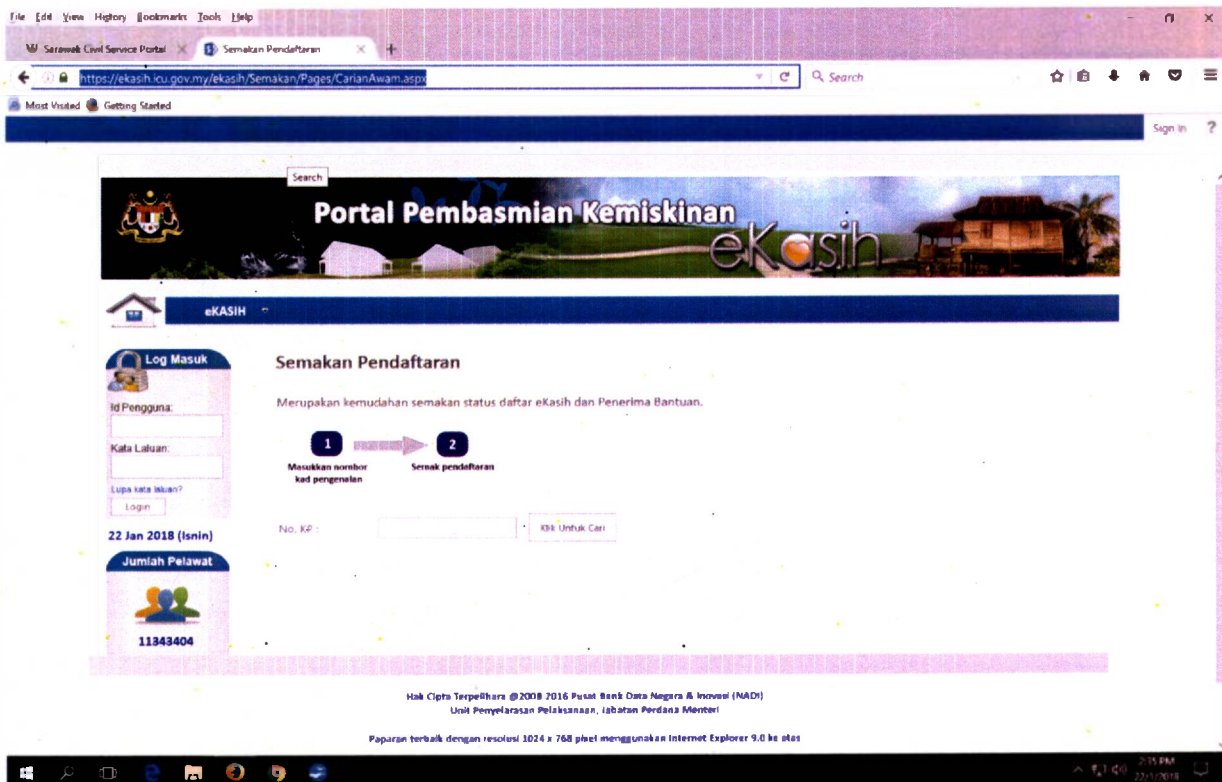


FIGURE 9: Login Portal Revised Public eKasih

File Edit View History Bookmarks Tools Help

Sarawak Civil Service Portal x Semakan Pendaftaran x

http://ekasih.sku.gov.my/ekasih/Semakan/Pages/CarianAwam.aspx Search

Most Visited Getting Started Sign In ?

## Portal Pembasmian Kemiskinan **ekasih**

eKASIH

**Log Masuk**

Id Pengguna

Kata Laluan

Lupa kata laluan?

Login

22 Jan 2018 (Isnin)

**Jumlah Pelawat**

11242404

### Semakan Pendaftaran

Merupakan kemudahan semakan status daftar eKasih dan Penerima Bantuan.

1

Masukkan nombor kad pengenalan

2

Semak pendaftaran

No. K.P.

No. EP (98060713h403) telah wujud di dalam Senarai eKasih

Nama	MICHO SYBRIE NAZRI BIN MAAMIN
NIK / JAR	ABT
Nama KIR	JAMAIN BIN MOHAMMAD SAMAT
Status Daftar	Registered
Negeri	Sarawak
Barisan	MBS

Tema Buletin:

FIGURE 10: Checking Registration Number



3. Look at the status of the e-Mail list whether the Recipient or Verified or Denied.

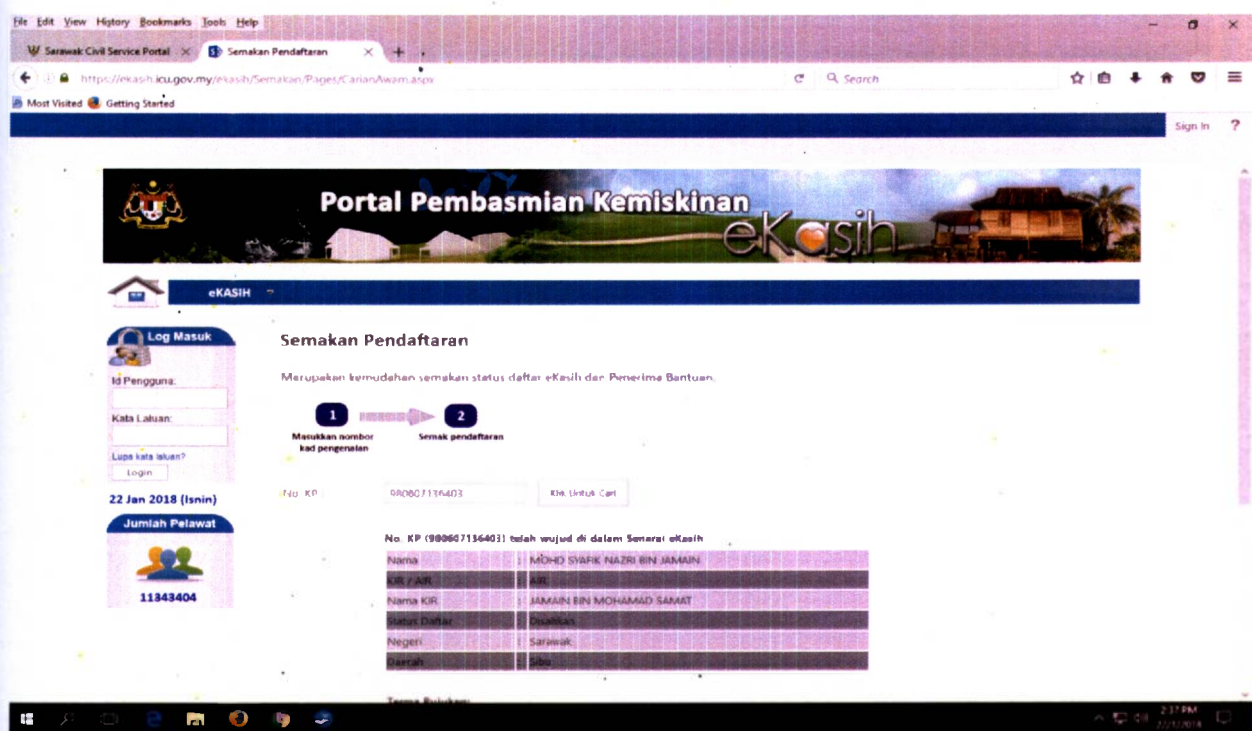


FIGURE 11: Step Checking e-Kasih Registration

### **3.8 CHAPTER SUMMARY**

In this chapter, trainee has explained thoroughly the task that she has frequent undergone during her practical training at Matu District Office. He explained the concepts theoretically and demonstrate the concept from what he had learnt from school and transform the knowledge into the workplace so that the trainee have better understanding on the task he is doing. It clearly shows that Matu District practice towards a paperless documentation although they was lack of knowledge about the technology for their documentation, it can be said that the organization want to change in term technologically advanced. As what (Baker & Sugden, 2003) mentioned, there is no longer a need to question the potential for spreadsheets to enhance the quality and experience of learning that is offered to students. Traditional barriers need to be removed, either by ensuring that access to computers is improved or by changing assessment methods.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 CHAPTER REVIEW**

This particular chapter will describe about the strengths and weaknesses of job or task assigned during training as discussed in Chapter 3 of this practical report. Not just that, this chapter will encompass on the recommendations and also improvements for the organization, Matu District Office.

#### **4.2 STRENGTH AND WEAKNESSES ANALYSIS**

Being the trainee of Matu District Office has given her the opportunity to learn and improve trainee skill overall in various aspects. Below are the strength and weaknesses that has been discovered by the trainee during his practical training at Matu District Office.

##### **4.2.1 STRENGTH**

Matu District Office has given an opportunity when the trainee go through his practical training at his unit, which is Administration and Quality Management. Hence, there are several strengths that trainee has found during his practical training.

#### **4.2.1.1 GOOD COMMUNICATION BETWEEN DEPARTMENTS**

During the trainee practical training, he found that the staffs back at Matu District Office have great bonding with each other. Although they face several crisis along the way but they know how to avert the problems and settle in a very professional way. For instance, there have an issue on invoice. Even though there misunderstanding because seems both parties also have their fault. But that take this issue as lesson which every single thing we made always comes with the problem. They ways how we handled is by take a lesson learned and always careful during next time.

#### **4.2.1.2 TRAINEE BEING GIVEN EXPLANATIONS ON THE TASK**

As the trainee is assigned under the Administration and Quality Department, the trainee has a hands-on experience using the Microsoft Excel software. Before using the Excel software, the trainee was explained by the staff on how to use the database. Mistakes done by the trainee are forgiven because she is in his learning phase.

#### **4.2.2 WEAKNESSES**

Below are the weaknesses that the trainee embarked when she undergo her practical training at Matu District Office.

#### **4.2.2.1 DELAYED IN COMPLETED THE TASK**

During the practical training, the trainee found out that some of the staff was not serious in doing their job. And sometimes it was take several weeks to complete even though the task is quite easy. The one who are clearly is that for the Probet Management, the task was delayed by the worker because the person in charge was not at the office to do the task instead of go outside while in working hours.

#### **4.2.2.2 TIME MANAGEMENT**

The time management among the staff are quite alarming because as a trainee, I need to discipline myself by coming early. But, different from what the staffs are because most of them arrived late which an hour after the beginning of the office hours. To explain more regarding on this matter, the starting hour of the working time at Matu District Office is at 8 am. Some staffs arrived late, which is at 9 am. This is very alarming because it will affect the productivity of their working performance. Not just that, the working end shift usually ends at 5pm. Unfortunately, some staffs does not take the working shift seriously and they go back early to their home at 04:30pm. Sometime, during the lunch hour, the staff went for their lunch as early as 12:30pm and come back to their office at 02:30pm. In fact, the usual working hours for lunch break only provide at 01:00 pm until 02:00pm.

### **4.3 RECOMMENDATIONS**

Below are the recommendations to strengthen the strength of Matu District Office and to overcome the weaknesses.

#### **4.3.1 PROVIDE MORE SAFETY FACILITIES AND EQUIPMENT**

Several department was not provided a CCTV and it was dangerous for staff especially for women and sometimes for office itself because any people can come to office and take

office's equipment or money. Based on the trainee experience, because there were several times back at office at late hour such at 6.00 pm and of course the trainee was alone at office, it was bit.dangerous to stay alone at office,without CCTV. And if happened such as theft, the office cannot blame anyone without proof if there was no CCTV. In addition, this department should upgrade their equipment such as their cabinet because it was already broken, especially for stationery stuffs because it already old and should been replace with a new one. At the same time, they should add more cabinet to put files because as the trainee see was the files were put everywhere sometimes at the floor, this is due to lack of space and the office was quite small also.

#### **4.3.2 PROVIDE MORE INFRASTRUCTURE FOR PRACTICAL STUDENTS**

In this part, the trainee would like to recommend the management of Matu District Office to provide more infrastructure to practical students. During my practical training, the training system was quite unorganized. It is advisable for the supervisors in charged to list out the training that the students will undergo. In addition, it was a pleasure if Matu District Office also can provide facilities for student practical in term of small cubicle and computer. It will make them more comfortable in doing their task given. This is because most of the time the trainee will using the staff's computer and they have to take a time to using it, the trainee will move to another computer if there is available. Without computer, it will affect the student's productivity to work on their practical training at the company.



#### **4.4 CHAPTER SUMMARY**

At last, trainee is satisfied with the effort of Faculty of Administrative Science and Policy Studies in making this program run smoothly and successfully. There are always issues and loop holes during this practical training such as the scarcity of facilities for the trainees to undergo their practical training but there always room for improvement.

## CHAPTER 5

### CONCLUSIONS

This chapter will explained the summary of each chapter by highlighting its main point and section as in section 5.2

#### 5.1 SUMMARY BY CHAPTER

Chapter 1 discuss mainly about the background of the organization. This comprises of the following which is the background of the organization, vision and mission, the objective of the company. It also discusses about the functions that the company withhold also their policy, organizational chart, board of management, corporate logo and the corporate song.

Whilst for Chapter 2 discussed about the schedule of the trainee practical training report at the company that they are working with which in this case, Matu District Office. Trainee underwent a memorable and bountiful of knowledge and experience when they undergo their practical training at Matu District Office or also known as the common acronym in '*Bahasa Malaysia*' which is *Pejabat Daerah Matu*. Furthermore, trainee has made many networking with the staff and also the practical students from various departments and universities. The activities are well organized and the knowledge sharing with the staff has made the trainee more understand of the scope that he is assigned.

Then Chapter 3 discusses about the tasks and also the types of job the trainee involved in and how they demonstrate the work in the working environment as to what the University and Faculty expectations. In this chapter, trainee has explained thoroughly the task that he frequent undergone during his practical training at Matu District Office.

He explained the concepts theoretically and demonstrate the concept from what he had learnt from school and transform the knowledge into the workplace so that the trainee have better understanding on the task she is doing. For that, his task is specifically focused on Data Processing which the types of job is software application which is the spreadsheet software which is the used of Microsoft Excel 2013 to key in data for the upcoming and outgoing mails. It clearly shows that Matu District Office practice towards Microsoft Excel as their documentation, it can be said that the company is toward technologically advanced. As what (Baker & Sugden, 2003) mentioned, there is no longer a need to question the potential for spreadsheets to enhance the quality and experience of learning that is offered to students. Traditional barriers need to be removed, either by ensuring that access to computers is improved or by changing assessment methods.

Lastly for Chapter 4, this encompasses about the strength, weaknesses and recommendations that the trainee can give to the company during the trainee practical training with them. Trainee is satisfied with the effort of Faculty of Administrative Science and Policy Studies in making this program run smoothly and successfully. There are always issues and loop holes during this practical training such as the scarcity of facilities for the trainees to undergo their practical training but there always room for improvement.

## **5.2 OVERALL CONCLUSION**

In a nutshell, this practical training has been an excellent and rewarding experience. I can conclude that there have been a lot I have learnt from my work at Matu District Office. I have learnt to have soft skills appropriate to the work environment. Also set improvised in communication skills. With experience, knowledge of skills acquired during my internship I will be better prepared to face working world.



UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**



Date	Exact Nature Of Work Done	Supervisors Remarks
21/06/2019	1) Counter Service	
(15 MIN)	2) updating presentation slide about the program that conduct by Pejabat Daerah Negeri	
		Ks. man Jm
		9/1/19
	<ul style="list-style-type: none"> <li>4) Bimbingan sy. l. by SURTA ABOUT PROCESS TO pay out for project PPR7</li> <li>5) Bimbingan by KA Rasid for license renewal for company and manage kerna saving account accordingly from the month January until december</li> </ul>	
	04/01/2019 1) Counter Services	
(JUMAT)	2) copy the original selected questionnaire for the customer satisfaction.	
		ZUHRI PEJABAT PEJABAT DAERAH NEGERI



Date	Exact Nature Of Work Done	Supervisors Remarks
11/01/2012 (MAM)	1) Meeting with BDU and all SAC in Probet 2) Overall Note (Guidance for the practical student) 3) Division of section for every practical student - Alim and Maslinda (Admin and Quality) - Anis and Effa (Social and Development) - Siti Nurul 4) Meet with supervisor for the briefing of the task 5) updating slide of Event organization by Pejabat Daerah Kota for the year 2012	
11/01/2012	1) course services	
12/01/2012	1) Learning how to register PROBT by (EA 2112) 2) making the analysis of Probt Assessment for the year 2012 3) Key in the customer information to the office vata	DUKHUSAM BT ABU PERAWAT PROBT PELABAT DAERAH
12/01/2012	1) course services	
(RABU)	1) ... 2) ... 3) ... 4) ... 5) ...	
9	1) ... 2) ... 3) ...	



Date	Exact Nature Of Work Done	Supervisors Remarks
17/01/2019	counter services	
Khamis	1) Key in customer information	
	2) Key in incoming mail of bearing PBR and	
	bearing E-KOSIA	
18/01/2019	counter services	
Jumaat	1) Key in customer information	
	2) Key in incoming mail of bearing PBR and	
	and bearing E-KOSIA	
	4) Program B2 by Pejabat Daerah Kuala	
	(weekly program)	
	B2 → mesin	
	. B2 masuk	ZULHILSHAW B
	C2 masuk	PECAHAI TAMBAH
	D2 datang	PEJABAT DAERAH
	D2 periksa mesin	
	5) checking meeting room	
	- exchange curtain	
	- moving the desk	
	6) cleaning the store floor	




Date	Exact Nature Of Work Done	Supervisors Remarks
24/02/2012	Customer services	
LEARN	city in distance information	
	Receiving task to create the sample	
	for note book for employees of	
	Pejabat Daerah Negeri Sembilan (SAG Zulk)	
	- the note book including the history	
	of Daerah Negeri, the uniqueness	
	- the list of District officer in	
	Negeri Sembilan	
	- motto and vision	
	- structure	
	- All application received by Pejabat	
	Daerah Negeri	
	a) prepared a report for Program	Pembangunan
	Rencana Strategis (PPRT) for year 2012	ZULHILSHAM B. ABDULLAH PELAKSANA TADQIM PEJABAT DAERAH MATU
	(SAG Aduka)	
	assessing all 31 contractors that involve in	
	the project.	
	check them for percentage of the	
	running project what status it are	
	finish and they have sent the document	
	for claim to Pejabat Daerah Matu	
	if there is a problem, or not yet	
	finish, then they have to estimate the	
	duration to finish the project	



Date	Exact Nature Of Work Done	Supervisors Remarks
20/01/2017 KEMISA	1) Counter Service 2) Key in customer information 3) Contact the remaining - contractor that must be needed for the first information → PPRP project (SIPKAD 2016) 4) Finding the profile of Project Director name and finding - for the name base of Project Director (A. Rully)	
20/01/2017 PAPRI	1) Counter Service 2) Key in customer information 3) Site visit for "Project RTP" under ANUN using state fund. "MARAJ objek wisata untuk serah proyek kepada kontraktor" 4) Site visit for (Pusat Aceh Pulih Rumah 2009)	ZULHUSMAN - ABUJILAN PEGAWAI TADARUKA PEJABAT DAERAH NABU
09/01/2017 KEMISA	1) Counter Service 2) Key in customer information 3) <del>the update</del> <sup>with</sup> the contractor for project PPRP that has finish the "Bank Pulih" 4) Find the information of <sup>government</sup> agency - agency - (DAS) Prinsilla)	

Date	Exact Nature Of Work Done	Supervisors Remarks
25/01/2019 DUNIAHAT	<p>1) Counter services</p> <p>2) Key in customer information</p> <p>3) Meeting for discipline reprimand - SAs Zulh &amp; SAs Priscilla</p> <p>4) Find the information of org. Agency - (for meeting purpose) SAs Priscilla</p> <p>5) Update slide for the event "Kegiatan Daerah MAMU 2018"</p>	<p>25/1/19</p> <p>ZUCRISHAWATI PEGAWAI TADBIR PEJABAT DAERAH</p>
28/01/2019 KIRIAN	<p>1) Counter services</p> <p>2) Key in customer information</p> <p>3) Making slides of "Memori Peristiwa Kawasan MAMU 2018"</p>	<p>28/1/19</p>
29/01/2019 SELETA	<p>1) Counter services</p> <p>2) Making photocopy of invitation letter to involved all listed in the list above - divided by work category which is 3 invitation letter there is for number of people who are invited to the event.</p> <p>ii) Invitation to Majlis Perayaan 100 MRP DUNIAHAT JEMORONG 2019 - 60 invitation</p> <p>iii) Invitation to Mesyuarat JKKK bermula 22 Mesejment ANUN 404 JEMORONG 404 tahun 2019 - 40 invitation</p> <p>iii) Invitation to Majlis Perayaan 100 MRP KANK Baru bagi Tahun 2019 - 27 invitation</p> <p>3) Send the letter to the agency that was involved to the event.</p>	<p>29/1/19</p>



Date	Exact Nature Of Work Done	Supervisors Remarks
30/01/2019 RABU	<p><del>WORK</del> CUSTOMER SERVICES</p> <ol style="list-style-type: none"> <li>1) say in customer information</li> <li>2) setting the DUMP container Request</li> <li>3) Distribute MATH for "Angka Pengiraan C&amp;K MRP Dan N44 Januari 2019"</li> <li>4) setting the stage</li> <li>5) setting the ANNALS</li> <li>6) CLEAN the floor</li> <li>7) arrange the chair</li> </ol>	
31/01/2019 KHAMIS	<p>One of organizer for Pejabat District Melayu event</p> <ol style="list-style-type: none"> <li>1) Urustahk kendalian to confirm again about the attend</li> <li>2) Attend to Majlis Angkat Simpat Persembaan Ketua Agong/ Ketua Kaum at meeting Room Pejabat District Melayu</li> <ul style="list-style-type: none"> <li>- There are 17 person who are chosen for theantikan baru Tuan Rumah/Ketua Kaum/ Pangulu for year 2019</li> <li>- Before the event start, Resident Officer Mohd Hamidah Binti Haji Bekir giving some speech</li> <li>- Then, YB Dato' Mursid Ghaya Juanda Jaya giving some speech then continued with the main event "Angkat Simpat" which is lead by Pangulu Mesyuarat @ C&amp;K Jeni from Kampung Jempeng</li> </ul> </ol>	
01/02/2019 JUMMAT	<p>Take a sick leave</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
04/02/2019 ISNIN	1) Counter service 2) Key in customer information 3) updating slide for "memori PDM 2018" 4) Meeting a meeting with Pusi ADC and IAC Julia to prepare the PR case for staff turnover	D/S
05/02/2019 SELAPA	SELANAT TAHUN BARU CINA	D/S
06/02/2019 RANI		
07/02/2019 IRANIS	1) Final touch for the slide of "memori PDM 2018" 2) Counter services 3) Key in customer information	D/S
08/02/2019 SUNAT	1) Counter service 2) Key in customer information 3) 5S programmes - cleaning the store - reorganizing the unused office equipments in the store	D/S

Date	Exact Nature Of Work Done	Supervisors Remarks
11/05/2019 12 Country Services LNNH	<ul style="list-style-type: none"> <li>1) key in customer information</li> <li>2) making the notes off for the staff in the regular business hours.</li> </ul>	Paw
11/21/2019 12 Country Services	<ul style="list-style-type: none"> <li>1) Contact the organization that we want to invite for "Angus International 'Tikung Baku' 2019 Project Grant Award 2019"</li> <li>2) Briefing by SAs NIKH for the flow of the program project on "Berkas Baku" and "Tikung Baku" (BTH).</li> <li>- all the proposal student will be included</li> <li>- ready at the "Delege Assesment" Kampung Tani at 9 AM</li> <li>4) Submit key in customer information</li> </ul>	Paw
12/02/2019 RAN	<ul style="list-style-type: none"> <li>1) Event for Program "Angus Baku" (BTH)</li> <li>- secretary for the check up of the name of the business recipient</li> <li>- secretary village especially the event "Angus Baku"</li> <li>2) 30 PM</li> <li>- Event for Angus Simulasi "Angus Baku" with "Angus Baku 2019"</li> <li>- protocol for the event</li> <li>- guide and guide the children to receive "Angus Baku" from 18 Desa Angus Baku (BTH) Dr. Hani Susanto on Day 2</li> </ul>	Paw

