



**UNIVERSITI TEKNOLOGI MARA SARAWAK**

**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**PRACTICAL TRAINING REPORT**

**SAMARAHAN DIVISIONAL PUBLIC WORKS (JKR)**

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**2014128477**

**SEPTEMBER 2017 – JANUARY 2018**

Supervisor's Comments

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE  
SUPERVISOR**

Sharon Pearl Anak Henry Serub

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

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(Signature)

Date:

## **Acknowledgement**

First of all, I am grateful to the God Almighty for the good health and wellbeing that was given to me and also the motivation that has been given to me in order to complete this practical training report. Without God almighty, I might not able to complete this practical report in time and as good as it is now.

I would also like to thank our dear supervisor Madam Sharon Pearl Anak Henry Serub for her effort, time and willingness in assisting me in completing this research. Thank you also to Madam Sharon for the motivation that was given and the determination of helping me in completing this task. May God bless you and grant you and your family good health.

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Thank You,

Presela Dobrah Anak Bennet Empam

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## **THE DELCARATION**

### **Declaration**

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

Signed

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Name: Presela Dobrah Anak Bennet Empam

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## CHAPTER 1

### INTRODUCTION

#### 1.0 Introduction

This chapter explain about the background of the organization, the history of the organization, the vision and mission of the organization. The organization chart and roles of the organization are also included in this chapter where to introduce the staffs in the organization and to know more details of the work flow and work processes in the organization.

#### 1.1 Background of JKR Sarawak Office (History)

The background of Public Works Department (PWD) Sarawak was much knitted with the history of infrastructure development in the state. It is the legacy of the three distinct periods of Sarawak Government administration namely, the "Brooke Era (White Rajahs from 1882 - 1941)", the "British Colonial Period (Post World War II) from 1946 - 1963" and the "Period after Independence (Malaysian Government) since 1963 till now."The Department was established and led by the "Inspectorate of Public Works" in 1882, and subsequently headed by the "Superintendent of Public Works and Survey" in 1897, thereafter designated as Director of Public Works, Sarawak.

JKR Sarawak endured through waves of re-alignment from illustrious "Builders" to "Managers" in fulfilling the changing aspirations of the State by changing its role to that of Development Project Implementation through



continual Re-organizing Human Resources, Realigning of its Organisational Set-up and upgrading of its technical competencies.

The current core businesses are project management that includes planning, budgeting, design, pre and post contract administration, supervision, monitoring and maintenance over the contract period, operation and maintenance management of infrastructure and utilities; and engineering consultancy services.

The Headquarters of JKR Sarawak is housed at Wisma Saberkas, Kuching. JKR Sarawak has also established 3 Regional Offices namely Southern, Central and Northern; and Divisional offices in all the Divisional administrative centres in Sarawak. Besides that, JKR also has the Investigation Branch (formerly known as Central Materials Laboratory) at Tabuan Jaya, the Fleet Management Branch (formerly known as Central Mechanical Workshop) and Central Store, which is located at Bintawa, Kuching.

## **1.1 Vision of the Organization**

- ✦ To be the premier one-stop engineering agency for the planning ,development and maintenance of all public infrastructure and building facilities in Sarawak.

## **1.2 Mission of the Organization**

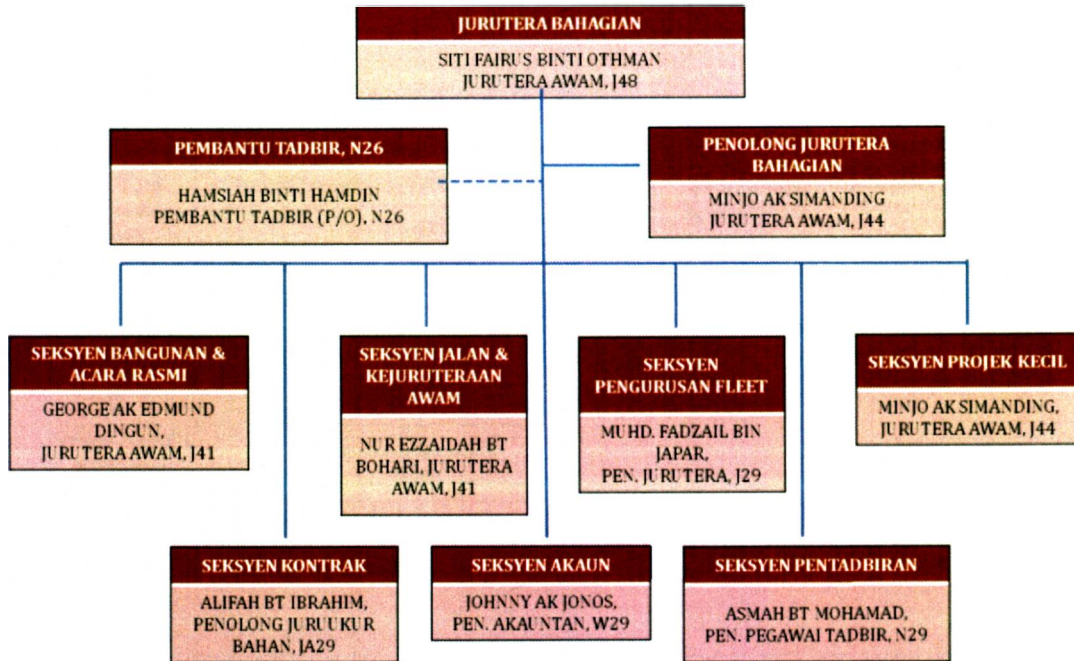
- ✦ To deliver and maintain quality infrastructure and building facilities in the most cost effective and timely manner through a highly competent and motivated workforce

## **1.3 Objective of the Organization**

“We undertake to achieve highest standard of quality in delivering our products and services to meet our customer satisfaction by adopting best practices with continuous improvement as our guiding philosophy”

## 1.4 Organization Chart

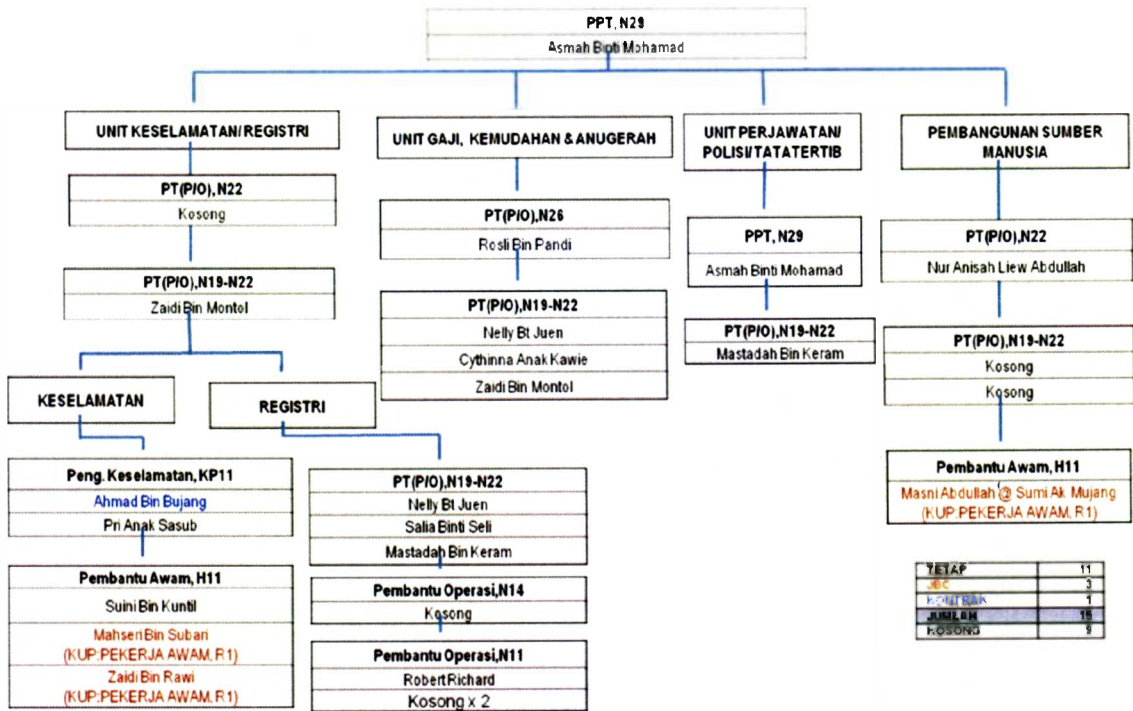
### CARTA ORGANISASI JKR BAHAGIAN SAMARAHAN 2017



Sources: *Jabatan Kerja Raya Samarahan Administration Department*

(23 August 2017)

**CARTA ORGANISASI SEKSYEN PENTADBIRAN**



TEKAP	11
SEC	3
PEKERJA AWAM	1
<b>Jumlah</b>	<b>15</b>
KOSONG	9

Sources: Jabatan Kerja Raya Samarahan Administration Department.

23 August 2017

## 1.5 Role of the Organization

The Public Work Department (Jabatan Kerja Raya) is the Government department to manage public infrastructures and government assets in Sarawak. The scopes of the department include Project Management, Operation and Maintenance Works, Engineering Consultancy Services for government projects and assets in Sarawak.

The Administration Department is one of the most important departments that play important roles in the Samarahan Divisional Public Works. This administration department is the middle department in the organization because they control the entire staff document, handle the document, and so on.

The activities in Administration Department which are:

- I. Paid Leave (Gaji Cuti Rehat)
- II. Pension
- III. Payment
- IV. Registration of incoming mails
- V. Conformation
- VI. Transfer
- VII. Government Loans
- VIII. Acting and Covering
- IX. Promotion
- X. Extention of Service

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 Introduction**

In this chapter, I will explain the schedule of my tasks during the practical training which is from 24<sup>th</sup> July 2017 until 15<sup>th</sup> September 2017. There are explained for every week by the time period of eight week all together. In this chapter also includes my weekly activity during practical training and the reflection of every weeks.

## **2.1 First Week (24<sup>th</sup> July- 28<sup>th</sup> July 2017)**

On my first day of practical training in Samarahan Divisional Public Work (Jabatan Kerja Raya), I was asked to attend Majlis Ramah Tamah Aidilfitri and Ngiling Bidai Hari Gawai organized by Samarahan Divisional Public Work at Dewan Suarah, Kota Samarahan. This event was launch by the Yang Berbahagia Dato Idris Buang. I was given a task by the staff to distribute the tentative of the program to each stall and to every table in the halls and as an usherette to welcoming the guests and the VIPs.

After the event, we have mutual cooperation to clean up the stalls of JKR. The event was ended at 3.00 pm and I being ask to go back to office for having some briefing by the supervisor, Puan Asmah Binti Mohammad. In the office, I was place at Administration Department. This department is the middle department in the organization because they control the entire staff document, handle the document, and so on.

The supervisor introduced me to all the staff there. The supervisor also gave me some briefing regarding the Public Work Department (Jabatan Kerja Raya) and it functions. Every department in the Samarahan Divisional Public Work have different task and function. The department are divided into seven departments which are Administration Department, Road Department, Contract Department, Fleet Department, Minor Project Department, Account Department, Building Department and Divisional Engineering Department.

My first task is to key in the incoming mails and outgoing mails into the system (CACTUS). I have been taught to using this system by the staff. The Public Work

Department was choosing CACTUS and Government Employee Management System (GEMS) as their system in order to store the data and information of the staffs. Moreover, I also do some filing which is to labelling every boxes of document in the storage or known as a document room. The boxes need to label according to alphabet. The name list must be documented in Microsoft Excel.

My second task on this week which is prepare the minute sheets for every department regarding the notice of Counter Banking of RHB that will be held at One Stop Counter. The entire department must receive this minute sheet and ensure staff under each of the department gets the information. The minute sheets have their own format and must standardize. I have been taught by the supervisor on how to do the minute sheet, memorandum letter and other official letters.

Furthermore, my third task on this week which is to sketching the administration floor as guidance for Divisional Engineer to make improvement in the office of administration department. This is because the condition in the administration office is too narrow and need some space to store the files. Besides that, I also doing some basic work such as photocopy the document, stamp the incoming mails and parcel, sending the letter and document to Divisional Engineer department, design poster, fax letter and so on.



## **Reflection of Week 1**

I selected the Public Work Department in Samarahan Divisional Area which is also a part of my learning in class which is Human Resource Management subject. Samarahan Divisional Public Works recruited me to work as practical training student after I applied by sending my requirement and resume to their organization. On the first day I started my first practical training, the supervisor placed me at the department that suited with my requirement and my course. Starting from then, I have been trained to work just like I learned in theory. On the first week I have learned many tasks which are to deal with customer, prepare minute sheets, doing filing and learned on how to using their system. I also learned to adopt the work environment in that office and create the good relationship with the staffs. Moreover, there are two method of training which are on-job-training and off-job-training. In this practical place, I have been trained by on-job-training which mean I am actually working and the skills can be gained while carrying out the jobs. I have learned many job which one job to another job in the Administration Department of Samarahan Divisional Public Work.

## **2.2 Second Week (31<sup>st</sup> July- 4<sup>th</sup> August 2017)**

This week, I had been asked by the staff to continue with the filing of document in the storage room. I need to prepare the name list of the document in every box. Every box contain several closed file that need to make inspection by the PUSTAKA Negeri Sarawak in order to ensure that document have value or not.

After listing down the name of the document, take out the old files from the storage room and make arrangement based on the boxes in order to ensure the document will be no misplace before the document check by the Pustaka Negeri Sarawak for further inspection rather for disposal or store as the value document to the Samarahan Divisional Public Work. I also been asked by the staff to create a list name of files which the document have been taken out from the storage room and prepare the minute sheets that need to be send to the Divisional Engineer section for evaluation purpose regarding the files that have been taken out.

Moreover, on this week also we as a trainee student was given a tasks by the supervisor to complete one project which is known as Manual Procedure Kerja (MPK). We are given seven sections to choose. So, I decided to choose Administration Department as my MPK project. This task is to ensure that every staff in every department knows their own roles and responsibilities while doing their work. Through this Manual Work Procedure (*Manual Procedure Kerja*), it will be easier for the auditor either external or internal auditor to evaluate and to know the work flow and work process of every staff in the every departments. The MPK will be updated by the staff if there have any changes in term of work procedures.

Before start with MPK in more details, I start to collect the information regarding the Public Work Department history, background, vision and mission and collect all the staff table file and work flow in the administration department. After collecting all the information, consult with supervisor to ensure whether the information is updated or not. I also do some interview session with the staff regarding their work process that need to be done by them as their daily task in the administration department.

Besides that, I also did some basic work such as photocopy the document, stamp the incoming mails and parcel, key in the incoming and out coming mail in CACTUS system, sending the letter and document to Divisional Engineer department, design poster, fax letter to Head of Department of The Public Work Department and so on.

## Reflection Week 2

This week, I have given the task by the supervisor to complete one project which is Manual Work Procedure (MPK). Here, I learned on how to create sbetter communication with the staffs to get the accurate information from them regarding their work process and their work flow. From the theory, communication skill is very important where we can convince people either internal or external or the organization. The ability to communicate effectively with them is very essential no matter what industry you work in. The good communication skill can enhance our ability to deal more with others people. The more we interact with other people the more knowledge that we gain from them especially from the staff. Besides than communication, I also learned on how to deal with customer where the customer is from different language, ages, religious and so on. Here, I learned to respect them by answer all their enquiry information. It is very important for front-liner staff to ensure what their customer want and need to be fulfilled. This is where I learned in Organizational Behavior subject, in which interpersonal skill is very need among the staff to satisfy the customer.

### **2.3 Third Week (7<sup>th</sup> August- 11<sup>th</sup> August 2017)**

This week I was given a task by the staff to calculate the staff leave from the beginning of the year until the end of the year using manual process before it key in the GEMS system. On this week also, I start to collect some information from staff in Administration Department regarding the MPK files and get through all the files and identify the work process by the staffs that handle the activities. In administration department all staff has different tasks to settle down. Besides doing the MPK, I was asked by the staff to arrange the letters in the files which is contains letters of memos, minute letter and course letter based on number on the top of the document so that it will be easily arranged and systematically to be found based on the number that have been recorded.

On this week also, we get the approval letter from the Divisional Engineer went to Pustaka Negeri Sarawak to send the file/document that had been prepared for disposal. The approval letters was given for two days. This trip was lead by Encik Zaidi Bin Montol as hold the position as a Registry Officer. On the first day at the Pustaka Negeri Sarawak we have some briefing from the staff regarding the disposal procedure and how to use the material that they give during the disposal process. During the checked section of the document we need to recount the paper because some of the letters are not being counted properly. We also do some clearance on the papers.

2<sup>nd</sup> day at the Pustaka Negeri Sarawak we continue with the clearance of the document. Here, I have been asked by the Archivist staff to learn the process of on how to cover the file and the papers with the proper process in order ensure that the

papers will not ripped. I also do some basic work where I helped the staff to doing some photocopy of document, fax letters and I also photocopy all the material needed for the MPK such as MPK guidelines, form of activities and others document that are related.

### **Reflection Week 3**

For the week 3, I learned the filing system. This filing system is where to record all the personal details of the staff, rearrange all the letters and how to managed those file. File system is used to control how data stored and retrieved. Without the proper system for these, it may difficult to identify where the file are located. Moreover, on this week also I learned on how to deal with the old files that still have value to the organization. To maintain this document I should have encourage myself to work more carefully and be patient because in order to deal with those old document it required several times to managed it where it have their own process to go through. The old document that still has value for the organization should be stored in archive where it can become evidence for the organization. From what I learned in this filing system and deal with those old document which it is very important for every organization to have a proper filing system and maintain the old document because it will use as a evidence and guidance for future.

#### **2.4 Fourth Week (14<sup>th</sup> August- 18<sup>th</sup> August 2017)**

On this week, I start keying information regarding the Public Work Department history, background, vision and mission and objective. Since I choose Administration Department as my project, I also collected the objective of the administration section from the supervisor. Through this also, I was lead by the staff to make the organizational chart from the top management until the sub unit of the department. Samarahan Divisional Public Work received the certificate of ISO in the year 2008. Here, I was receiving the file from the supervisor regarding the work flow and the work process that have been confirmation by the ISO. As requested by the supervisor, she managed to put several work activity in the MPK which is paid leave, pension, payment, and registration of incoming mail, conformation, transfer, government loans, acting and covering, promotion, extention of service. Through this, i was create the work flow of each of the activities.

Furthermore, in this week also I was given the task by the supervisor to update the staff name that going for courses since August 2017 and until September 2017. I was lead by the supervisor to prepare the minute sheets for staffs that are listed to going for the courses and i also prepare a letters of memorandum rasmi for the notice of all staffs about the promotion of Gred H11 which is for the driver. I required to update all the staffs information that have been conformation for their promotion in the system.



I also been asked by the staff to key the incoming and outcoming mails in CACTUS system and scan all the document in system. Besides that,I also key in the data and the CMO in the personal file of the the staff in the Samarahan Divisional Public Work (PIS). I was given a task to key the contractor personal details in the microsoft office access where all the document of the contratcor must be accurate.

Moreover on this week, I was asked to conduct some disscussion with admin assistant regarding the information about payment. They teach me how to calculate the payment, how to ensure the payment are key-in in the proper way and the steps to send the payment to the head quartes. I was rotated to other department which is the Minor Project Department for doing filing and prepare the files of every document that is incoming and outgoing document. In this section, i learned on how to produce the letters that need to be send to the contratctor and the suppliers.

I also did some basic work such as photocopy the document, stamp the incoming mails and parcel, key in the name list of the document in the Microsoft excel for the reference to clear up the document in the storage room, sending the letter and document to Divisional Engineer department and fax letter to Head of Department of The Public Work Department.

## **Reflection Week 4**

In this week, I have learned the flow and work process of the Administration Department. Administration Department is very important in every organizational where it become the backbone in every organization. Administration department engaged in a common set of functions to meet the organizational goals. Here, I was going through all the work process of every staff in the Administration Department. I learned on how to organizing the work in the good way in order the work can be completed in required time. The proper organizing of work can increase productivity. By keeping organized, it will save time looking for things and will have more time to work on important tasks. As organization it can improve the flow of communication between their staff and their team. I also learned on how to be more responsibilities to complete my task.

## **2.5 Fifth Week (21st August -25<sup>th</sup> August 2017)**

On this week, I start my day at Minor Project Department where I need to continue with the filing process. All the document area divided based on the project. There are many types of project under Minor Project Department where the amount of the project not more than RM500, 000.00. The entire project document is stored in the Minor Project system.

I also continue with my MPK where I need to ensure that the work process and work flow for pension activities are updated or not. I conducted some discussion with the staff that is responsible to handle regarding the pension of the staffs. I was also going through all the work flow and work process in the ISO 2008 files. I had been asked by the supervisor to prepare a minute letter about the security pass. Moreover, I also help the administrative staff to ensure the list of record are written in correctly and indentified the reference number of the file. I also managed to store the entire file in the shelter.

Furthermore, I also required to key in the contractor tender document in the Microsoft Access where it need to be key in all the contractor profile, address of their organization, amount of tender and the date of their tender. This information is needed as evidence in the future for the staff to evaluate the contractor profile.

## **Reflection Week 5**

In this week, I learned to identify the reference number for the new file. Every file has to be stored with reference number so that it will easy for the staff to allocate all the outgoing mails and all the personal matters of the staffs. All the activities that required sending out mails need to be stored as an evidence and reference in the administration department. I learned all the procedure in the filing system. A good filing system may enhance the effectiveness and efficiency of work. I also being able to doing some research on the system that they use to store the document which is CACTUS system. This system is really important in filing system in that organization.

## **2.6 Sixth Week (28<sup>th</sup> August -1<sup>st</sup> September 2017)**

This week I was placed at contract section for 2 weeks. So I started my day prepare the notice of tender for Madam Fatimah as the Assistant Engineer in the Contract Department. I was given the responsibilities by the assistant engineer to join for the undo the vote at the Resident Office at Samarahan Divisional. This trip was lead by Madam Fatimah Binti Merikan and follows with Madam Hajah Siti Fairuz the Divisonal Engineer of Samarahan Divisonal Public Work.

My task is to list down the contractor name that is joining with the vote which it recovers for Rural Transformation Program (RTP) near Samarahan area. After that, I were required to see the flows and the process of the withdraw by the contractor witness by the top management of Resident Office which is Yang Berbahagia Tuan Ali , staff of The Public Work Department and Resident office. After the voting process, I had been ask to prepare the document of the successful tender and prepare the document of successful bidders that have been win by the contractor during the withdraw process under JKR

This week also I have been asked to key in the contractor bank statement and their status of Construction Industries Development Board (CIDB), Unit Pendaftaran Kontraktor dan Juruperunding (UPKJ) and their Bumiputera status in the Microsoft Access. I also prepared bill issue of the tender for the deposit and fee that need to be pay by the contractor before get the document tender and prepare the list of the contractor name that successful during the withdraw for reference of their project

I also act to serve the contractor/customer at the counter when they have inquiry information regarding the tender and decided to buy the open tender. I also doing

some basic work such as photocopy the company files and photocopy the document of the contractor, call contractor to update their CIDB and submit their bank of statement and collect the bill of issue from the contractor and prepare the document that they required.

## **Reflection Week 6**

On this week 6, I was transferred to another department which is contract department. In this department I have learned the new thing especially on how to interact with customer and how to deal with them when they managed to buy the tender. I need to work in multiple tasks because the staffs in this department are limited. In this department, I learned a lot using Microsoft Excel because all the data are stored in the Microsoft Excel and how to key in all the information of the tender document. On this week also, I learned the new thing where I was able to join the process of voting in the Resident Office where it required the contractor to undo the vote to get their tender. I was learned on how to control the situation. In this part, I need to clearly give information to the customer. The information required must be accurate where I need to doing some research regarding about the tender of the document.

## **2.7 Seventh Week (4<sup>th</sup> September -8<sup>th</sup> September 2017)**

This week I started my work with key in bill of issue of the contractor for company for their deposit and fee to get for document of the tender and key in contractor registration in the Microsoft Access. I also called some of the companies to send the update certificate of CIDB and their license as evidence. I also update the company status of their class in CIDB and UPKJ and update their expired date of the certificate. Prepare document tender for the successful bidders. Besides that, on this week my task is to key in contractor documents and update their profile in the Microsoft Access so that it will easy to detect and identify their data.

For the second times, I was given the responsibility by Madam Fatimah to join for open tender document at the Resident Office Samarahan Divisional. This process is very confidential. Every document in the locked box is open only with the witness. The contractor document must be listed down along with their company name. Prepare document for previous tender and photocopy their certificate as reference. I also send the box of the document to the Divisional Engineering Department for further evaluation.



## **Reflection Week 7**

In this week, I have participated in opening the tender where it is very confidential. It only required several staff. I was given the trust by the staff in-charge to take this responsibility. Here, I learned the new thing where I need to deal with all those tender for the contractor. It required me to become more rational in doing those work. All the process of the opening tender is monitor by the top management so that there will not incurred any corruption. I learned to always think positive while doing any task given because the process of open tender required several amount of money. Integrity plays important roles in this situation where it encourages the staff to work in the good manner without taking the advantages.

## 2.8 Eight Week (11<sup>th</sup> September- 15<sup>th</sup> September 2017)

Final week on internship, so today I worked at Administration Department. My first task is to help the staff to send the new practical students to their department. I need to teach the new practical student on how to issuing bills, create document for the successful bidders, key in the bank statement of the contractor, update the contractor profile and certificate of UPJK, CIDB status and the contractor certificate of nationality.

Second day of the week, I was "borrowed" by the staff in building section where I need to settle up the closing file. The file must be divided according to years, where the document that not more from the years of 2011 need to be store as a disposal document. Moreover, I also have to divide the entire document to incoming mails, outgoing mails, memorandum, minute sheets and claim of the staff for the Minor Project Department. All these documents need to key-in in Microsoft access as their reference.

I also had been asked by the supervisor to prepare minute sheet of *criteria-criteria pemilihan calon bagi tujuan perakuan kenaikan pangkat dalam perkhimatan awam negeri Sarawak* and minute sheet for *menerima laporan tahunan unit audit dalam Kementerian Kerja Raya Malaysia 2016*. I finished up my project MPK and submit to the supervisor for approval. The MPK that have been approved must be sending also to the Divisional Engineer as their copy.

I also sent the document to each of the department stamp the incoming mails and parcel received fax the letter and doing some photocopy activities for the document need in the administration department.

## **Reflection Week 8**

In this week I was able to finish my project that was given by the supervisor on time and able to do the task properly. I was also able to prepare two minute sheet in one day. It is show that I understand the format being used in the organization and what information should include in the letters without any guidance by the staffs. Besides that, I was also being able to know the procedure or step to manage the filing system. I know how to divide every document that has been documented in the file and key-in the entire document in the system that the organization us. Here show that, filing system is very important in every organization, as mentioned by lecturer of Management of Information System the good filing system may make the work easy and the data store in the filing system can kept in the long time.

## **CHAPTER 3**

### **FILING SYSTEM**

#### **3.0 Introduction**

In this chapter, I will explain regarding the definition of concept filing system, the importance of filing system, qualities of good filing system, methods of filing system and procedure of filing system. In this chapter also I will explained about the task assignment of filing system in the organization of my practical training and application used for filing system.

### **3.1 Definition of Concept**

Filing means keeping documents in a safe place and being able to find them easily and quickly. This filing is really important in any organization nowadays. Filing system also means as the central of record keeping system for an organization which the system help the organization stored their document in more organised, systematic, efficient and transparent. It also helps all people who should be able to access information to do so easily.

According to Hiromichi Fujisawa, Jun'ichi Higashino and Atushi Hatakeyama (1985) a document of filing system is provided for storing a large amount of information in proper arrangement for facilitating utilization thereof by a user, while allowing semantically retrieval to be realized even from vague fragmental information. In other words, filing system is the place where the data are stored and to be referred by the employees.

Meanwhile, Claudia H. Wentworth (1995) also mentioned that a filing system is for storing, organizing, and handling household documents and data includes a file container in which a series of file folders are supported. So filing system is very important within an organization because many data and information are stored at one place. The good filing system is very essential for the organization in order to maintain their document as well as to provide the relevant information when needed by the employees.

Without proper filing system, it may difficult for the organization to maintain their document and searching for their document in the appropriate time. By this filing system the organization may enhance their organizational performance as employee can access the data and information needed easily. This is because as cited in

Jackson and Smith (2011), one of the major problems in the organization is searching for relevant files within an organisation. These problems affect the employees for a number of years (Kelly et al., 2010; Kobayashi et al., 2006). As a result, many companies spend a lot of resources in order to achieve the best data and document storage facilities. This is because a bad filing system can lead to ineffective searches and wasting the time of the employees in getting their job done (Dubie, 2006).

Silberschatz, Galvin and Gagne (2005), also mentioned that most organization may ensure that the file system in their organization is the most visible aspect of an operating system where it provides the mechanism for online storage of and access to both data and programs of the operating system and all the users of the computer system. From this it will make the employee easy doing their jobs in accessing the data in the filing system. Besides that, in filing system it consists of two parts which is a collection of files where each of storing related data and a directory structure which it organizes and provides information about all the files in the system. Through this part of filing system it will just required minimal of time to enter the data or the document in the filing system.

In a conclusion, filing system is very important in every organization either small or large organization because filing system may enhance the performance of the organization especially when it deal with the value document. this filing system also may minimize the time required by the employee in giving their service to the public. Moreover, the organization also can expose themselves to a legal problem if they cannot prove the appropriate document when it is required by the authority. In

summary, every organization should have a good filing system to ensure all the document stored safely to be use in the future. It also can increase the effectiveness and the efficiency of the organizational performance.

### 3.2 Importance of Filing System

- a. The office staff can easily locate and use the records properly without any delay under good filing system. This leads to savings in time and brings efficiency in office operations.
- b. Filing arrangement helps the office staff to refer the relevant document very quickly without taking longer time.
- c. Filing system protects the documents from possible loss or damage, rats, insects, water, sunlight, dust and some time from the dishonest staff of the office as well.
- d. Filing provides proper guidance to the staff in performing their duties which increase to develop working efficiency of the staff in the organization.
- e. Filing is important for setting disputes between the contracting parties.
- f. Filing enables the executives to take quality decision at time.
- g. Filing provides documentary evidence in the court of law.
- h. With filing, it helps the document in the organization to be organised, systematic, efficient and transparent.
- i. Filing facilitates the management in case of securing order from the customer and collecting dues from them also.
- j. Filing system enables the office staff to handle correspondence correctly and quickly. This creates and increases the goodwill of the organization.



### 3.3 Qualities of Filing System

- a. **Simple:** The filing system should be easy and simple to be understood by the entire employees.
- b. **Economy:** Filing system should be economical. It should not be expensive to install and operate. The cost of files, folders, cabinets and equipment should not be high and are appealable.
- c. **Compactness:** It should be compact and should not take unnecessary space in the office room.
- d. **Accessibility:** Files and folders must be preserved for future and must be easily accessible.
- e. **Suitable:** It should be suitable for any kind of organization and it also should meet the requirement of the organization.
- f. **Flexible:** It should be flexible enough and must be dynamic and changeable according to the needs of an organization
- g. **Safety:** A good filing system must preserve all the necessary documents from insects, dust, fire, and water. It should preserve documents in good condition.
- h. **Indexing:** A good filing system must have proper indexing in order for reduce time to searching the document.
- i. **Classification:** The files should be classified in a proper way so that it helps in easy location.

### 3.4 Methods of Filing System

There are contain 5 methods of filing which is Filing by Subject/Category Filing in Alphabetical order Filing by Numbers/Numerical order Filing by Places/Geographical order Filing by Dates/Chronological order

#### a. Numerical filing

The way of arranging the file under which the files of the individuals or organizations are arranged in the drawer in the numerical order as 1, 2, 3, 4, etc. is called numerical classification. It requires recording their name in a register book according to the serial number and the same number is written in the file instead of the name. This method also arranged by number. In its simplest form, a serial arrangement beginning with the lowest number and proceeding, but more complex systems can be used for large series. Best for case files of one type or another, permits, and forms where numbers have already been assigned.



Source: Retrieved from [https://www.kullabs.com/uploads/file-folders-numerical-label-](https://www.kullabs.com/uploads/file-folders-numerical-label-18306485.jpg)

18306485.jpg

## **Advantages**

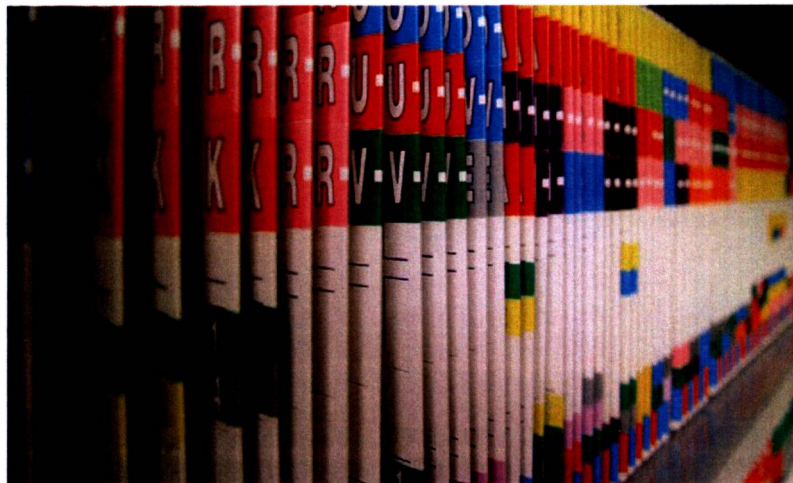
1. It is possible to maintain secrecy under this filing method.
2. It ensures the quick identification of files due to the use of separate index and guide cards.
3. It is more flexible because addition and deduction of documents do not create difficulty.
4. It is suitable for all types of offices even having the larger number of files.
5. Its greatest benefit is its speed
6. It can increase production time by 40 to 50%
7. Provides a positive identification of the record and a degree of confidentiality.

## **Disadvantages**

1. It is not suitable for the small scale organization.
2. It is more time consuming for the location of files.
3. It is an expensive method as it requires separate index and guide cards.
4. It is impracticable for those where names are more important than numbers

b. **Subjective Filing System**

The way of arranging files in a drawer or cabinet according to the subject of the document is called subject classification. Under this method, the papers and documents are classified according to their subjects and filing is made on the basis of such subjects. This classification emphasizes on the subject than the name and number of the correspondents. The files related to a particular subject can also be sub-divided into alphabetical order. This method also involves arranging of material by a given subject. It is done with the help of descriptive features choosing a word or phrase for each subject. It is the most difficult of all filing methods, moreover it is expensive to maintain also.



*Source: Retrieved from*

*[https://elearning.kullabs.com/img/note\\_images/J6r6VdSgsyQYFpuk.jpg](https://elearning.kullabs.com/img/note_images/J6r6VdSgsyQYFpuk.jpg)*

### **Advantages**

1. It is easy to understand and operate.
2. It makes available all the documents to the same subject in one file.
3. It is flexible as it has the benefit of expansion.
4. It is easier to locate the particular document if the subject is known by the users.

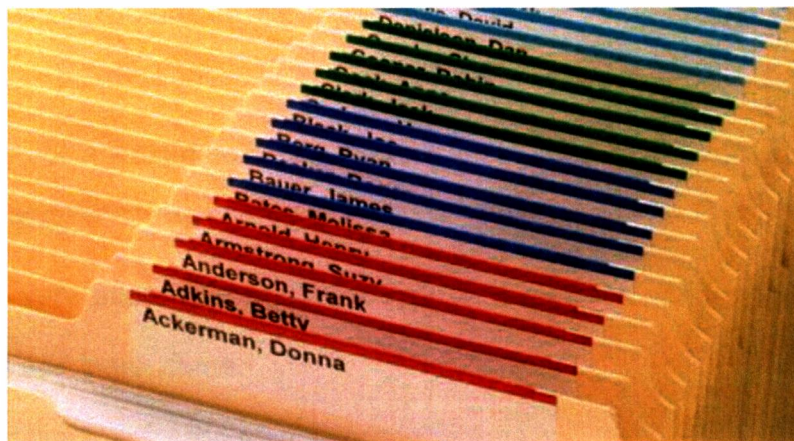
### **Disadvantages**

1. It is difficult to locate the document if the concerned subject is not known.
2. It does not make available all document of a single person in the same place.
3. It also does not maintain secrecy as the names of the subjects are written on the files.
4. It is an expensive method as it requires separate index.

### c. **Geographical Filing System**

The way of arranging files in a drawer or cabinet on the basis of geographical regions is called geographical classification. Under this method, the files are arranged on the basis of town, district, zone, country, and continent. A separate filing cabinets or drawers are fixed for different regions and the files related to a particular region are stored in such specified drawer or cabinet. All the cities and districts in a particular region can be arranged alphabetically.

It is operated generally by province or country and then alphabetically or numerically by account name or numbers.



Retrieved from: <https://www.smead.com/images/organomics/articles/1306/main.jpg>

### **Advantages**

1. It is simple to understand and easy to operate.
2. It is suitable for those organizations which deal with a large number of geographical places.
3. It makes easy to locate the files as it uses different geographical guides and index cards.
4. It consumes less time in searching and obtaining the document because of the separate geographical guide.

### **Disadvantages**

1. It is difficult to find the file if the name of the geographical place is not known.
2. It does not maintain so much secrecy as the names of places are written on the files.
3. It is a very expensive method because it requires various geographical guides and index cards.
4. It is not suitable for the smaller organizations.

d. **Chronological filing**

This is filing by date used for bills of landing, copies of freight bills, cancelled checks or as a reserve file. It is used where there is little or no reference made to the record. This method also arranged by date. Most useful for small files and for records that have a very short life span so that you can destroy older materials without difficulty



Source: Retrieved from <https://www.google.com/search?biw=1366&bih=651&tbn>



### **Advantages**

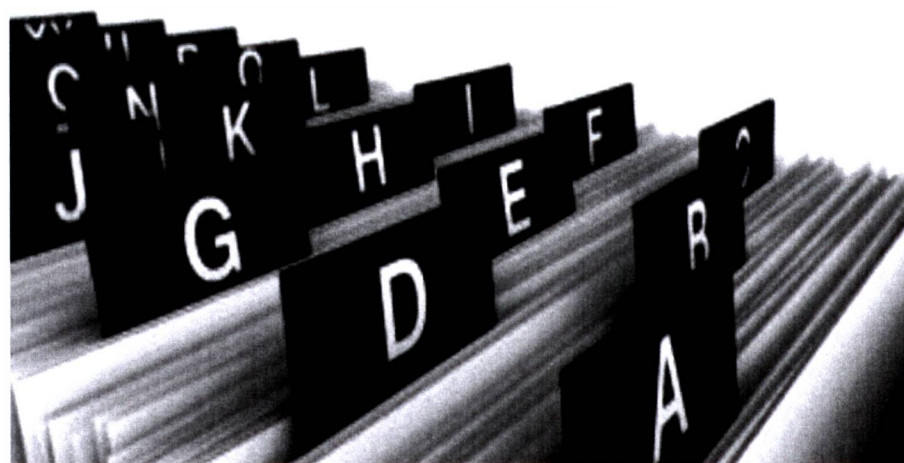
1. When dates are known, it is very easily to find out.
2. It is good for overall classification i.e. if the correspondences are maintained for many years.
3. Chronological classification of filing is very simple to operate

### **Disadvantages**

1. Chronological filing is not useful for large scale business units.
2. It is very difficult to locate the documents if the date is not known.
3. Incoming letters might be separated from outgoing replies.

e. **Alphabetical**

these may be topical or classified arrangement. Topical arranges files in straight alphabetical order. For example, subject correspondence would be arranged from A-Z, based on the name of the subject. This method is also called Arranged in alphabetical order from A-Z. This is the basic arrangement for most subject files. There are books written on both how to assign the titles that are put in alphabetical order, and how to alphabetize the folder.



*Source: Retrieved from*

*<https://www.acandc.co.nz/sites/www.acandc.co.nz/files/styles/staff>*

## **Advantages**

1. An index to record may not be needed
2. Can be effective, if everyone adheres to filing rules
3. Permits borrowing through files

## **Disadvantages**

1. More misfiling occurrences than in numerical systems
2. Name changes can cause problems with retrieval
3. It becomes inefficient and cumbersome in large system.
4. Unauthorized person can easily find record.

### **3.5 Practice and Procedures of Filing System**

#### **Processing records for filing**

- Check and make inspection to see that the material is complete. If not then return back to the party.
- Analyze the item for inclusion in the appropriate primary classification, record series and appropriate folder.
- File the item in the front of folder so that it will easy to identify.
- If a folder does not exist, create a label for a new folder where it means as a new file.
- Integrate the folder into the system

#### **Returning records to the file**

- Check to see that the material is complete
- Enter the date of return on the out card
- Remove the out card and replace it with the folder

#### **Cross-referencing**

The situation when to use this cross-reference which is:

- When the subject matter is broad and contains several different filing features, or is closely related to two or more subjects
- When the document affects or is functionally connected to two or more departments
- When a document is moved from one location to another location.

### **3.6 Task Assignment of Filing System.**

During my practical training I was assigned in several sections but mostly I was in Administration Department of Samarahan Divison Public Work. During eight weeks period for practical training, there are several tasks that have been given to me which are related to the filing system. This task includes computerized filing where all the data are stored in the system of the organization itself meanwhile some of the data were recorded in the book where it is call as manual filing.

- a. Key in and updating the contractor bank of statement and their company profile in the Microsoft Office database.
- b. Key in the data of the contractor such as the bill issue of tender that has been paid by the contractor and issues out the document in the Microsoft Excel as a reference.
- c. Received the bill of issues from the contractor and key in the number receipt in the system.
- d. Key in the incoming mails and outgoing mails in the CACTUS system.
- e. Scan the entire document that have been saved in the system and stored the memo of the document in the file.
- f. Updating the status of the employee in the GEMS system.
- g. Prepared the list of the document and stored it in the Mirocosoft Excel.

### 3.7 Application of Filing System

These are the main application system of filing that has been used in Samarahan Division Public Work:

#### a. **Government Employee Management System (GEMS)**

- ✚ This system is used to submit leave applications, check status of benefits entitlement, car and house loan applications, allowances, performance appraisals, training and promotions are reduced and effectively managed online. ☑
- ✚ Timely and confident decisions on key business plans and actions can be made with the support of GEMS online inquiries and reporting capabilities. ☑
- ✚ Easy online access to comprehensive information on employment details such as job vacancy and job application.

#### b. **CACTUS**

- ✚ This cactus system is where the incoming mail and outgoing mails are stored in order to ensure the document have a better reference and prove in future.

## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.1 Introduction**

In this chapter, it explained on the advantages and disadvantages of the filing system in the Samarahan Division of Public Works Department. This chapter also provide some suggestion or recommendation of the filing system in the Samarahan Divison Public Work Department (JKR)

## 4.2 Advantages

The filing systems that have been used in Samarahan Division Public Work Department (JKR) have several benefits or advantages. The first advantages of filing system in JKR which are faster filing and retrieval of information where all the document are stored in the computerized. Through this, it makes the employee easy to filing the entire document in the system that is incoming and outgoing mails.

Besides, it also will take minimal of time for the employee to retrieve the information that required by the customer. If the papers, documents, information and materials are properly filed, they will be easily found whenever needed, which helps in quick performance of an official work. This system provides enhanced data retrieval techniques to retrieve data store on files in easy and efficient way. With this system it will easy for the employee to identify where the document are located in the cabinet. Here, it can save the both time of the customer and the employee.

Moreover, the next advantages which are the organization can improve the service in their organization through the system that has been used. It shows that the organization can improve the process of their delivery service toward the customers. The faster the delivery of services it can enhance the productivity of the organization meanwhile it can make easy for the customer to deal with this organization

Furthermore, the advantages of the filing system that have been used are to preserve the documents for future reference. Filing provides protection to all the important documents from rats, insects, dust, and water due to the space of the organization is quite small. The system that has been use it will save the entire document for the future reference either in the big size of data or in term of the paper document.



### 4.3 Disadvantages

There are also contains several disadvantages of the filing system in the Public Work Department which are duplicate data where the data is stored more than once in different files, that means duplicate data may occur in all these files. Since all the files are independent on each other so it is very difficult to overcome this error and if anyone finds this error then it will take time and effort to solve this issue.

Next the second disadvantages are inconsistency. In file processing system, various copies of same data may contain different values. Data is not consistent in this system, it means if a data item needs to be changed then all the files containing that data need to be modified. It may create a risk of out dated values of data.

Besides that, the disadvantages of system that has been use may occur to the data isolated in File Processing System and data is stored in different files. These files can be in different formats. If they want to extract data from two file then they are required to which part of the file is needed and how they are related to each other

Another disadvantage of this filing system is where it might cause the difficulties in allocating the old files. In this organization, they need to deal with customer or public in order to receive their service. In dealing with customer, they need to access to the old files and document as their reference. This will difficult for the staff to find the old files or document and they need to review one by one of files that has been kept. Hence, it will take a longer time for the employee and for the customer to get the document and files.

#### **4.4 Recommendation**

For my recommendation, I suggest that the Samarahan Divisional Public Work need to improve in term of filing system as where only in Administration department using this system meanwhile for other department they need to key in all the information manually. Every department in organization should have a proper filing system because they need to store the entire document in their department for their future reference. Hence, it can remove inactive and duplicate records from the filing system to increase efficiency. The retention and access times will improve dramatically.

Next, the second recommendation is organization must conduct inventory checks at least once a year to improve the organization of the records. This will also help to know whether the filing system is running smoothly or not. Through this conduct the organization may maintain their filing system in productive ways and ensure all the document in the filing system are available and easy to access when needed it.

The third recommendation which is this organization should label their file system where it can help them significantly; colour coding can make all the difference in sorting the clutter of files in their office. Meanwhile the colour coding may have to be changed after some years due to changes in projects. It is possible get the work done by professionals.

The final recommendation is this organization should provide more space to store all the document. They should provide one room in order to ensure all the document are safe and stored in the proper way. Without proper safety for the document it may harm for the organization in the future.

## **CHAPTER 5**

### **INTRODUCTION**

#### **5.1 Introduction**

In this chapter it summarize for all the chapters from Chapter 1, Chapter 2, Chapter 3 and Chapter 4 for this practical training report in The Public Work Department at Samarahan Divisional.

## **5.2 Summary Chapter 1**

In this chapter I have explained in details about the organizational background of the Public Work Department. I also stated the vision, mission and objective of the Public Work Department. Every Divisional of Public Work has the same background, vision, mission and the objective. Moreover, I also identified the organizational chart of Samarahan Divisional Public Work. This organizational chart includes the roles and function of the organization. I am also able to clarify the hierarchy of the organizational chart from the top management to the lower management. Every department in Samarahan Divisional Public Work have their own organizational chart where in every department the staffs have different task and have different roles and responsibilities. As was I placed in the Administration department, I also stated the organizational chart of Administration department in this chapter. However, every staff in every department play the important roles as the worker and they worked together to achieve their goals.

### **5.3 Summary Chapter 2**

In chapter 2, I have explained my entire task in details during my practical training. My practical training consists of eight weeks altogether. Here, I also explained regarding my task in daily basis. The task given to the trainee is based on the guideline given from my faculty. I have learned the task and job of Administration Department, Contract Department, Building Department and Minor Project Department. In this chapter also, it explained about the theory that I had been learned in class and what task that I had done during my practical training. Most of the tasks given are related to my degree programme which is Administration Science. During the internship program, I am able to apply what I had been done from my first semester until semester 5 into the reality of working environment. In additional, I enjoyed my practical training as I had learned many things and experience which also can make me prepare after I step into my working life.

### **5.4 Summary Chapter 3**

In this chapter 3, I focused on my main task that has given by my supervisor during my practical training. I choose one area of my task which is filing system. Based on the task that I have been chosen it really give benefit to the organization. I explained the concept of filing system, importance of filing system, qualities of good filing system and I also explained and described the advantages and disadvantages for method of filing system. In addition I also explain the procedure of filing system which it is the step of completing filing system for the organization. Lastly, in this chapter 3 also, I clarified the task assignments in the organization and there are contains several applications that had been used in completing the task.

## **5.5 Summary Chapter 4**

In this chapter 4, I highlighted the pros and cons from the main task that had been given to me during my practical training which is filing system. The advantages of filing system can be beneficial for the organization in order to improve the organization flow of filing. Meanwhile the disadvantages of filing system can be used for the organization to make better correction in the future so that it can increase the organization productivity. In this chapter also, I also stated several recommendations that I have suggested in order to improve the filing system in the Samarahan Divisional Public Works. The purpose of this recommendation is to ensure the best filing system in that organization in order to improve their productivity and enhance the organization effectiveness and efficiency.

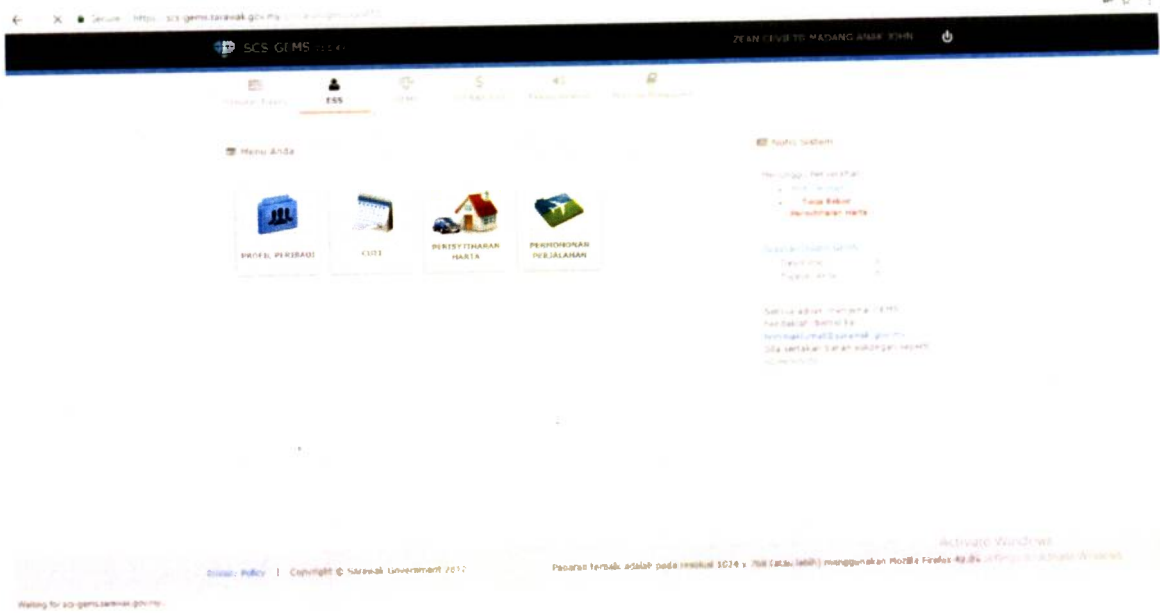
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# **APPENDICES**



## SYSTEM GEMS



## SYSTEM CACTUS



UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**

1. Student's Name : PRESELA DOBRAH AK BENNET EMPAM
2. Date & Place of Birth : 23/02/94 & SARAWAK GENERAL HOSPITAL
3. UiTM I/C No. : 2014128477
4. Course : ADMINISTRATION SCIENCE
5. Year : 2017 Part 5
6. Home Address :
7. Address During Practical Training :
8. Place of Training : ~~ADMIN~~ SECTION  
JABATAN KERJA RAYA  
SAMARAHAN
9. Name of Supervisor In-Charge : PUAN ASMAM BINTI MOHAMMAD
10. Duration of Training  
From : 24/07/2017 To : 15/09/2017

**FOR OFFICE USE ONLY :**

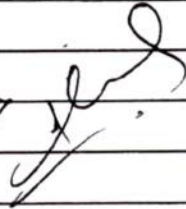
11. Remarks : [Dean / Course Tutor]

Date	Exact Nature Of Work Done	Supervisors Remarks
24/07/17	8.00 - 3.00 p.m (MONDAY)	
	- Attend Majlis Ramah Tamah Aidilfitri	
	dan Ngiling Bidai Hari Gawai organized by JKR	
	Samarahan - Dewan Suarah, Kota Samarahan	
	- Distribute tentative of the program	
	to each table and stalls.	
	- Welcoming the guests and VPs.	
	- "gotong - royong" membersihkan kawasan	
	gerai JKR	
	3.00 - 5.00 p.m	
	- Briefing session with Puan Asmah	
	( Administration Assistant, JKR)	
	- confirmation of attendance form by AA	
	- Ice Breaking with JKR's staff.	
	-	
25/07/17	8.00 - 5.00 p.m (TUESDAY)	
	- Faks letter	
	- stamp incoming letters	

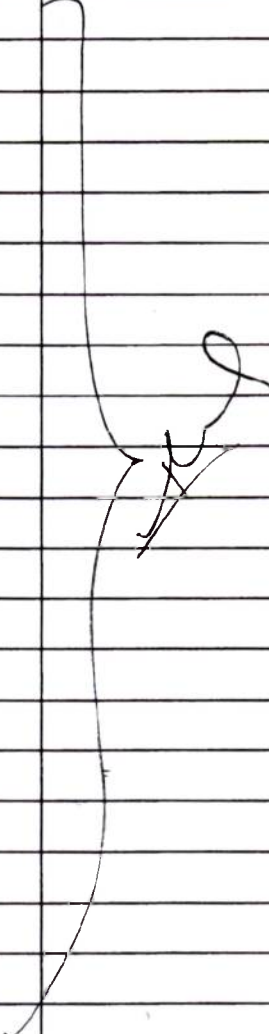
Date	Exact Nature Of Work Done	Supervisors Remarks
26/07/17	8.00 - 5.00 p.m (WEDNESDAY)	
	- sending the document and plan project	
	to Division Engineer.	
	- Photostate the letters	
	- Key in data in the system.	
	- Filing - Labelling the file items.	
	- key in data / information in New Mails	
	- send the document to Project	
	Division	
	- Stamp the incoming letters	
27/07/17	8.00 - 5.00 p.m (THURSDAY)	
	- Create list name (redo) for the filing	
	storage room (closing file) in <sup>microsoft</sup> excel	
	- List the name in the file storage	
	and create the table of the name	
	(each box have different name)	
	- Prepare minute sheet for JKR section	
	- Design poster	
	- Stamp the incoming letters	
	- Key in incoming data in the system and	
	scan the letter.	
28/07/17	8.00 - 5.00 p.m (FRIDAY)	
	- Create List name for the filing storage	
	room using microsoft excel (continue)	
	- Print out the scetch of administration floor	
	blueprint and list name for closed file and	
	open file	
	- Send the letter to DE	
	- stamp the receiving letter/ parcel	

Date	Exact Nature Of Work Done	Supervisors Remarks
21/07/17	Monday	
	<ul style="list-style-type: none"> <li>- continue for filing of document in the storage rooms.</li> </ul>	
	<ul style="list-style-type: none"> <li>- prepare the name list of the document in every box</li> </ul>	
	<ul style="list-style-type: none"> <li>- Faks letter at the road section to the HQ of JKR.</li> </ul>	
	<ul style="list-style-type: none"> <li>- Sending document to the Divisional Engineer</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the incoming mails, parcel and give instruction to customers.</li> </ul>	

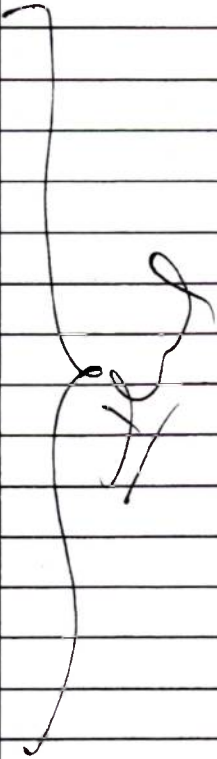



Date	Exact Nature Of Work Done	Supervisors Remarks
1/08/17	TUESDAY	
	<ul style="list-style-type: none"> <li>- Take out the old files from the storage room and make arrangement based on the boxes in order to ensure there is no misplace of the document before the document checked by the PUSATKA Negeri Sarawak for disposal or store as the value document to the JKR Samarahan.</li> </ul>	
	<ul style="list-style-type: none"> <li>- Key in the name of the file in the excel and do <del>some</del> check the date of each file whether it should disposal or not.</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the receiving incoming mails and parcel</li> </ul>	

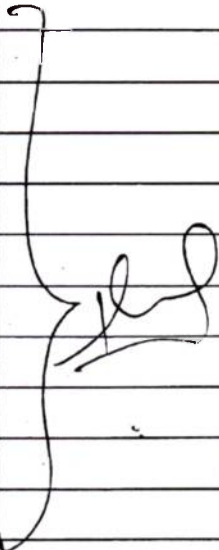


Date	Exact Nature Of Work Done	Supervisors Remarks
2/08/17	THURSDAY	
	<p>- Today, we <del>are</del> <sup>as</sup> a trainee student, are given task by Admin Assistant to complete one project which are manual Procedure keja (MPK). So I decided to choose Admin Section as part of my project.</p>	
	<p>- This task is to ensure that every staff have their own responsibilities while doing their work. Through this MPK, it will easy for the auditor to know the work flow and work process of every staff in every departments / section.</p>	
	<p>- This MPK will be updated by the staff if theres have changes in term of work procedure.</p>	
	<p>- send the document to the Divisional engineer section.</p>	



Date	Exact Nature Of Work Done	Supervisors Remarks
7/08/17	MONDAY	
	- calculating staff leave from the	
	beginning of the year until the	
	end of the year	
	- collects some information from staff	
	in Admin section regarding the MPK	
	find the past staff in Admin section	
	their file table	
	- get through all the files and	
	identify the work process by	
	the staff that handle the activity	
	- photocopy the relevant document	
	and form to be used in MPK.	

Date	Exact Nature Of Work Done	Supervisors Remarks	
8/08/17	TUESDAY		
	<ul style="list-style-type: none"> <li>- continue with -MPK, so I started with key in the JKR background and prepare the organizational chart</li> </ul>		
	<ul style="list-style-type: none"> <li>- Print out the guidelines of the MPK procedure</li> </ul>		
	<ul style="list-style-type: none"> <li>- photocopy the document that to be saved in the files.</li> </ul>		
	<ul style="list-style-type: none"> <li>- stamp the <del>resi</del> incoming mails and parcel.</li> </ul>		
	<ul style="list-style-type: none"> <li>- Arrange the letters in the files which is memo, minute letters and course letter based on number on the top so that it will be easily arranged and systematically to be found based on the number that recorded.</li> </ul>		

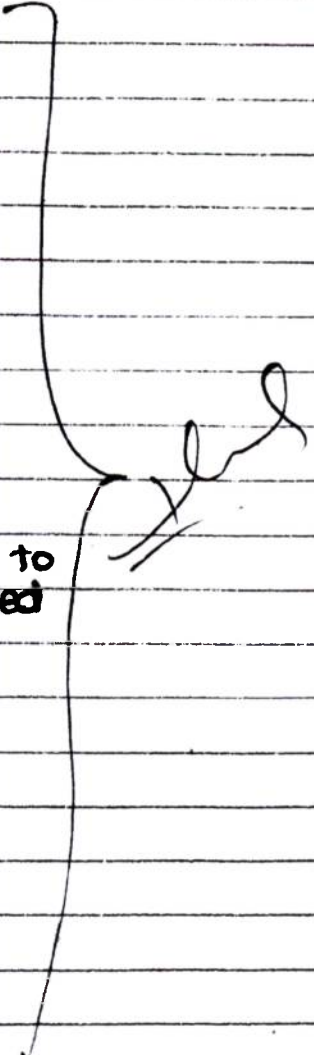
Date	Exact Nature Of Work Done	Supervisors Remarks
9/08/17	WEDNESDAY	
	- Went to PUSTAKA. Negen Sarawak	
	to send the file/document that had	
	been prepared for disposal	
	- Re count the paper because	
	some of the letter are not be	
	counted properly	
	- Doing some clearance on the paper	
	because the papers are not proper	
	being filing and the paper still have	
	unstraight line.	





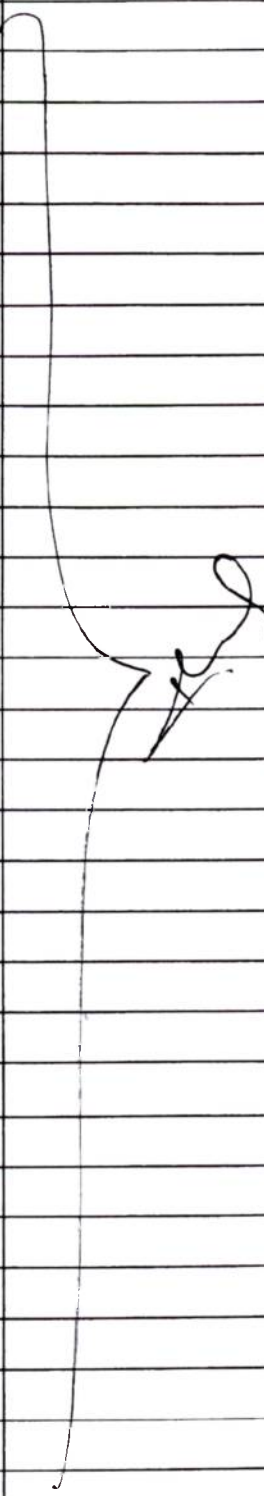





Date	Exact Nature Of Work Done	Supervisors Remarks
15/08/17	FRIDAY	
	<ul style="list-style-type: none"> <li>- key in contractor tender and company profile in the microsoft database.</li> </ul>	
	<ul style="list-style-type: none"> <li>- continue with my Manual Procedure kerja (MPK) with all the objective, vision and mission and print out the flow chart and work process. prepare file for MPK and photocopy the form that required during the activity that needed some to form or others important forms as filled Appendix and reference for the MPK</li> </ul>	
	<ul style="list-style-type: none"> <li>- Prepare the minute sheets announcement of Grotong Rayong JKR Samardhan..</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the incoming mails and parcel that received.</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
11/08/17	THURSDAY	
	<ul style="list-style-type: none"><li>- continue with my task manual Procedure kerja (MPK) of Admin Section. Prepare the new organization chart for Admin section because some part of line is not aligned</li></ul>	
	<ul style="list-style-type: none"><li>- Read through some procedure in the ISO 2008 file before prepare the flow chart and the work process of the activity in the Admin section-</li></ul>	
	<ul style="list-style-type: none"><li>- key in the contractor tender and the company profile in the microsoft database.</li></ul>	
	<ul style="list-style-type: none"><li>- stamp the incoming mails and parcel receives.</li></ul>	
	<ul style="list-style-type: none"><li>- Help Pn. Salia to ensure the list of record are written correctly and identified their reference number of the file.</li></ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
15/08/17	TUESDAY	
	name	
	<ul style="list-style-type: none"> <li>- update staff's that going for courses since August 2017 until September 2017.</li> </ul>	
	<ul style="list-style-type: none"> <li>- prepare minute sheets for staff that are listed to going for courses.</li> </ul>	
	<ul style="list-style-type: none"> <li>- Get signature from AA and takes the letter at the Road section and send the minute sheets to Building, minor project, Contract and Road section regarding their name are listed to going for courses.</li> </ul>	
	<ul style="list-style-type: none"> <li>- continue with MPK. doing the flow chart of transfer and promotion</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the incoming mails and parcels that OKR receiving.</li> </ul>	
	<ul style="list-style-type: none"> <li>- Help Pn Nelly to key in incoming mails at CAECTUS systems and scan it.</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
16/08/17	WEDNESDAY	18.18.15.
	<ul style="list-style-type: none"> <li>- Start my day with MPK. continue with the flow chart and work process by execution of service and general loans.</li> </ul>	
	<ul style="list-style-type: none"> <li>- prepare the flow chart and photocopy all the form that needed in the activity</li> </ul>	
	<ul style="list-style-type: none"> <li>- collect the data or information regarding the general loans from En. Rosli and Pn. Cynthia since both of them are <sup>have</sup> responsibility to handle that tasks.</li> </ul>	
	<ul style="list-style-type: none"> <li>- send the document to the Divisional Engineer section to Puan Kartiny</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in the data of contractor profile in the microsoft database</li> </ul>	
	<ul style="list-style-type: none"> <li>- do "memorandum rasmi" for the notice of kenaikan pangkat of Gred # 11 (driver)</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in the data and the CMO in the PIS (personal file of the staffs in JKR)</li> </ul>	
	<ul style="list-style-type: none"> <li>- photocopy all the document and put it in master file and personal file as reference and evidence.</li> </ul>	

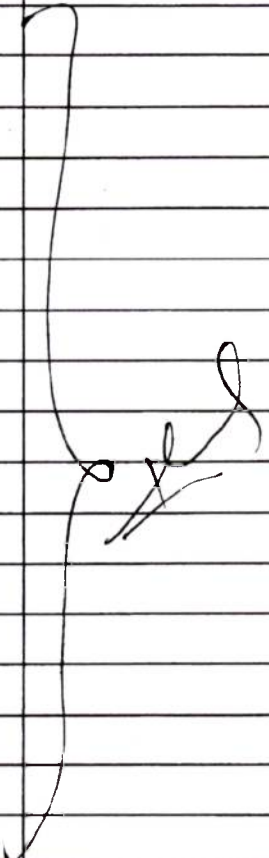
Date	Exact Nature Of Work Done	Supervisors Remarks
17/08/17	THURSDAY	
	<ul style="list-style-type: none"> <li>- Update the fixed #11 of the driver in the PIS</li> </ul>	
	<ul style="list-style-type: none"> <li>- update the date of CMO in the PIS</li> </ul>	
	<ul style="list-style-type: none"> <li>- Get the file list in the storage room and prepare the name list of every document</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in the name list of the document in the excel for the reference to clear up the document in the storage rooms.</li> </ul>	
	<ul style="list-style-type: none"> <li>- clear up the file in the box and divided it into each box and stated the <sup>date of</sup> open file and closed file of every document in the boxes. → from down to top document.</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the incoming mails.</li> </ul>	



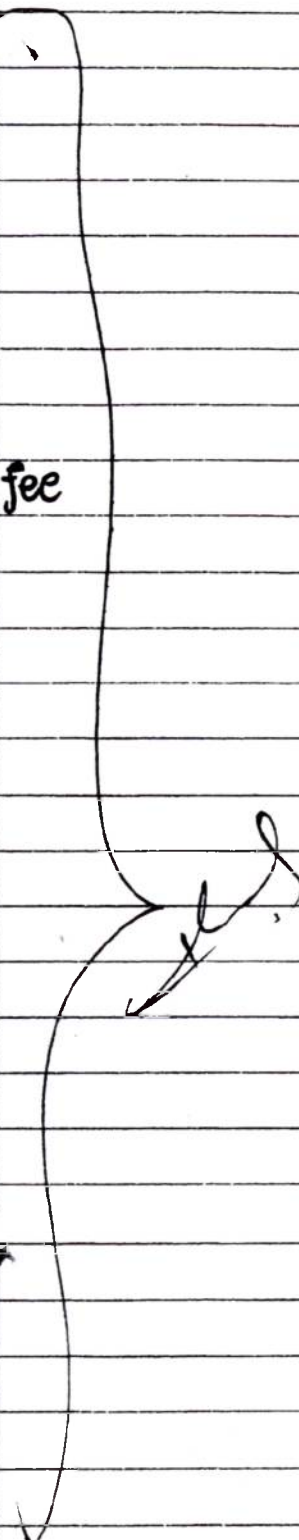


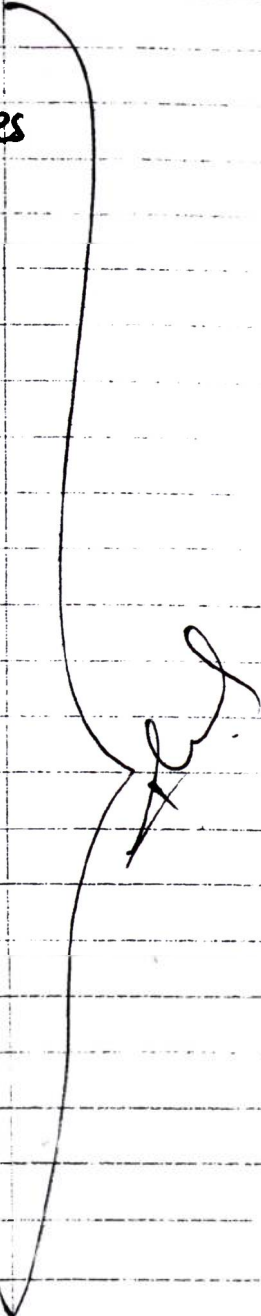
Date	Exact Nature Of Work Done	Supervisors Remarks
21/08/17	MONDAY	
	MINOR PROJECT SECTION	
	<ul style="list-style-type: none"> <li>- continue doing filing at the Minor Project section</li> </ul>	
	<ul style="list-style-type: none"> <li>- photocopy the document and put in the file</li> </ul>	
	ADMINI SECTION	
	<ul style="list-style-type: none"> <li>- continue with manual Procedure Kerja (MPK) for Admin section and get the information regarding the "pension" with Pn Nelly</li> </ul>	
	<ul style="list-style-type: none"> <li>- send the document to the Divisional Engineer Section</li> </ul>	
	<ul style="list-style-type: none"> <li>- faks letters at Road section.</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp incoming mails and parcel receive at the information counter.</li> </ul>	



Date	Exact Nature Of Work Done	Supervisors Remarks
23/08/17	WEDNESDAY	
	<ul style="list-style-type: none"> <li>- Creating Manual Procedure work (MPK) for Administration Section</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ work process</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ Flow chart</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the incoming mails and parcel</li> </ul>	
	<ul style="list-style-type: none"> <li>- sending document to Divisional Engineering Section</li> </ul>	
	<ul style="list-style-type: none"> <li>- Make a minute letter about security pass.</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in contractor profile in the microsoft database from 2015 to 2016</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
'08/17	MONDAY	
	<ul style="list-style-type: none"> <li>- prepare the notice of tender for Puan Patimah.</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in the contractor Bank of Statement and their company profile in the microsoft database.</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in incoming mail. contract section in the microsoft words</li> </ul>	
	<ul style="list-style-type: none"> <li>- off to the Pejabat Resident Kota Samarahan for withdraw of the tender with Siti Nasuha, Misa, Puan Patimah, Cik Aifah and Pn. Hajah Siti Fairus (DE)</li> </ul>	
	<ul style="list-style-type: none"> <li>- List down the contractor name that are joining the withdraw which it recover for RTP ( ) near Samarahan areas.</li> </ul>	
	<ul style="list-style-type: none"> <li>- See the flows of the withdraw by the contractor witness by the top management of Pejabat Resident and others staffs of pejabat Resident and staffs SUR.</li> </ul>	
	<ul style="list-style-type: none"> <li>- prepare the document of the</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
7/08/17	TUESDAY	
	<ul style="list-style-type: none"> <li>- Prepare the document of the successful bidders</li> <li>- key in the contractor Bank statement and their status of CDB, LPKY and their Bumiputera status in the Microsoft database.</li> <li>- Bill issue of the tender → Deposit &amp; fee</li> <li>- photocopy the company file that buy the tender.</li> <li>- prepare the document of tender that the contractor buy</li> <li>- prepare the list of the contractor name that successful during the withdrawal for reference of their project.</li> <li>- serve customer at the counter when they have inquiring information and decided to buy the tender.</li> <li>- open closed file to find the file of tender for Pn. Fatimah.</li> </ul>	

	Exact Nature Of Work Done	Supervisors Remarks
8/17	WEDNESDAY	
	<ul style="list-style-type: none"> <li>- open bill issue for the contractor that buying the tender → Deposit &amp; fees</li> <li>- key in the contractor → company profile in the contractor <sup>registration</sup> and microsoft database</li> <li>- prepare the document <sup>of</sup> tender for the contractor that had been paid of their tender.</li> <li>- prepare the document for the successful bidders. (RTP)</li> <li>- call contractor to update their CDB and submit their bank of statement.</li> <li>- collect the bill of issue from the contractor and prepare the document tender that they required.</li> </ul>	

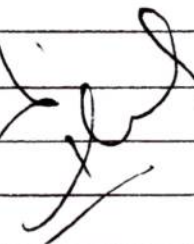
Exact Nature Of Work Done

Supervisors  
Remarks

17

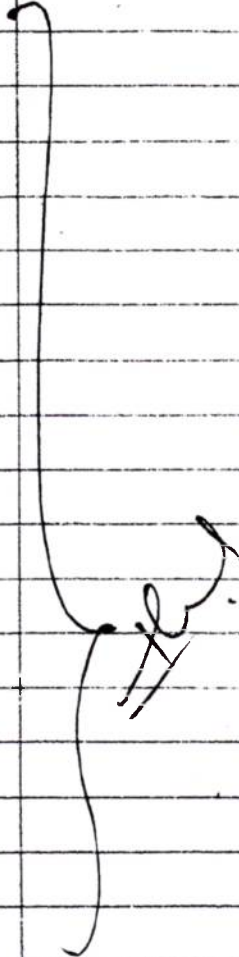
FRIDAY

HOLIDAY

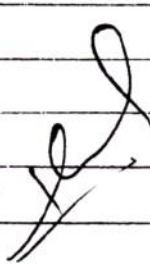
Date	Exact Nature Of Work Done	Supervisors Remarks
10/9/17	TUESDAY	
	<ul style="list-style-type: none"> <li>- key in issue Bill of the contractor for syarikat Destisar sdn. Bhd for their Deposit and Fee to get the document tender.</li> </ul>	
	<ul style="list-style-type: none"> <li>→ send the documents to the Divisional Engineering, Roads and Admin section</li> </ul>	
	<ul style="list-style-type: none"> <li>→ key in contractor Registration :-               <ul style="list-style-type: none"> <li>- Sinav Mutiara Enterprise</li> <li>- AQS Maju Enterprise</li> <li>- KUALISA Agro Enterprise</li> <li>- Syarikat Teras Bumiputera construction and supply</li> <li>- Resordin Resources</li> <li>- Alison Enterprise</li> <li>- Syarikat Sahara Enterprise</li> <li>- New Pelita Jaya Enterprise</li> <li>- Syarikat Maj-Nee</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>- call for TJ Enterprise to send their license of CDB for evidence.</li> </ul>	
	<ul style="list-style-type: none"> <li>- key in the contractor tender after they paying for the fees of deposits and tender document at Resident office of Kota Samarahan.</li> </ul>	



Date	Exact Nature Of Work Done	Supervisors Remarks
09/17	WEDNESDAY	
	- key in bill of issue of the contractor for their deposit and fee to get the document of the tender	
	- key in the contractor bank of statement and their company profile in the microsoft <del>words</del> database.	
	- update the company status of class - CIDB, UPKJ and update their expired date of the certificate	
	- key in the tender document in the microsoft words.	




Date	Exact Nature Of Work Done	Supervisors Remarks
09/17	THURSDAY	
	<ul style="list-style-type: none"> <li>✓ open tender at Resident office of KOTA SAMARAHAN with Pn. Fatimah, Pn Saluah, Audrey, Misa and Nathiew</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ open tender that closing on 6/09/17 (Wednesday) 12.30 p.m</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ open tender for document no; <ul style="list-style-type: none"> <li>→ 334 / 08 / 2017</li> <li>335 / 08 / 2017</li> <li>336 / 08 / 2017</li> <li>337 / 08 / 2017</li> <li>338 / 08 / 2017</li> <li>339 / 08 / 2017</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>✓ Prepare document for Pn. Fatimah for previous tender and photocopy the document and submit to Puan Fatimah.</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ sending the box of document to the Divisional Engineering Section and Building section</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ key in incoming mail in microsoft database and divide in every box of every section.</li> </ul>	

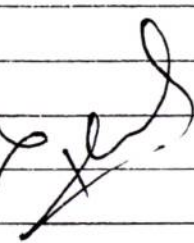
Date	Exact Nature Of Work Done	Supervisors Remarks
09/11	FRIDAY	
	<ul style="list-style-type: none"> <li>✓ Prepare document tender for the successful bidders during - cabut undi -</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ Prepared the company's CDB, UPKS and contractor status of Bumiputera for Puan Fatman for their evaluation and evidence.</li> </ul>	
	<ul style="list-style-type: none"> <li>- It is known as the company profile where they need to submit their profile when they buy the tender from the JKR.</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ photocopy all the document needed for evaluation <ul style="list-style-type: none"> <li>→ CUB</li> <li>→ UPKY</li> <li>→ BUMIPUTERA STATUS</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>✓ key in contractor documents or update the the contractors profile in the microsoft database so that it will easy to detect their data</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ key in the Bank statement of the contractor</li> </ul>	
	<ul style="list-style-type: none"> <li>✓ Farewell party for UNIMAS &amp; UTM students practical.</li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
09/17	MONDAY	
	- ADMIN SECTION -	
	✓ Helping Kalc Nor ( Pn. Nov) to	
	send the new practical students	
	of UTM to their departments	
	4 of them at contract section.	
	✓ Teach them / practical students	
	to :	
	✓ issue Bills	
	✓ successful Bidders	
	✓ for contractors	
	✓ key in the bank statements	
	of the contractor	
	✓ key in the contractor profile	
	of UPKJ, status of Bumi-	
	putera and CDB status	
	in the database for	
	record of the bills.	
	✓	



Date	Exact Nature Of Work Done	Supervisors Remarks
09/17	WEDNESDAY	
	- ADMIN SECTION -	
	<ul style="list-style-type: none"> <li>• prepare minute sheets of</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>✓ kriteria - kriteria pemilihan calon-calon bagi tujuan perakuan</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>kenaikan pangkat dalam perukimatan</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>awan negeri sarawak</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>✓ menerima laporan Tahunan unit</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Audit dalam Kementerian Kerja</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Raya Malaysia 2016.</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>• Doing "Manual Procedure</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>kerja for" Administration</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Section</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>✓ Flowchart and work</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Process of</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>incoming, <sup>outgoing</sup> mails and</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>retirement of the staffs.</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>• Pass up the document to the</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Divisional Engineering Section</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>• Faks the letter to Headquarters</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>of Jabatan Kerja Raya (JKR)</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>at Road Sections</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>• stamps the incoming mails,</li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>parcels at the information</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>counter -</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>✓ Pos Laju</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>✓ incoming mails</li> </ul> </li> </ul>	

Date	Exact Nature Of Work Done	Supervisors Remarks
1/09/17	THURSDAY	
	<p>- MINOR PROJECT SECTION -</p> <ul style="list-style-type: none"> <li>• photostate tender document for contractor and given to the contract section</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>• Divide all the document to incoming mails, outgoing mails, Memorandum, minutes sheets, and claims</li> <li>• Key in the incoming mails, minute sheets, memorandum, and outgoing mails in the microsoft database.</li> <li>• Prepare filing for minor Project section</li> </ul>	
	<p>- CONTRACT SECTION -</p> <p>Find the document of company's profile for each contractor to being recorded for Pn. Fatimah.</p> <p>- Photocopy the document and attach with the list of tender that contractor buy.</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
5/09/17	FRIDAY	
	<ul style="list-style-type: none"> <li>- sending the document to the Divisional Engineer Section</li> </ul>	
	<ul style="list-style-type: none"> <li>- stamp the document / incoming mails and all the parcel received by the staffs in the SACR.</li> </ul>	
	<ul style="list-style-type: none"> <li>- Falls the letter at the Road section</li> </ul>	
	<ul style="list-style-type: none"> <li>- settle up the MPK (Manual Procedure kenja) of Administration section and make another copy for Divisional Engineer section for their saved / store at the up level management.</li> </ul>	
	<ul style="list-style-type: none"> <li>- send the document to the account section - Enock Johnny</li> </ul>	
	<ul style="list-style-type: none"> <li>- clear up the file for the MPK</li> </ul>	
	<ul style="list-style-type: none"> <li>- SAYONARA 😊</li> </ul>	