UNIVERSITI TEKNOLOGI MARA SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT

IN KOTA SETAR DISTRICT OFFICE

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SEPTEMBER 2017

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CHAPTER 1

INTRODUCTION

1.0   Introduction

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

1.1   History of Kota Setar District Office

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

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

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0   Introduction

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

2.1   Front Desk

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

CHAPTER 3

ANALYSIS OF TASKS

3.0   Introduction

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

3.1   File Management System

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