



UNIVERSITI TEKNOLOGI MARA

KAMPUS KOTA SAMARAHAN SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONOURS)

PRACTICAL TRAINING REPORT (ADS 667)

MATU DISTRICT OFFICE

PREPARED BY

DAYANG RAIHANA BINTI ABANG IKHSAN 2013981877

UNDER SUPERVISION OF

MADAM NADRAWINA BINTI HAJI ISNIN

ACKNOWLEDGEMENT

From the depth of my heart, I express my deep sincere gratitude to the Almighty for the Blessings He had given upon me to do this work. Without Him blessing me will not have successfully and strength to do practical for two months starts from 20 July 2015 until 15 September 2015. Special appreciation goes to my supervisor, Madam Nadrawina Binti Haji Isnin for her supervision and support to complete my practical training report.

I am also deeply thankful to District Officer (DO) of Matu District Office, Abdul Samat Bin Mohamad Shariff for his commission and pleased to accept my application to be one of a student practical here. Without his pleasure I will not have opportunity to gain experiences and knowledge for in charged the public sakes, needs and demands of them.

I am in deeply thankful to Puan Zalina Binti Sait as my host supervisor in Matu District Office for her guidance, patience and support during my practical training here even though it just take only for a short periods which is two months.

Moreover, I also have greatest moments and have learned many new things and also gains new knowledge on report writing and apply or practice what have been learned during internship period. A millions thanks to all staffs at Matu District Office and my supervisor Madam Nadrawina Binti Haji Isnin for this wonderful practical training and written a practical report moments.

Dayang Raihana Binti Abang Ikhsan

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi Mara, Kampus Kota Samarahan Sarawak.

TABLE OF CONTENTS

PAGES

CHAPTER 1 : INTRODUCTION OF THE ORGANIZATION

1.1	Introduction	1
1.2	Organization Background	1-2
1.3	Client Charter	2-3
1.4	Vision and Mission	
	1.4.1 Vision	3
	1.4.2 Mission	3
1.5	Organization Functions and Roles	4-5
1.6	Organization Structure	6-8
1.7	Conclusion	9

CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINING

2.1	Introduction	10
2.2	Week 1: 20 th July 2015 until 24 th July 2015	10
2.3	Week 2: 27 th July 2015 until 2 nd August 2015	11-12
2.4	Week 3: 3 rd August 2015 until 7 th August 2015	12
2.5	Week 4: 10 th August 2015 until 14 th August 2015	12-13
2.6	Week 5: 17 th August 2015 until 21 st August 2015	13
2.7	Week 6: 24 th August 2015 until 28 th August 2015	14-15
2.8	Week 7: 1 st September 2015 until 4 th September 2015	15
2.9	Week 8: 7 th September 2015 until 15 th September 2015	15-16
2.10	Conclusion	16

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

This chapter focuses on the introduction of the organization which is about Matu District Office. Sections 1.2 discuss about the background and the establishment of the organization. Meanwhile, Section 1.3 states on the Client Charter and Section 1.4 explains on the Vision and Mission of the organization. Section 1.5 is discussed on the functions and roles carry out by Matu District Office. On the other hand, Section 1.6 explains on the organization structure of Matu District Office. Lastly, Section 1.7 is on the conclusion for the whole contents of this chapter.

1.2 Organization Background



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter would include on the report and summary of the daily training that was extracted from the Log Book (Refer to Appendix).

2.2 Week 1 (20th July 2015 until 24th July 2015)

On the first week of the internship at Matu District Office (PDM), there were some tasks given to me. On the 20th July 2015 (Monday), which is the first day of internship, the first task done was report duty to Puan Noorkasmawati Binti Kassim, the SAO since the supervisor that should be reported, Puan Zalina Binti Sait still on her Hari Raya Aidilfitri leave. After report duty, I have learned about the organization, what kind of services that they delivered and about the job scope in general.

During my first week, Puan Noorkasmawati Binti Kassim posted me at the Admin Section. As an introduction, Puan Noorkasmawati Binti Kassim asked me to do general job on how to answer the phone, how to use office equipment and dealing with the customer. Besides that, I have been asked to fax reporting for duty letter to our Faculty as evidence that the practical student already start their internship on the time that has given. Another task that given is to handle some document about eKasih. It includes giving the service to the customer at the counter service like checking the customer registration in eKasih and give them the registration form of eKasih.