



UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR IN ADMINISTRATIVE SCIENCE (HONS.)

PRACTICAL TRAINING REPORT

SRI AMAN RESIDENT OFFICE

DAYANG SUHAILA BINTI ABANG MOHD PORKAN

2012740961

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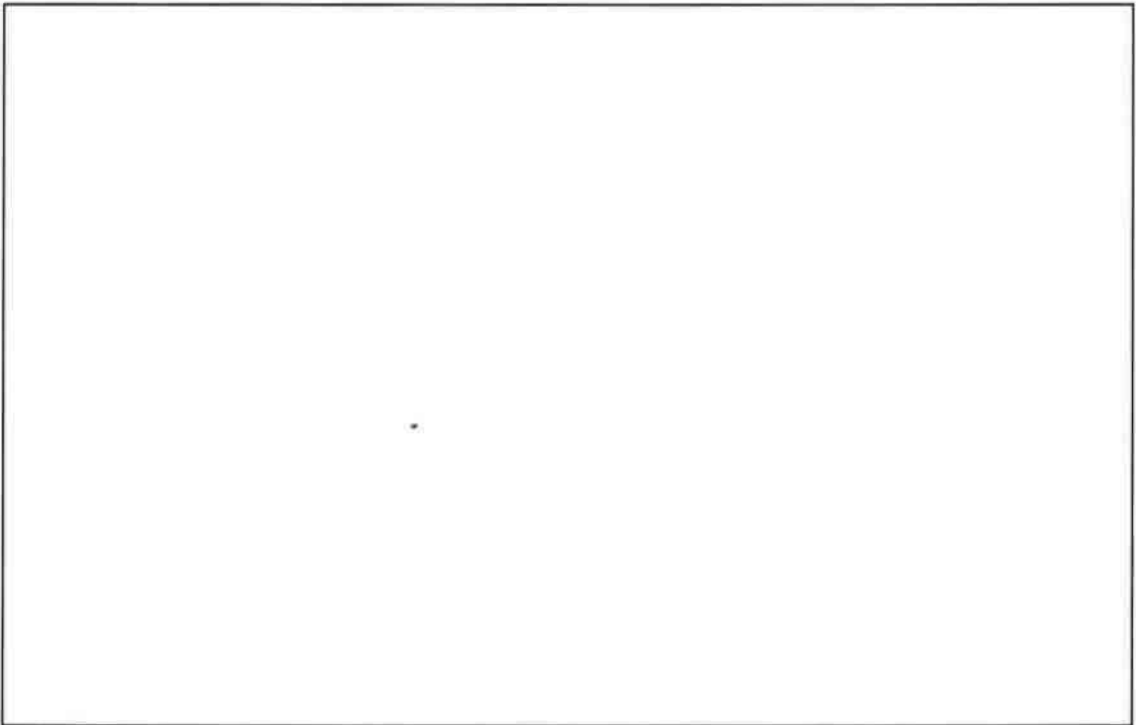
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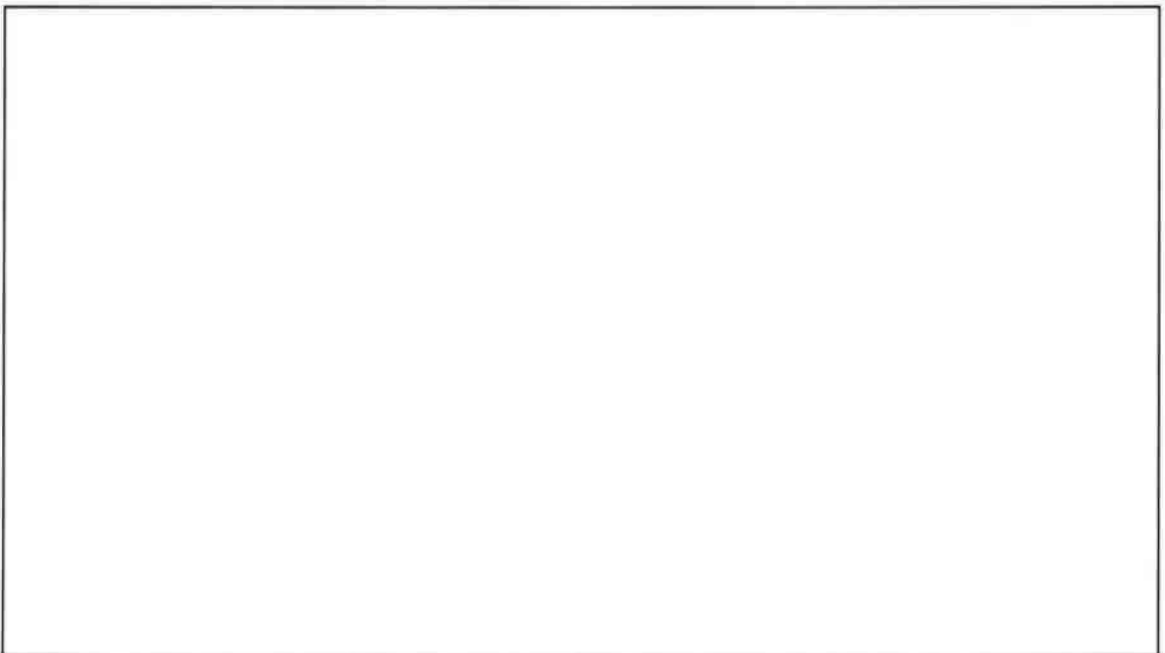
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Supervisor's Comments

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Moderator's Comments

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

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

Sir Lt. Col. Saiful Anwar Md Ali

Date:

ACKNOWLEDGEMENT

First and foremost, I would like to express my gratitude to Allah SWT for giving His blessing and good health to me for allowing me to complete my practical training report paper with successfully and complete it on time. I also would like to thank you to my lecturer for this subject, Sir Fairuz Hidayat Merican and my supervisor, Sir Lt. Col. Saiful Anwar Md Ali, for giving me guidance, ideas, support and encouragement in helping me to complete this practical training report within the time frame. Without their cooperation, support and attention, it is very difficult for me to complete this practical training report on time.

Apart from that, I also want to express my appreciation to all staffs at Sri Aman Residence Office, especially my host supervisor during my practical training, Mr Thomas Geoffrey Kandawang and other employees whose had spent their time with me and giving full cooperation and teaching me on how to complete all the tasks that had been given during the practical training. Their cooperation had helped me to get required information for my report.

Finally, I would like to show my special thanks to my beloved families and close friends who are very kind in helping me and giving moral support to me in order to complete my practical training report. Thank you.

DECLARATION

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

Signed

Name:

CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

This chapter will focus on the background of the organization, vision and mission of the organization, and organization structure as well as service offers by the organization.

1.1 BACKGROUND OF THE ORGANIZATION

Sri Aman Resident Office was officially been established on 1st June 1873 and was locate on Alice Fort. Resident Office which signifying the authority of state government of Sarawak has ratifying the Alice Fort as the headquarters. James Brooke Crookshank was appointed as the first Resident in Simanggang. Afterward, Resident Office vacated the Alice Fort and moved to the area which opposite the Alice Fort. Then, the Resident Office moved to level two and three of State Government Office Complex on 1st March 1971 in which now are being used by District Office Sri Aman. And finally, Resident Office moved to its own building of Resident Office Sri Aman in year 1994 until now. Sri Aman Division, which was formerly known as “Simanggang” or the second division in Sarawak was established on 1st June 1873. The name of “Sri Aman” was taken from the historical event of Sri Aman Declaration which was an agreement of peace and it was signed on 21st October 1973 between the government and communist. The change of named then was officially effective on March 1974. Sri Aman division was originally formed by four districts, which are Sri Aman District, Lubok Antu District, Betong District and Saratok District and also nine small district including Pantu, Lingga, Maludam, Engkelili, Spaoh, Debak, Pusa, Kabong and Roban. After the declaration of Betong Division on 26th March 2002, Sri

Aman division is now only formed with two districts and three small districts which are Sri Aman and Lubok Antu districts, and small district of Engkelili, Lingga and Pantu. The Ibanese is the majority race that living at most of Sri Aman's area and nowadays, most of the areas in Sri Aman is now can be connected through roadway. However, there is still certain of rural area does not have the connectivity system and only can be connected through river.

1.2 VISION AND MISSION

The vision of Sri Aman Resident Office is to be an example for other organizations in delivering the quality service to the people. Whereas the mission of Sri Aman Resident Office is committed to deliver the services of statutory, social and economic development with efficient and effective for the benefit of the local people in Sri Aman Division.

1.3 ORGANIZATION STRUCTURE

In Sri Aman Resident Office, there are three sections which are Development Section, Social Section and Financial and Administrative Section.

1.3.1 DEVELOPMENT SECTION

For Development Section, the vision is to become a popular of agriculture hub and nature tourism hub in south Sarawak in year 2015. The functions and roles of Development section are;

- Committee of development in Sri Aman division
- To evaluate and construct ideas for project application
- Project or programme planning under the development planning of “Rancangan Pembangunan Lima Tahun”
- Committee of Work of Tourism Group in Sri Aman division

- Monitor and report the status of project implementation
- Collect, analyse and key in data and development information
- Identifying any issues and problems in development project
- Updating the profile of division and district

1.3.2 SOCIAL SECTION

For Social Section in Sri Aman Resident Office, the vision is to achieve a balance of multi ethnic people with fair and harmony in year 2020 as part of “Bangsa Malaysia” and a unite Malaysians. Those are the nine objectives that must be targeted;

1. To strengthen the family institution in handling problems regarding family.
2. To enhance the knowledge and skills development, strengthen community and create new strategies to help those in confronting challenges and also to increase self-confidence among themselves.
3. To ensure the housing program could figure out the actual needs of community and to ensure the unity of community in order to live in harmoniously.
4. To restructure the community, celebrate various culture and tradition as well as to nourish the harmonious among religions.
5. To handle crimes and any problem related to social issues in order to ensure the community to live in peacefully.
6. To increase the practice of corporate social responsibility, enhance the economy, harmonious employee and strengthen their commitment.
7. To develop and widen the public space to increase the quality life of citizen;
8. To strengthen the mill of implementation; and

9. To increase the politic awareness, unity and national integration in order to develop the “Bangsa Malaysia” that are competitive in global level.

The functions and roles in Social Section are;

- To plan and implement strategies to achieve the government aspirations in order to increase the quality of community’s life through physical and social development.
- To identify, plan and align as well as monitor the Social Development Program that involving certain agencies to handling the social issues.
- To helps the Ministry of Social Development and Urbanization Sarawak (KPSU) and other agencies to identify any current social issues for review and to evaluate the impacts towards the welfare of community.
- To create and develop the Division Social Database for the purpose of planning the action plan of Division Social Committee as well as to be a reference materials for research by any other agencies.
- To monitor the programs regarding the poverty eradication.
- To coordinate the work of committee for any festivals, functions, religion ceremony, cultural, sports and tourism.
- To helps for planning and giving input for the education sector especially in the rural areas with the cooperation of District Education Office, Youth and Sports Office and KPSU.
- To help in order to strengthen the capacity building as well as leadership from the grassroots among the Ketua Kampung/Ketua Masyarakat, JKKK, NGO and etc.

The scopes of works in Social Section are;

1. To conduct the meeting of Division Social Committee for at least three times per year.
2. To provide and collect the report for the meeting of Division Social Committee and other meetings under the Social Unit. The copies for the report of the meeting of Division Social Committee are to be submitted to the chairman of Social Monitoring Committee (Deputy Secretary of State Government of Sarawak).
3. To collect the data of Division Social Profile as well as updating the database (monthly) following the format that has been agreed.
4. To coordinate the Operation Room/Operation Disaster and made report to State Operation Room.
5. To form the Work Committee at division level.
6. To implement various activities/programmes organized by state government, federation and NGOs.
7. To coordinate the social activities (sports, cultural, youth, and family institution) organized by the enforcement agencies in division level.
8. To identify the suitable social programmes that become an interest by the community and gives any ideas/inputs to the enforcement agencies.
9. To ensure the programmes/activities that has been planned with the cooperation of other government agencies or NGOs to be fulfilled by the target groups and the objectives of programmes are implemented.
10. To evaluate and gives respond for the implementation of programmes and the effectiveness of the social programmes at Division level.
11. To make observation upon the social issues that happened at Division level.

12. To helps in monitoring the activities related to the poverty eradication.
13. To make review for any complaints made.
14. To ensure the customer-friendly service smoothly.
15. To helps in promoting the usage of social infrastructure, 'Dewan Suarah' and sports equipment by the provider.
16. To helps the social infrastructures' supervisors in publicising the information regarding the booking of social infrastructures (Dewan Suarah and Sport Complex) through e-booking and rent fees.
17. To helps the KPSU through the Office of Social Development and Urbanization Sarawak (PPSU) and Sarawak Sports Council (MSN) in emphasizing the sports development at Division level through the network cooperation in organizing any activities.

3.1.3 ADMINISTRATIVE AND FINANCIAL SECTION

In Administration and Financial Section, this section is manageable by an Administrative Officer N.41 with helped by Financial Assistant Administrative Officer N.32 in order to manage the financial affairs for Sri Aman Division Administrative Office.

The responsibilities of Administration and Financial Section are generally for personnel affairs which are to manage the Human Resource in Sri Aman Division Administrative Office such as;

1. Appointment and ratification for;
 - Application for nomination of "Anugerah Kebesaran Pingat dan Bintang Kerajaan Persekutuan/Pingat Perkhidmatan Setia"
 - Application for induction of Class Two Magistrate

- Confirmation of personnel service
2. Staff Services Record Management
 - Official and personal file system
 - To manage and update staff leave's record and recording the "Perkhidmatan Awam Pegawai"
 3. Staff Welfare Management
 - Leave management
 - Staff pension management
 - Application of Government Borrowing Loan for staff
 - Application of living at government quarters (Housing Board A)
 4. Human Resource Management and Integrity
 - Management of vacancy
 - Staffing promotion
 - Acting and Working Insurer (ANCL)
 - Declaration of Employee's Property
 - Inspection and maintenance of Official Resident House, Government Rest House and Sri Aman House
 - Staff Attitude and Discipline
 5. Career Development
 - Internal training for the staff
 - Compulsory training such as: "Kursus Induksi Umum", "Kursus Induksi Khusus", and Compulsory Examination (PANS/Department)

6. Quality System Implementation

- Enforcement of MS ISO 9001:2008
- Enforcement of Quality Environmental Practices (5S)
- Enforcement of Innovative and Creative Group
- Doing for research of customer satisfaction
- Training Need Analysis (TNA)

7. ICT Field

- Staff application for Sarawaknet webmail and Leave Management System (LMS)
- ICT maintenance

8. License and Permit

- Non-Muslim special marriage
- Public Collection License
- Application for transferring short guns
- “Sabung Ayam” license
- Application for appointment of “Ahli-ahli Lembaga Amanah Islam” dan “Ahli Lembaga Amanah Bukan Islam”

Source: www.sriamanro.sarawak.gov.my/ (2014)

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

Chapter 2 provides the report and summarizes the daily training extracted from the log book that has given by the lecturers during the meeting with the students before they go for practical. It provides the job description that has been done by the students throughout the training.

2.1 SCHEDULE OF PRACTICAL TRAINING

The trainee had doing the practical training at Sri Aman Resident Office started from 16th July 2014 until 29th August 2014.

2.1.1 First Week (16th July 2014 – 17th July 2014)

On first week, the trainee reported herself on Wednesday, 16th July 2014 to supervisor, Mr. Thomas Geoffrey Kandawang, Administrative Officer (N41). On the first day, trainee has been given a briefed regarding the organization and the scope of works of all the staff in Sri Aman Resident Office. The trainee also introduced herself to all the staff and met the Resident Officer, Sir Johnathan Lugoh. Besides, trainee has been assigned by Madam Mariam James, Administrative Assistant (N17) to do filing which is to update for the files in the cabinet. On second day of training, 17th July 2014, trainee continued working on filing for the personal files of the staff in this organization. Besides that, trainee also updating the files and sorting the files based on its codes and categories into the cabinets. On that day also trainee has been briefed by

Mr. Thomas Geoffrey Kundawang about the Training Need Analysis and been asked to do for the Training Need Analysis (TNA).

2.1.2 Second Week (21st July 2014 – 24th July 2014)

For the second week, on Monday, 21st July 2014, Mr. Thomas asked to do the competencies recommended for the staff in Support Group I and Support Group II. This is to make the staff easier to acknowledge more about their knowledge, skills and abilities in their job specification. Trainee also learned how to fax letter to other organization and starting this day, trainee have been assigned to fax letter and make a phone call or answer any phone call from any other organization for any purpose. On Wednesday, 23rd July 2014, trainee became a part of representative from Sri Aman Resident Office to join the campaign of “Kempen Keselamatan Jalan Raya – Jom Balik Kampung Sempena Aidilfitri 2014” organized by Jawatankuasa Keselamatan Bahagian Sri Aman. At the campaign, trainee also helped to distribute the goodies to be given for those who are on their way to go back village for Aidilfitri. Besides that, trainee continue to complete the list of competencies before trainee distribute it to the staff in Support Group I and Support Group II as their guidance in completing the Training Need Analysis (TNA). On Thursday, 24th July 2014, trainee started to distribute the form of Training Need Analysis (TNA) as well as the list of competencies to the staff in the organization who are those from Grade N27/N22 and below in every section. The trainee also do the task of fax letters and answer the phone calls.

2.1.3 Third Week (4th August 2014 – 8th August 2014)

For the third week, after the Hari Raya Aidilfitri leaves for one week, on Monday, 4th August 2014, trainee helped the other staff to move the old cabinets to the store room which is

located at gallery room. The trainee also tidy up the gallery room and allocates where the books should be located at. Besides, trainee also did the compilation of the old files into the old cabinets in the gallery room. On Tuesday, 5th August 2014, trainee is making the form for surveillance of external customer satisfaction forms and then trainee put the forms at one place located at customer counter. The trainee also cleaning up the counter, showing up the suggestion box and put at the right place as well as keeping the stationaries at the counter in order to make exist of excellent counter system. On Thursday, 7th August 2014, trainee updating the current files into the new cabinets based on its categories of files. Besides, this was also trainee's first time attended for meeting with the representatives from other agencies and departments. The meeting was for "Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014" where the meeting was discussed on the committee of the function as well as the delegation of tasks between the agencies and departments. And on Friday, 8th August 2014, trainee is doing official memorandum concerning on application on using the Mini Stadium Sri Aman for the purpose of event of "Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014".

2.1.4 Fourth Week (11th August 2014 – 15th August 2014)

For the fourth week, on Monday, 11th August 2014, trainee joined the meeting for the second time which discussed the stall coordination for the event of "Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014". The meeting was also discussed on the additional delegation of tasks among the agencies and departments. Other than that, the trainee also doing an official memorandum regarding the Report of *e-Prestasi* 2013 in Administration of Sri Aman Division. On Tuesday, 12th August 2014, trainee is doing letter for Ketua Polis Sri Aman District to ask for control and safety surround the Mini Stadium Sri Aman for the event of "Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014". Besides, trainee also doing the

invitation letter for the talk of "*Penerangan GST Percuma*" and fax to those who are invited. On Wednesday, 13th August 2014, there was a small event of "*Ramah Tamah Aidilfitri 2014*" for the staff in Sri Aman Resident Office which was organized by Merpati Putih Zone, the office where trainee was trained at. All the staffs including the trainees were being asked to bring their own '*kuih raya*' and biscuits to be served for that small event. The trainee also do the task of fax letters and answer any phone calls. On Thursday, 14th August 2014, trainee has been assigned to reorganize the old and new cabinets and reallocated the old and new files following the sorts that have been set. The trainee also do the arrangement of the equipment and stationeries that are no longer being used and place them at the store room. Besides, there was also an activity of "*Kibar Jalur Gemilang*" for all the staff at Sri Aman Resident Office. On Friday, 15th August 2014, I joined the activity of the arrangement of tables and chairs, and also cleaned up the office as well as doing decoration at Merpati Putih Zone as it was a part of the activity of 5S. I also continued to arrange the old and new cabinets and files, and also fax letters and answer phone calls.

2.1.5 Fifth Week (18th August 2014 – 22nd August 2014)

For the fifth week of practical training, on Monday, 18th August 2014, I am doing an official memorandum for leave-freeze regarding the audit visits of SIRIM MS ISO 9001:2008 at the offices of administration of Sri Aman division. I also do the preparation for the event on that night, which is "*Majlis Penyampaian Hadiah Pertandingan Pintu Gerbang dan Lan Berambek Hari Raya Aidilfitri Peringkat DUN N27 Simanggang dan Parlimen P202 Sri Aman*". And on that night, I attend the "*Majlis Penyampaian Hadiah Pertandingan Pintu Gerbang dan Lan Berambek Hari Raya Aidilfitri Peringkat DUN N27 Simanggang dan Parlimen P202 Sri Aman*" and be as a person to give souvenirs to Resident Officer. The event was going well. On Tuesday, 19th August 2014, I am doing the analysis of external customer satisfaction for year 2013. I also

do the task of fax letters and answer any phone calls. On Wednesday, 20th August 2014, I am doing the analysis of internal customer satisfaction for the year 2013. Other than that, I am also doing the last preparation before the auditing started on 21st August 2014. I also attend the second coordination of meeting of “Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014” and this time around, every representative proposed of budgeting needed for the foods and beverages. On Thursday, 21st August 2014, it was the day auditors came to Sri Aman and doing auditing at Sri Aman Resident Office, Sri Aman District Office, and Lubok Antu District Office. Before the auditing started, I attend the “*Taklimat Ringkas Organisasi dan Sistem Pengurusan Kualiti MS ISO 9001:2008*”. The auditing for Sri Aman Resident Office was started at 3.00 pm after they audited at those both district offices. Besides, I also attend the “*Taklimat Penutupan Audit MS ISO 9001:2008*” at 6.00 pm and ended at 7.00 pm. On Friday, 22nd August 2014, I make a visit to Alice Fort, to ensure the progress of the conserving the fort to be a much better place and be as a mini museum and also identify any problems occurred at the site.

2.1.6 Sixth Week (25th August 2014 – 29th August 2014)

For the sixth week of practical training, on Monday, 25th August 2014, I am doing the minute sheet for listing the tasks of secretariat for each task for “Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014” and then distribute the sheets to every staff in Resident Office Sri Aman. Besides, I am doing the preparations such as decorations for that function. On this day also, my lecturer who is also the supervisor for my practical, Sir Lt Col Saiful Anwar Md Ali, had make a visit at my practical training’s place and I introduce him to my host supervisor, Mr. Thomas Geoffrey Kandawang on my progress at Sri Aman Resident Office. Apart from that, Sir Lt Col Saiful Anwar Md Ali also did check on my Log Book and asked me regarding the practical training. On Tuesday, 26th August 2014, I went to Mini Stadium Sri

Aman to do the last preparations such as cleaned up the Mini Stadium as well as to decorate the internal area of Mini Stadium as well as decorate the stalls. On Tuesday night, “Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014” has started from 7.30 pm and ended at 10.00 pm with smooth and well. The VIP attend was YB Puan Hajah Simoi, on behalf of YB Dato’ Sri Hajah Rohani Abdul Karim, who could not attend to the function. The event was going very well. On Wednesday, 27th August 2014, I went to Mini Stadium Sri Aman to keep all the equipment used for the function and helped to tidy up the Mini Stadium. Besides, I also do a letter regarding “Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78” and fax the letters to all agencies and departments that get involved. On Thursday, 28th August 2014, I joined the activity of mutual assistance which is *gotong-royong* and also healthy exercise organized by Cleanliness and Healthiness Biro of RANDO Club. I joined the “Majlis Perasmian Kembara Merdeka Jalur Gemilang Peringkat Bahagian Sri Aman” and it launched location at Sri Aman Resident Office. Besides that, I also attend the briefing regarding the “Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78”. On Friday, 29th August 2014, was the last day I trained at Sri Aman Resident Office, I am doing the current list of participant that will be joined the “Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78”, and attend for practice in the evening. Before I leave the Sri Aman Resident Office, the staff conduct a small farewell celebration for me as a sign of appreciation for me that chose Sri Aman Resident Office as place for me to practical and I took this opportunity to thank to all the staff for guiding and helping me ever since I trained at Sri Aman Resident Office.

2.1.7 Seventh Week (10th September 2014 – 13th September 2014)

In additional week, I have joined for the “Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78” which I have been asked to join earlier by Encik Zaidi Bin Sarkawi, Administrative Officer (N41). Therefore, on Wednesday and Thursday of 10th and 11th September 2014, I joined the rehearsal for “Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78” at Padang Merdeka, Kuching. On Saturday, 13th September 2014, I attend the “Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78” and it was gone well.

CHAPTER 3

TASK ANALYSIS

3.0 TASK INTRODUCTION

This chapter will focus on the analysis for each of the task done in Sri Aman Resident Office as described below.

3.1 FILING MANAGEMENT

Filing management is very important in Sri Aman Resident because it is to ensure the employees to be able to look for the files with easier and swiftly. Filing management is also one of the 5S criteria in term of arrangement and distinguishes. Besides, quality is a dynamic state associated with products, services, people and environments that meets or exceed customers' expectations. Thus, quality management can be seen as a process of culture transformation through which the existing elements of the culture are modified, replaced or strengthened with better elements. These elements encompass values and attitudes, systems and procedures, operational practices, as well as organization structure. The objective of quality management is to provide consumer satisfaction which is attained by producing outputs that conform to the requirements of the consumer and meeting consumer expectations. Every individual in the organization is collectively responsible for ensuring the success of the quality improvement efforts. The sustenance of any quality improvement effort depends on the total participation of the employees in an organization.¹

¹ Goetsch and Davis 2006, *Quality Management*, Pearson Prentice Hall, p. 20

In Sri Aman Resident Office, the quality management is widely spread among the employees. The tables, chairs, cabinets and equipments are in the tidy and satisfying conditions. The employees are already exposed with the quality of their work management, thus they do their job in the quality ways. In the filing management, the I was taught to do each one of the files carefully, even wrong cutting on the cardboard for the cabinets are taken seriously. Besides, the labelling of the files must be accurate with certain measurement and done with tidily and neatly. The font used for determining the labels are must be the same of its font and the size of the font. This is to ensure the standardization of the filing management in agency to become smooth. Other than that, the labelling for the personal files' cabinets are also need to be standardized. The labels also must in the same sizes as well as the same fonts. Then, when arranging the files in the cabinets, the boxes' labels must be all the same and looks tidy. One of the cabinets labelled is coding such as:

Code	Category
100	Administration
200	Land Development and Infrastructure
300	Financial and Accounting
400	Account/Audit and Payment/Budget
500	Human Resource
600	Business License/Probet/Firearm/Public Duty/Business Regisration/Marriage

In the office, the employees understand about their jobs and thus knows how to improve them. The management must develop the systems and procedures that foster participation and teamwork. Besides, the empowerment must better serves for the customers, create trust, motivation as well as the teamwork must be existed both horizontally and vertically; between the employees and between the employees with employers. To improve the quality management in the office, the employees need to enhance the value through new products and services, reducing waste and costs, which by increasing the productivity and effectiveness as well as improving responsiveness and performances.

In the class learning, there are few of quality philosophies that have been learned in course of Quality Management. One is Quality Trilogy by Joseph M. Juran which consists of three parts: quality planning, quality control and quality improvement. Quality planning is where it identifies the customers from both external and internal, and then determines their needs which then develop the product features that respond to customer needs. For quality control, it involves determining what to control, establishing units of measurement so that data may be objectively evaluated, establishing standards of performance, measuring actual performance, interpreting the difference between actual performance and the standard, and taking action on the difference. For quality improvement, Juran specifies a program for quality improvement which involves proving the need for improvement, with a never-ending process of quality improvement and the need for training of all employees in quality techniques. Thus, quality always needs to be measured. Measurements and indicators provide a scorecard of business performance that can be used at all levels of the organization. The aim of measurement and analysis are to guide an organization toward the achievement of key business results and strategic objectives, and to

anticipate and respond to rapid or unexpected internal or external changes.² The reflection in the filing management is the filing must be done one by one without rush. The labelling also must be done accordingly with the agency protocols. All the labels must be identical. It is clearly to ensure the cleanliness and also the tidiness of the files arrangement.

3.2 AUDITING

Government auditing is defined as an inspection on accounting statement and records for the auditor to conclude about the accuracy of the accounting statement. Besides, the government auditing is very important in order to recognize the effectiveness, efficiency and responsibility of government officer in Sri Aman Resident. Government auditing also important to recognize the financial standing and operations and government's unit. Auditing is very important in Sri Aman Resident Office in order to recognize the adherence of financial transaction to budget and allocation. Auditing in Sri Aman Resident Office is very important in order to verify and validate on the previous expenditure made and also provide suggestion for improvement. Besides, audit is a field of financial operation in Sri Aman Resident Office which is concerned on how financial operation is accurately recorded and expended by following the audit and financial rule.

In Sri Aman Resident Office, the I have been assigned of task to do the analysis of internal customer satisfaction and external customer satisfaction in year 2013 in order of the reference for the SIRIM auditors. I also have been exposed of the external audit of MS ISO 9001:2008. The external auditors that came are Mr. Abdul Kadir and Mr. Zakaria Mohd Nor, whose are the SIRIM Officers. The audits are made at Sri Aman Resident Office, Sri Aman District Office and Lubok Antu District Office. The Administration Officer of Sri Aman

² Hayati, Tony & Nurliyana, *Introduction to Public Quality Management*, Institut Perkembangan Pendidikan (InED), 2011, p. 35

Resident Office, Mr Thomas Geoffrey Kandawang explained the quality initiatives of the administrations of Sri Aman which are; MS ISO 9001:2008 which audited by SIRIM QAS International Sdn Bhd, 5S, and Innovative and Creative Group which audited by MPC. During the meeting, the I also have been exposed to the gantt chart regarding the auditing made on MS ISO 9001:2008 for Sri Aman Resident Office and Sri Aman District Office since year 2008. Besides, I also knows that there are three phases to achieve the qualification of MS ISO 9001:2008 which are first, through certification, secondly through compliance, and thirdly through surveillance. There are changed under the management of quality organization because of:

- Exchange of representative of management: Deputy of Resident (Social), Mr Hamdan Haji Katang, appointed on 1st August 2013.
- Exchange of deputy of management representative: Deputy of Resident (Development) Mr Phillip, appointed on 9th June 2014.
- Exchange of internal auditor: Mr. Crispin, appointed on 16th February 2014.
- Newly transferred personnel: Mdm. Polly Tugun, moved on 15th August 2014.

Therefore, there is a changes in the organization quality management that need to be re-evaluate in order to know the availability for the organization to be qualified for MS ISO 9001:2008.

According to Jones and Bates (1990), professional audit is important in order to ensure that all statutory and contractual instructions have been satisfied before the professional opinions are formed. If the audit has been properly planned and controlled while the work was being done,

the professional opinions become a natural result of the audit process.³ Arens (1987) also indicate that auditing is the process by which a competent, independent person accumulates and evaluates evidence about quantifiable information related to a specific economy entity for the purpose of determining and reporting on the degree of correspondence between quantifiable information and established criteria.⁴

In class learning, few philosophies I have learned regarding the auditing in course of Public Finance which is the internal auditing and external auditing. For internal audit, it is a unit established in government organization and it act as a controlling component for the particular department. The internal auditors report to the management of the agencies as they are the primary users of the internal auditor's work. Whereby for external audit, it is designed to examine the overall system on government's financial matters, as well as examine the financial and accounting transactions and to find and reduce possibility of fraud. The authority of internal audit is from the department's director and responsible in assisting controlling and accounting officer. External auditors are given power to access all records, books, vouchers, documents and properties that are subject to audit.

3.3 STORE MANAGEMENT

Public procurement management system is important as it provides goods and equipment to the Government Sector for Governmental Departments that can be distributed according to current needs. An inefficient procurement system will cause done the government administration to not go smoothly. Therefore, in Sri Aman Resident Office, the need to organize its public

³ P. Jones and J. Bates 1990, *Public Sector Auditing: Practical Techniques for an Integrated Approach*, T.J Press (Padstow) Ltd Padstow Cornwall, p. 19

⁴ Arens, 1987, *Auditing in Australia: An Approach*, Prentice-Hall of Australia Pty Ltd, Sydney p. 1

procurement system is very important in order to ensure the administration runs smoothly. If the management is not done properly according to procedure, it will paralyse the administration and delay task initiation. The Public procurement management systems of Malaysia consist of two aspects: Purchase Management and Store Management.

In Sri Aman Resident Office, store handling is very important because it can guarantee coordination, safekeeping and control of Government goods is well done. Store handling procedure involves store organization management, ordering, discharge, packaging, receiving and controlling towards the store. An effective and efficient Store Management System is needed to guarantee good and perfect coordination, safekeeping, and control of goods. The procedures or rules regarding store management in Sri Aman Resident Office are contained in certain separate documents. Among them are the Treasury Orders and Treasury Correspondence (including letters) which is circulates from time to time. Because there are a variety of documents which sometimes it creates a lot of confusion among the employees, especially for those directly involved and are responsible for store management.

There are three types of storage in Sri Aman Resident Office which first is limited space storage, whereby there is a suitable stock location system which located at the Gallery Room because of insufficient space for storage. Besides, the sectional rack and boxes are also labelling for identification. Secondly is heavy good storage whereby all the heavy goods are placed at the lowest part which is located at the store room at the back of Sri Aman Resident Office. It is to ensure the goods are keep safe and secure. Thirdly is the standard container goods storage such as packages, boxes, cans, cartons and many else which needs to be kept in its original container and arranged with visible tags. The container goods are put at every desk of the employees as well as at all areas in the office.

In class learning, a cost-effective and efficient store management system is very critical to ensure smooth running of organization. Stores function as an element of materials department which has an interface with many user departments in its daily operations. The basic proposed of having store management is to safe custody and stocking of materials, equipment, receipt, issues, and any important documents which to provide the right material at the right time whenever required and also to keep safe of the old documents at the right place in order to keep for future references. Thus, inventory control is vitally important aspect of any stores function. One of the basic functions of stores is to account for every material received in stores by maintaining proper records of all the incoming, stored and outgoing materials so that proper accounting and audit is maintained.⁵ Therefore, store management is very important in every public agencies in order to keep the organization running smoothly and effectively and thus improve the efficiency of performing tasks among the employees.

3.4 TRAINING

Training is very important in Sri Aman Resident Office in order to improve the skills, knowledge and abilities of the employees in Sri Aman Resident Office to do their job more effective and efficient. The needs of assessment is crucial to change behaviour of the employees. Training is important for helping workers to understand the organizational mission, gain familiarity with innovations, add new skills, and prepare for career advancement. A need assessment should be the first step in the training process whereas the need should dictate the

⁵ *Store Management*, <http://www.materialsmanagement.info/stores/store-management.htm>, Retrieved 2 December 2014

nature of the training. However, the training content nowadays is chosen for the wrong reasons such as tradition, imitation, I interests, trainer interest, schedule convenience and so forth.⁶

In what I have learned in the Human Resource Management's class, there are four phases of systems model of training. Phase 1 is the needs of assessment, Phase 2 is designing of training, Phase 3 is implementing the training and finally the Phase 4 is evaluating the training. In relevant with what I have gone through in Sri Aman Resident Office is the Phase 1 whereby the needs of assessment is very important before training can be conducted. The needs assessment is to identify the broad forces that can influence a firm's training needs.⁷ An organization analysis is an examination of the environment, strategies, and resources of the firm so as to determine what training it should emphasize. However, there are issues that tend to revolve around the strategic initiatives. In Sri Aman Resident Office, due to the technological change, globalization, reengineering, and total quality management has all influence the way of work is done which the new types of skills needed to do it. Therefore, it is important for needs assessment to be done for every employees in Sri Aman Resident Office in order to increase their productivity.⁸

After identifying the broad forces that can influence a firm's training needs, next part to do is to the task analysis. This is one of the tasks which I has been assigned. Task analysis involves reviewing the job description and specifications to identify the activities performed in a particular job and the knowledge, skills and abilities (KSAs) needed to perform them. A task analysis often becomes more detailed than the job analysis but the overall purpose is to

⁶ Ellen Doree Rosen 1993, *Improving Public Sector Productivity: Concepts and Practice*, Sage Publication Inc, p. 149

⁷ Snell & Bohlander, 2010, *Principles of Human Resource Management*, South-Western Cengage Learning , p. 308

⁸ Snell & Bohlander, 2010, *Principles of Human Resource Management*, South-Western Cengage Learning , p. 309

determine the exact content of the training program.⁹ I have been asked to list all the tasks or duties included in the job which derived from the book provided by Mr. Thomas Joseph Kandawang. Secondly, the I listed the steps performed by the employee to complete each task. Once the job is understood particularly, the type of performance required, along with the skills and knowledge necessary to do the job is finally can be defined.

In class learning, the I has been acknowledged whereby the effective training depends on knowing what is required for the employees. Thus, effective TNA is particularly vital in today's changing workplace as new technologies and flexible working practices are becoming widespread leading to corresponding changes in the skills and abilities needed. Based on Sri Aman Resident Office, the needed of TNA is to identify the level of the need for training because it could be that a training need is limited to a single individual or activity but it is more likely to be relevant for a number of people, a whole department or across the organization.

⁹ Snell & Bohlander, 2010, *Principles of Human Resource Management*, South-Western Cengage Learning , p. 311

CHAPTER 4

RECOMMENDATION AND CONCLUSION

4.0 INTRODUCTION

This chapter will discuss on the strength and weaknesses of the tasks, the recommended solutions to improve the weaknesses and also the task performance during the practical training session.

4.1 FILING MANAGAMENT

4.1.1 STRENGTHS

- Filing management makes the file easier to find and locate.
- The Paperless Registry Operations and Case Tracking System (PROACTS) for the filing management is easy to used and understandable by the trainee.
- The labelling of the files are easy to be done since the information was provided by the agency.

4.1.2 WEAKNESSES

- It required weeks to open and close the files because there are a lot of files to be done and only one employee that in charged for the filing management.
- Some of the information in the PROACTS system for filing management was not up-to-date. The records of files in the system and the exact files was not the same.

4.1.3 RECOMMENDATION

For the filing management, the first recommendation is to assign more than two employees to in charged for filing management. This is to ensure the files can be updated from times to times and reduce the workloads. Some of the employees also can do multitasking for the filing management which can help for opening and closing the files as well as labelling and arranging the files. This may helps to reduce the time consuming in opening and closing the files.

The second possible solution is the problem of PROACTS system is to check the files' records from time to time by a group of employees, because it cannot be done by one employee only. If many employees handle the PROCTS, the information in the system can be efficiently updated. It is very impossible for only one employee to inspect all the files on their own. Therefore, in short, the problem arise on the filing management is due to numbers of employees in charged. Basically, there must be at least three employees to be in charged on the filing management. It will ensure that the information in PROACTS system is accurate and reliable.

4.2 AUDITING

4.2.1 STRENGTH

- The auditing is formally conducted where the auditor is very disciplined and firm in auditing the documents in Sri Aman Residence Office.

4.2.2 WEAKNESS

- The employees in Sri Aman Residence Office is very procrastinate in preparing the documents.

4.2.3 RECOMMENDATION

For auditing in any organizations, the process of auditing must consume so much time, thus to ensure the process of auditing is going smooth, the organization itself must cooperate with the external auditors. The organization must know the schedules of the auditors so that the organization can prepare in order to serve their service better to the auditors. For example, preparation of the important documents must be prepared earlier so that on the day of auditing, the employees does not have to rush for preparing the documents. Besides, the auditors also can do their job easier without any difficulties or resistances. Therefore, the auditing can be done properly and the time consume can be save.

4.3 STORE MANAGEMENT

4.3.1 STRENGTH

- There is a system of Store Accounting System which its function is to divide the allocated goods and goods yet to be allocated.

4.3.2 WEAKNESS

- Stock Keeping System - no specific room to place the unused equipments and cupboards.

4.3.3 RECOMMENDATION

For the very possible solution, Sri Aman Residence Office should provide a room specifically for inventory room instead of using the gallery room for placing the unused equipments. The gallery room is a reading room which placed the books and documentaries about Sri Aman as well as about Sarawak and become as a convenience for the visitors to read the books and documentaries. Besides, the gallery room is also can become as a place to conduct a meeting if the meeting room has be fulfilled by another programs. By making the gallery room to place the unused equipment, it makes the room becomes crowded and messy because the equipments are placed in unwelcomed manner. The organization really need to build up a room specifically for keeping the unused documents or equipments so that employees may have no difficulties to search for the documents whenever they needed the documents and any relevant equipment.

4.4 TRAINING

4.4.1 STRENGTHS

- The organization use the Training Need Analysis (TNA) to identify those who need training and indicate what kind of training should be provided.
- The organization provide the Content Analysis for TNA which this analysis answers questions about what knowledge or information is used on each individual's job.

4.4.2 WEAKNESS

- Employees did not performed the TNA within the required times.

4.4.3 RECOMMENDATION

The employees need to aware about the important of fulfilling the TNA in order to determine which training that may be needed for the employees to enhance their knowledge, skills and abilities. Answering the TNA does not requires days or weeks or months to complete it thus, the role of the top management is to urge and warn the employees to complete the TNA within the given time and gives sanctions for those who are procrastinate in completing the TNA. Therefore, the responsible employee of conducting the analysis about the TNA can perform their task of identifying which employees that need for training with effectively and efficiently and thus they would not feel distress about their job and can perform better on their task.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

This chapter will focus on the conclusion as well as the summary of all the task performance during the practical training period.

5.1 CONCLUSION

As a conclusion, Chapter 1 in this report is focusing on the organization background such as the vision, mission, goals, and organizational structure. The main point in Chapter 1 is the mission of the Sri Aman Residence Office which is to deliver the services of statutory, social and economic development with efficient and effective for the benefit of the local people in Sri Aman Division. The services done to the customer is very friendly and efficient, thus makes people to feel welcomed and seek for helps from the employees. Each sections in Sri Aman Residence Office plays greater roles to contribute to the Sri Aman Residence Office achievement. Since the office is a public sector agency, their achievement is more towards serving the local people in handlings the matters concerning the services offered to public with effectively and efficiently. Chapter 1 also described about the organizational structure of the agency, where it described the roles and responsibilities of every employees in every sections in the office.

On the other hand, Chapter 2 is focusing on the trainee's schedule of practical training. There are many task has been assigned to me such as writing a letter or memorandum, attending for a meeting, campaign and event, become a part of the event management as well as work at the backline, analyze the internal and external customer satisfaction and many else. I have become a part of the event coordination such as the event of "Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman" where I have been given tasks of decorating the stalls and served foods for the visitors that came. Besides, during the final week of my practical training, I have joined the "Perbarisan Sempena Hari Jadi TYT Yang diPertua Negeri Sarawak Yang Ke 78" which it is the biggest participation from trainee like me towards representing the Sri Aman Division.

Chapter 3 is in contrast of explaining on the analysis of the tasks. The tasks being analyzed are the filing management, auditing, store management and training. The filing management is more related towards the quality which it focus on the 5S element which stated in the Quality Management. It is very important in order to ensure that the files can be retrieved easily when necessary. The quality management in Sri Aman Residence Office is updated from time to time as reflected in the Quality Trilogy by Joseph M. Juran. For the auditing, it is very important in Sri Aman Residence Office because it is to ensure the effectiveness, efficiency, responsibility and transparency of every government officer. The auditing from the other agency, which is by SIRIM QAS International Sdn. Bhd, is to identify whether Sri Aman Residence Office is reliable to entitled for MS ISO 9001:2008. However, Sri Aman Residence Office does not manage to get the certificate because the auditors does not satisfied with what has been found during the audit process. Besides that, store or inventory management is crucial in order to guarantee coordination, safekeeping and control of government goods. Sri Aman Residence need

to improve its store management for example like the unused equipment, tools and cabinet must be stored at one place where it is safe to be kept instead of placing those at the gallery room, which the gallery room is a place where everyone has access to the room daily. Final part is training which it is very important to improve the knowledge, skills and abilities of the employees in Sri Aman Residence Office. The trainee has been assigned to do the Training Need Analysis (TNA) in order to identify which employee is needed to go for training program. As what I have learned in Human Resource Management, the four phases of systems of model of training is very important. The Phase 1 which is the needs of assessment is as reflected in what I have done during the practical training. It is important to do the needs of assessment in order to identify what are the causes of the employees' need for training, which may be caused by technological change, globalization, reengineering or changing on total quality management.

Finally, in Chapter 4 it emphasized on the recommendation and conclusion on the tasks. First of all is to identify the strengths and weaknesses of filing management, auditing, store management and training. Then, provide the suitable and possible solution or recommendation for the stated weaknesses. For filing management, the system that used to obtain the information is not frequently updated. For auditing, the employees in Sri Aman Residence Office are procrastinate in preparing the document which causes for the auditing to be finished late. The employees themselves must be prepared for everything they should do in order to improve the efficiency and effectiveness of their quality of work. In store management, there must be a specific room which is the storage room to allocate the unused equipment, tools and cabinet because it causes problem as it needs to be placed in the gallery room. It may cause difficulties for the employees and visitors as the room is full and crowded. And lastly is the training need analysis, which the analysis is being done in Sri Aman Residence Office but the employees

consume so much time to complete for the analysis. It is crucial for the top management to be firm with the employees and therefore, they must propose for solution to solve the procrastinating in every employees in Sri Aman Residence Office. Finally, Chapter 5 describe all of the task summary which highlighting the main points.

Although I am not a permanent staff in this organization, I feel much appreciated among the staff. I am very glad to have this opportunity to do my practical training at Sri Aman Residence Office. Although it is only six weeks for being attached in the organization, but I have learned a lot of things and gained useful knowledge about the real work environment in public sector. This practical training also can be categorized as one of my working experience that I could apply in my real work life in the future. However, I think that six weeks of practical training is not enough because I do not have ample time to learn and gain more new knowledge and experience. If the practical training period can be extended to three months or longer, I think I could get more experience on the real work life environment in this organization.

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RESIDENCE OFFICER GIVING A SPEECH DURING "RAMAH TAMAH AIDILFITRI 2014" AMONG EMPLOYEES IN SRI AMAN RESIDENCE OFFICE ORGANIZED BY MERPATI PUTRI ZONE

13 AUGUST 2014



ACTIVITY OF "KIBAR JALUR GEMILANG" AMONG EMPLOYEES IN SRI AMAN RESIDENCE OFFICE

14 AUGUST 2014



MAJLIS PENYAMPAIAN HADIAH PERTANDINGAN PINTU GERBANG & LAN BERAMBEH HARI RAYA AIDILFITRI PERINGKAT DUN N27 SIMANGGANG DAN PARLIMEN P202 SRI AMAN

18 AUGUST 2014



SECOND COORDINATION OF MEETING FOR "RAMAH TAMAH AIDILFITRI 2014 PERINGKAT RAHAGIAN SRI AMAN"

20 AUGUST 2014



DURING "TAKLIMAT RINGKAS ORGANISASI DAN SISTEM PENGURUSAN KUALITI MS ISO 9001:2008"

21 AUGUST 2014



WITH ONE OF THE AUDITORS FROM SIRIM QAS MS ISO 9001:2008 INTERNATIONAL SDN. BHD. MR. ABDUL KADIR

21 AUGUST 2014



VISIT TO ALICE FORT (UNDER MAINTENANCE)
22 AUGUST 2014



VISIT TO ALICE FORT (UNDER MAINTENANCE)
22 AUGUST 2014



SRI AMAN RESIDENCE OFFICE (VIEWED FROM ALICE FORT)
22 AUGUST 2014



DOING PREPARATION FOR "RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN
SRI AMAN 2014"
26 AUGUST 2014



DOING PREPARATION FOR "RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN
SRI AMAN 2014"
26 AUGUST 2014



NIGHT OF "RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014"
26 AUGUST 2014



NIGHT OF "RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014"
26 AUGUST 2014



NIGHT OF "RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014"
26 AUGUST 2014



GOTONG-ROYONG ORGANIZED BY CLEANLINESS AND HEALTHINESS BIRO OF
RANDU CLUB
28 AUGUST 2014



GOTONG-ROYONG ORGANIZED BY CLEANLINESS AND HEALTHINESS BIRO OF
RANDU CLUB
28 AUGUST 2014

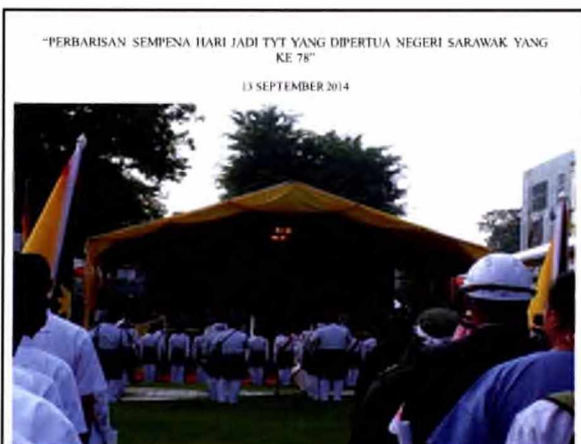


"MAJLIS PERASMIAN KEMBARA MERDEKA JALUR GIEMLANG
PERINGKAT BAHAGIAN SRI AMAN"
28 AUGUST 2014



"MAJLIS PERASMIAN KEMBARA MERDEKA JALUR GIEMLANG
PERINGKAT BAHAGIAN SRI AMAN"
28 AUGUST 2014





COMPETENCY DIARY

COMPETENCY TYPE	COMPETENCY TITLE	COMPETENCY DESCRIPTION	POSITION
Senior Management	Learning through vision (Kemahiran) K	Ability to envision the long term sustainable success for the organization by driving strategies that balance long-term objectives with short term requirements.	
Behavioral	Customer Focus (Kemahiran) S	Willingness and ability to give priority to customers, delivering high quality services which meet their needs, <u>ability</u> to held and serve customers (internal and external).	
Senior Management	Driving Change & Performance P	Ability to initiate and support organizational transformation to pursue the commitment towards performance excellence that reflects the changing socio economic environment. Knowledge and skills associated are change management, flexibility and adaptability, and drive for results.	
Senior Management	Leveraging Talent P	Ability to develop strategies that will empower people to realize their highest potential in order to meet current and future organizational needs. Knowledge and skills associated are communication and coaching and mentoring	
Senior Management	Intercultural Competency/ Cultural Sensitivity P	Ability to demonstrate respect for, interest in and understanding of a range of attitudes, beliefs and traditions and how these affect and contribute to the work of the department. Ability to contribute to the cultural dialogue needed to develop mutually beneficial relationships, engage creatively and effectively with customers, colleagues and stakeholders.	
Senior Management	Leadership P	Ability to foster the development of a common vision; to influence and guides individuals and groups to achieve goals consistent with vision. Knowledge and skills are put self on the line to deal with important problems and stands firm when necessary.	
Behavioral	Analytical Thinking S	Ability to address problems or opportunities or manage the	

			situation at hand by drawing on own knowledge and experience base and calling on other references and resources as necessary.	
Behavioral	Initiative	S	Ability to does more than is required in the job and no one has requested that will improve products and services, avoid problems or develop entrepreneurial opportunities.	
Behavioral	Creativity and Innovation	S	Refers to idea generation, idea selection and idea development to improve performance. Creates a work environment that encourages creative thinking and innovation, designs and implements new or cutting-edge program or processes.	
Behavioral	Adaptability	S	Ability to adapt to and work effectively within a variety of diverse situations and work effectively with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.	
Behavioral	Team Leadership/ Team Building	S HE	To mobilize the energies of others and encourages team to work toward a shared purpose in the best interest of the client with clearly communicate the parameters of delegated responsibilities includes empowering the team to contribute at high levels and holding the team accountable.	
Behavioral	Interpersonal Understanding	S	Ability to understand other people, and accurately hear and understand the unspoken or partly expressed thoughts, feeling and concern of others. It measures increasing complexity and depth understanding of others and may include cross-cultural sensitivity.	
Behavioral	Coaching and Developing Others	S HE	To foster the long-term learning or development of others, include direct reports, peers, team members or other staff. Coaching helps others realize their potential by drawing on their own knowledge, ideas, and solutions, while minimizing efforts to tell them specifically what they should do.	
Behavioral	Relationship Building	HE S	To build and maintain effective and beneficial relationships, partnerships or networks of contracts with individuals or organizations. It involves persuading, convincing, and gaining supports in order to achieve positive outcomes for the client.	

Behavioral	Problem Solving and Decision Making S	Ability to analyze problems systematically by organizing information and identify the key factors, underlying causes and generate effective solutions.	
Behavioral	Communication S	Ability to organize and present information, views and concepts in a concise, understandable and interesting format for a variety of audiences. To achieve objectives/expected results through mutually beneficial solutions or influencing events, issues, and persons involved.	
Behavioral	Attention to Details S	Working in a conscientious, consistent and thorough manner.	
Behavioral	Strategic Thinking S	Ability to collaboratively formulate and implement strategies to solve problems, create business opportunities and maximize gains. Knowledge and skills are by adapts existing approaches and acts and looks ahead, and anticipates the future and develops new products and services.	
Functional-Corporate Affairs	Event Management P	Planning, preparing, and producing events encompassing the assessment, direction, controlled and planning of finances, people, products and services to achieve event objectives. Must include strategizing designing and conceptualizing the events be knowledgeable and skilled.	
Functional-Corporate Affairs	Public Relations P	To maintain the public image and the reputation through effective public messages for the functions of communication which include identifying and applying best practices of communication method, strategizing Public Relations efforts for effective communication with the public.	
Functional-Corporate Affairs	Media Relations P	To provide a range of media relations services and managing relationships with media to promote and protect the image and reputation, and support organizational goals and priorities. Include developing positive relationship with media stakeholders, identifying and developing opportunities for productive outreach to the news media, identifying incidents, issues and situations that may lead to adverse media exposure.	
Functional-Corporate Affairs	Complaint Handling P	Managing customer complaints professionally by identifying problems creatively, logically and rationally to resolve complaints. Troubleshoot customer complaints, initiate appropriate follow	

		through action, handle conflict/tense situations and mitigate situations to restore customer confidence.	
Functional-Corporate Affairs	Protocol P K	To adhere appropriate etiquette and protocol during official business functions. Identification of business occasion and prepare oneself as per the occasion.	
Functional-Finance & Accounts	Budgeting P K	Ability to plan, execute and manage financial and budgeting processes to support the business units to achieve their objectives with efficient use of resources.	
Functional-Finance & Accounts	Financial Management Reporting P	Ability to prepare financial reports for submission to management for decision making.	
Functional-Finance & Accounts	Cash Management P	Ability to continuously manage cash flows, funding and treasury risk in order to reports to the management with appropriate recommendations that are aligned with policies and procedures.	
Functional-Finance & Accounts	Invoice and Payment Processing P	Focus on knowledge and understanding various processes with invoicing and payment and Accounts Payable (AP) and ensure AP Invoice and Payment processing services are delivered within the agreed service levels and targets in compliance with policies and procedures.	
Functional-Finance & Accounts	Billing and Collecting Processing P	Ability to provide Accounts Receivable (AR) transaction processing services to Business Divisions in accordance and in compliance with the policies and procedures.	
Functional-Finance & Accounts	Reconciliation P	Understand the processes associated with reconciling financial accounts to both internal and external accounting data sources and undertaking such reconciliations.	
Functional-Human Resource (HRM)	Recruitment P	To attract, recruit and place the right talent to fit into the right job in the organization through utilization of recruitment, selection and assessment tools and methodologies.	
Functional-Human Resource (HRM)	Human Resource Planning & Budgeting P	Forecast the human resource requirements for the short term and long term needs. Scope include reviewing current manpower, forecast future equipments, ensure manpower and skills meet the demand, budgeting for all HR costs involve recruitment, transfer, promotion and succession planning and career development path.	
Functional-Human Resource (HRM)	Performance Management P	Planning and managing Performance Management System (PMS) and Competency Framework to plan, track & coach, and evaluate	

			individual staff performance.	
Functional-Human Resource (HRM)	Training and Development P		Strategizing, planning and managing Training and Development programs and related activities for the competency development of the human resource to meet current needs of the organization.	
Functional-Human Resource (HRM)	Talent Management P		Identify and develop talents including high potential staff and potential successors to meet current and future needs organization through application of human resources strategies for identifying talent and potential organizational leaders, utilizing appropriate assessment tools to identify talents, succession planning and develop suitable development programs.	
Functional-Human Resource (HRM)	HRMIS (Human Resource Management Information System) P		Operating and maintaining (HRMIS) for data administration and maintenance, and reporting functions. Scope includes review, check, and update personnel data accurately in the system and generate standard or ad-hoc reports.	
Functional-Human Resource (HRM)	Competency Management P		Identification of employee competency profile and coordinate intervention to improve competency level includes establishing current competency profile through competency assessment.	
Functional-Human Resource (HRM)	HR Policy and Compliance P		Develop and review HR processes and policies to ensure its relevance and alignment with organizational needs by having a broad understanding of wide variety of HR systems requirement. Activities include planning, developing HR strategies, policies and procedures that are in tandem with organizational direction and communicate the policies to all level staff in various method and channel.	
Functional-Human Resource (HRM)	Human Resource Management P		Understands HR administration, including acts, regulations, policies and best practices related to some or all of the following: HRP, staffing, organizational design, classification, training and development, equity/diversity, official languages, performance evaluation, rewards/recognition and labor relations.	
Functional Procurement	Inventory Management P		Planning and managing inventory in accordance with established policies and procedures. Activities include identification of inventory procedures and systems, location of store, moving materials systematically, updating inventory records and maintaining minimum stock level.	

Functional-Project Management	Project Management P	Coordinate and administer programs/projects, activities and protocols with ability to manage resources, monitor-activities, and assess environmental safety, risks and quality control associated with the program.	
Functional-Human Resource (HRM)	Project Scope Management P	Ability to plan, define, verify and control the project scope, create, analyze and update work breakdown structure with corrective action in the project plan by managing stakeholders relations.	
Functional-Human Resource (HRM)	Project Time Management P	Ability to estimate resources and scheduling to meet the project plan include creating work breakdown structure, resource allocation, scheduling methods and techniques, milestone progress monitor and anticipating changes un requirement within calculated risk transfer.	
Functional-Public Security	Disaster/Crisis Management P	Ability to coordinate management, operational and communication response to any crisis that goes "Public" within organizational risks policies.	
Functional-Sectoral Planning	Social Planning P	Awareness and knowledge on the process of investigating and responding to the needs and aspirations of the people who live or work in a community.	
Functional-TQM	TQM Planning P	Ability to gather and analyze information from various resources within the organization on management processes, businesses and operational performances that will facilitate in the development of TQM plan/strategies. Activities include application of knowledge and skills in Stakeholder Mapping, Business Process Integration and Quality Management System.	
Functional-TQM	Regulations and Standard Compliance P	Understanding, interpretation, compliance of regulatory and standards (R&S) requirements relevant to the business. Activity also includes interpretation and validation of requirements.	
Functional-TQM	TQM Process Improvement Initiatives P	The competency is about the knowledge, skills and ability to implement TQM plans effectively and efficiently to achieve business goals includes ability to utilize tools such as TQM, Lean and Six Sigma.	
Functional-TQM	TQM Performance Assessment P	Ability to conduct review and assessment of TQM performance including performing verification of TQM processes or performance against intended goals, analysis of TQM data TQM	

		assessment and evaluation and TQM verification.	
Functional-TQM	TQM Benchmarking P	Ability to perform TQM comparative benchmarking against best practices, conduct operational reviews and document process variations.	
Functional-Generic Functions	Financial Acumen P	Ability to understand the organization's financial processes, prepares, justifies and administers the program accounts, budget, cash flow, institute risk management, administers procurement and contracting to achieve desired results, monitors expenditures and uses cost-benefit thinking to set priorities in achieving the strategic organizational objectives.	
Functional-Generic Functions	Project Management P	Ability to coordinate and administer programs/projects, activities and protocols. It includes manage resources, monitor activities and assess environmental safety, risks and quality control associated with the program.	
Functional-Generic Functions	Organizational Knowledge P	Understanding on organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them. It includes programs, policies, procedures, rules and regulations of the organization and interfaces with other stakeholders to operate effectively.	
Functional-Generic Functions	Stakeholder Management P	Ability to support an organization in achieving its strategic objectives by interpreting and influencing both the external and internal environments and by creating positive relationships with stakeholders through appropriate management of their expectations and agreed objectives.	
Functional-Generic Functions	Technical Knowledge P	Understanding the application of relevant technical knowledge to determine quantity of materials and specifications for cost effectiveness of contracts/projects awarded. Activities includes identifying, interpreting and analyzing the technical plans, drawing and documents, determining quantity of materials, and preparation of related documents.	
Functional-Generic Functions	Documents/Record Management P	Ability to manage accurate and reliable records to support business. It describes the tasks and sub-tasks that must be mastered to plan, design, implement and maintain records management and services. Activities range from capturing records,	

		organizing and describing records, providing access to records, storing and protecting records, disposing of records to provide electronic records/document management services.	
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Knowledge

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Skills

Behavior

SENTRI

KOMPETENSI UNTUK GREB N27/W22 DAN KE BAWAH

- PANDUAN MENGIKUTI BAHAGIAN C : komputer yang diperlukan

PENGETAHUAN Di Perak um	CADANGAN JAWATAN (Sila Rujuk Kod & Rujukan)	KEMAHIRAN	SIKAP
- Undang-undang keselamatan jalan raya dan kod jalan raya - Landskaping - Pengurusan kepuasan pelanggan - Pekeliling berkaitan tugas - Kaedah rekod dan dokumentasi - Mengendalikan aset pejabat - Menyediakan mel jabatan - Menyelenggara bilik penginapan - Menyelenggara bilik pejabat - Merekod bil/invois W.22 - Undang-undang kawasan larangan dan tempat larangan - Pengurusan alat ukur pejabat (mesin penimbang dan digital stamp) - Prosedur pengendalian pengangkutan air - Prosedur dan protokol menyabut VIP - Seni kulinari (gubahan jamuan makanan dan minuman) - Mengendalikan tempahan rumah rehat	Pem. N. L. TK Pem. Tadbir (P/C) (Semua) P. Tadbir " Al. J. J. J. Pem. P. P. Pemb. P. P. Pem. T. K. K. J. J. J. A. J. P. P. DEMS Pem. P. P. PKB Pemb. P. P. Pem. P. P.	- E-government application - Mengendalikan komputer dan perisian - Menjaga keselamatan fizikal pejabat - Seni gubahan dan lanskap taman - Mengendalikan keselamatan kawasan dan rondaan keselamatan - Seni tanaman hiasan dan keceriaan pejabat - Kawalan vektor dan serangga perosak - Etika mengurus pelanggan - Bidang IT pem. P. P. T - Mengendalikan panggilan telefon steno / - Mengenalpasti klasifikasi keselamatan dokumen pejabat steno / - Mengendalikan perkakasan pertukangan PPT / P. T. - Menyelenggara inventori pertukangan TK - Menyelenggara inventori pejabat/rumah rehat penj. P. P. - Pengendalian racun berbahaya PR - Navigasi bot TK - Etika menghantar saman DEMS	- Etika pemanduan - Berdisiplin - Peka terhadap perubahan dasar pejabat - Komitmen terhadap tugas - Beramanah - Ketelitian dalam menjalankan tugas - Berintegriti - Mesra pelanggan - Menjaga kebersihan persekitaran dalam dan luar pejabat - Menepati masa - Peka terhadap alam sekitar

- bidang kesihatan

steno

semua

KOMPETENSI UNTUK GRED N27/W22 DAN KE BAWAH

• Peraturan-peraturan berkaitan urusan mahkamah • Pembangunan sumber manusia (latihan/kursus/bengkel) • Pengurusan sumber manusia (pencen/cuti/kenaikan pangkat) • Perintah am • Undang-undang berkaitan permit dan perlesenan • Prosedur pengurusan kewangan secara elektronik • Perakaunan • Pekeliling pengurusan kewangan • Pengurusan perhubungan dan merekod setiap panggilan telefon	Per. smm Per. Tadbir / PPT P. T PPT / P. T / Semua Per. T Per. T Kwn (w) Telephonist / Steno				
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Per. Tadbir (P/O) → pengurusan operasi

PT - per-pemb. tadbir
 DMS - dteby arjin motor serikat
 PKB - pemandu kenderaan bermotor

(Latihan / ...)

• Penyusunan
• Pengurusan Surat
• Permintaan / Permohonan
• Urus kementerian dgn termitt dan Penerimaan
• prosedur pengurusan kewangan secara elektronik.

KOMPETENSI UNTUK GRED N27/W22 DAN KE BAWAH

PENGETAHUAN • Pengetahuan • Kecekapan pengurusan kewangan • Arahan Penubuhan	KEMAHIRAN	SIKAP
• Undang-undang keselamatan jalan raya dan kod jalan raya • Landskaping • Pengurusan kepuasan pelanggan • Pekeliling berkaitan tugas • Kaedah rekod dan dokumentasi • Mengendalikan aset pejabat • Menyediakan mel jabatan • Menyelenggara bilik penginapan • Menyelenggara bilik pejabat • Merekod bil/invois • Undang-undang kawasan larangan dan tempat larangan • Pengurusan alat ukur pejabat (mesin penimbang dan digital stamp) • Prosedur pengendalian pengangkutan air • Prosedur dan protokol menyabut VIP • Seni Kulinari (gubahan makanan/minuman) • Pengendalian • Phone call records and • Contact Management	• E-government application • Mengendalikan komputer dan perisian • Menjaga keselamatan fizikal pejabat • Seni gubahan dan lanskap taman • Mengendalikan keselamatan kawasan dan rondaan keselamatan • Seni tanaman hiasan dan keceriaan pejabat • Kawalan vektor dan serangga perosak • Etika mengurus pelanggan • Bidang IT • Mengendalikan panggilan telefon (telephone skill) • Mengenalpasti klasifikasi keselamatan dokumen pejabat • Mengendalikan perkakasan pertukangan • Menyelenggara inventori pejabat / Rujukan Rehat • Pengendalian racun berbahaya • Navigasi bot	• Etika pemanduan • Berdisiplin • Peka terhadap perubahan dasar pejabat • Komitmen terhadap tugas • Beramanah • Ketelitian dalam menjalankan tugas • Berintegriti • Mesra pelanggan • Menjaga kebersihan persekitaran dalam dan luar pejabat • Menepati masa • Peka terhadap alam sekitar • Etika menggunakan saman

Q/kon

memberi setiap fungsi dan memastikan pengurusan perhubungan

• Mengendalikan penyediaan Rumah Rehat.
 • "Peraturan" Peraturan Urusan Mahkamah.
 • Mengendalikan penyediaan Rumah Rehat.
 • Etika menghidu samun.

KOMPETENSI UNTUK GRED N27/W22 DAN KE BAWAH

PENGETAHUAN	KEMAHIRAN	SIKAP
- Undang-undang keselamatan jalan raya dan kod jalan raya ✓ - Landskaping ✓ - Pengurusan pelanggan ✓ - Pekeliling berkaitan tugas ✓ - Rekod dan dokumentasi ✓ - Mengendalikan aset pejabat ✓ - Menyediakan mel jabatan ✓ - Menyelenggara bilik penginapan ✓ - Menyelenggara bilik pejabat ✓ - Merekod bil/invois ✓ - Kawasan-kawasan larangan dan Undang-Undang Tempatan Larangan ✓ - Pengurusan alat ukur pejabat (Merio Perimbang dan digital stamp) ✓ - Prosedur mengendalikakan Pergaulan Air ✓ - Prosedur dan protokol mengangkut VIP ✓	- E-government Application ✓ - Mengendalikan komputer dan perisian ✓ - Menjaga keselamatan fizikal pejabat ✓ - Seni gubahan dan Landskap ✓ - Mengendalikan kawasan keselamatan dan rondaan ✓ - Mengendalikan tanaman hiasan dan keceriaan pejabat ✓ - Memelihara kawasan daripada serangan haiwan dan serangga perosak • kawalan vektor dan serangga perosak ✓ - Etika mengurus pelanggan ✓ - Bidang IT ✓ - Mengendalikan panggilan telefon ✓ - Mengenalpasti klasifikasi keselamatan dokumen pejabat ✓ - Mengendalikan perkakasan pertukangan ✓ - Menyelenggara inventori pejabat ✓ - Pengendalian Racun Berbahaya ✓ - Angkatan bot ✓ - Navigasi bot ✓	- Etika pemanduan ✓ - Berdisiplin ✓ - Peka terhadap perubahan dasar pejabat ✓ - Komitmen terhadap tugas ✓ - Beramanah ✓ - Ketelitian dalam menjalankan tugas ✓ - Berintegriti ✓ - Mesra pelanggan ✓ - Bersopan-santun terhadap pelanggan ✓ - Menjaga kebersihan persekitaran dalam dan luar pejabat ✓ - Menepati masa ✓ - Peka terhadap alam sekitar ✓

Tawaran

Sawatan dan P.O. Sri Aman.

- 1/ Pen. Pen. Tadbir (Sosial) N. 27
- 2/ Pen. Peg. Tadbir N. 27
- 3/ Pembantu Tadbir (Kewangan) W. 22
- 4/ Pembantu Tadbir N. 17
- 5/ Pembantu Tadbir N. 22
- 6/ Pembantu Tadbir N. 17
- 7/ Pembantu Tadbir W. 17
- 8/ " " N. 17
- 9/ " " N. 17
- 10/ " " "
- 11/ Pembantu Am Rendah N. 4
- 12/ " " " N. 1
- 13/ " " " N. 1
- 14/ " " " "
- 15/ Pemandu K. 6
- 16/ Pemandu K. 3
- 17/ " "
- 18/ Pemandu K. 6
- 19/ Pekerja Rendah Awam R. 1
- 20/ " " " "
- 21/ Jaga K. 1
- 22/ Pengawal Keselamatan K. 4
- 23/ G.G. - 4 org.

PPT

PTK

PT

PP

PKB

TK

AP

PS

ONGA

SIEMU

PKR

DEMS

MAKLUMAT BAGI SEMUA PEGAWAI BERTARAF TETAP DI KEMENTERIAN/JABATAN/AGENSI

NAMA KEMENTERIAN/JABATAN/AGENSI : PENTADBIRAN BAHAGIAN SRI AMAN

Bil.	Nama	Gred Hakiki
1	Johnathan ak. Lugoh	N52
2	Hamdan bin Katang	N48
3	Philip Peter Salam	N48
4	Thomas ak. Geoffrey Kandawang	N41
✓ 5	Latifah Binti Moksen <i>PPT</i>	N31
✓ 6	Abg. Zamahari Bin Abg. Ahmad <i>PTK</i>	W22
✓ 7	Nurul Alim Bin Mohd. Wasli <i>PT(P/c)</i>	N17
✓ 8	Dyg. Lolita Binti Abg. Saidi <i>PT(P/c)</i>	N17
✓ 9	Haslina Binti Kassim <i>PT(P/c)</i>	N17
✓ 10	Ting Ling Ling <i>PTK</i>	W17
✓ 11	Niew ak. Kasa <i>PT(P/c)</i>	N17
✓ 12	Dyg. Azizah Binti Abg. Taha <i>(PT)</i>	N17
✓ 13	Matzrol Bin Rapaie <i>AP</i>	N4
✓ 14	Awg. Mohd. Serkawi Bin Awg. Jalal <i>AP</i>	N1
✓ 15	Abg. Ajibi Bin Abg. Morshidi <i>belum PRK</i>	N1
✓ 16	Abg. Yusuf Buasan Bin Abg. Naruddin <i>PP PKB</i>	R6
✓ 17	Rozlan Bin Bolhassan <i>PKB</i>	R3
✓ 18	Gregory Bran ak. Lawrence Abeng <i>PKB</i>	R3
✓ 19	Muhammad Bin Sami <i>PKB</i>	R3
20	Rozana bt. Abdullah @ Rundai ak. Ukon <i>belum Ph Pj</i>	R1
21	Ahmad Bin Obel <i>belum TRP TK</i>	R4
✓ 22	Mohamad Jinal Bin Mejidi <i>belum Jergin</i>	R1
✓ 23	Mohd. Iwan Bin Abdullah	N41

✓ - Margaret

✓ - Sylvia Anne

22

- 24 ~~Mehd-Elffizan Bin Paukan~~ Edwin Mat ✓ Penw. by Trish
- ✓ 25 Madeline Subang ak. Nyipa PT (P/o)
- ✓ 26 Mariam James P.ulus Selu
- 27 Shapiee Bin Aini belum P. Purnak R. bel

N27
N17
J11
N4

SENARAI KOMPETENSI UNTUK KUMPULAN SOKONGAN I & II
PANDUAN MENGISI BAHAGIAN C: KOMPETENSI YANG DIPERLUKAN

PENGETAHUAN DIPERLUKAN UNTUK MENJALANKAN TUGAS	CADANGAN JAWATAN (SILA RUJUK KOD & PETUNJUK)	KEMAHIRAN DIPERLUKAN UNTUK MENJALANKAN TUGAS	CADANGAN JAWATAN (SILA RUJUK KOD & PETUNJUK)
- Undang-undang keselamatan jalan raya dan kod jalan raya - Landskaping - Pengurusan kepuasan pelanggan - Pekeliling berkaitan tugas - Kaedah rekod dan dokumentasi - Mengendalikan aset pejabat - Menyediakan mel jabatan - Menyelenggara bilik penginapan - Menyelenggara bilik pejabat - Merekod bil/invois - Undang-undang kawasan larangan dan tempat larangan - Pengurusan alat ukur pejabat (mesin penimbang dan digital stamp) - Prosedur pengendalian pengangkutan air - Prosedur dan protokol menyabut VIP - Seni kulinari (gubahan jamuan makanan dan minuman) - Mengendalikan tempahan rumah rehat - Peraturan-peraturan berkaitan urusan mahkamah - Pembangunan sumber manusia (latihan/kursus/bengkel) - Pengurusan sumber manusia (pencen/cuti/kenaikan pangkat) - Perintah am - Undang-undang berkaitan permit dan perlesenan - Prosedur pengurusan kewangan secara elektronik - Perakaunan - Pekeliling pengurusan kewangan - Pengurusan perhubungan dan merekod setiap panggilan telefon	PKB TK PT SEMUA PT PT AP PRR PP PTK JAGA AP DEMS PKB PP PRR PS PPT/PT PT SEMUA PT PTK PTK PTK STENO	- E-government application - Mengendalikan komputer dan perisian - Menjaga keselamatan fizikal pejabat - Seni gubahan dan lanskap taman - Mengendalikan keselamatan kawasan dan rondaan keselamatan - Seni tanaman hiasan dan keceriaan pejabat - Kawalan vektor dan serangga perosak - Etika mengurus pelanggan - Bidang IT - Mengendalikan panggilan telefon - Mengenalpasti klasifikasi keselamatan dokumen pejabat - Mengendalikan perkakasan pertukangan - Menyelenggara inventori pejabat/rumah rehat - Pengendalian racun berbahaya - Navigasi bot - Etika menghantar saman	SEMUA SEMUA JAGA TK JAGA TK TK PT/STENO PPT STENO SP STENO SP TK PRR TK DEMS PS CADANGAN JAWATAN (SILA RUJUK KOD & PETUNJUK) PKB SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA
		SIKAP DIPERLUKAN UNTUK MENJALANKAN TUGAS	
		- Etika pemanduan - Berdisiplin - Peka terhadap perubahan dasar pejabat - Komitmen terhadap tugas - Beramanah - Ketelitian dalam menjalankan tugas - Berintegriti - Mesra pelanggan - Menjaga kebersihan persekitaran dalam dan luar pejabat - Menepati masa - Peka terhadap alam sekitar	SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA SEMUA

KOD & PETUNJUK

PPT = Penolong Pegawai Tadbir

PTK = Pembantu Tadbir

(Kewangan)

PT = Pembantu Tadbir

PP = Pembantu Pejabat

PKB = Pemandu Kenderaan

Bermotor

AP = Atendan Pejabat

PS = Pengurus Saman

TK = Tukang Kebun

DEMS = Drebar Enjin Motor

Sangkut

JAGA = Penjaga

PRR = Penjaga Rumah Rehat

~~STENO~~ = Telefonis ✓ *sesuai pejabat*

SP

small cap

SENARAI KOMPETENSI UNTUK KUMPULAN SOKONGAN I & II
PANDUAN MENGISI BAHAGIAN C: KOMPETENSI YANG DIPERLUKAN

[illegible]

KOD & PETUNJUK

PPT = *Penolong Pegawai Tadbir*

PTK = *Pembantu Tadbir*

(Kewangan)

PT = Pembantu Tadbir (P/O)

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Bermotor

AP = Atendan Pejabat

PS = Pengurus Saman

TK = *Tukang Kebun*

DEMS = *Drebar Enjin Motor* .

Sangkut

JAGA = Penjaga Jaga/ Pengawal Kedisiplinan

PRR = Penjaga Rumah Rehat

SP = Setiausaha Pejabat

PL = Pelukis Pelan

Semua : sesuai di optimasi ^{kan} kepada setiap jawaban dan grad.

附

PT

9 TK

PT

Disediakan oleh: Cik Daryang Subrita
Pelatih Industri (UiTM, Seremban).
2018



SENARAI KOMPETENSI UNTUK KUMPULAN SOKONGAN I & II
PANDUAN MENGISI BAHAGIAN C: KOMPETENSI YANG DIPERLUKAN

PENGETAHUAN DIPERLUKAN UNTUK MENJALANKAN TUGAS	CADANGAN JAWATAN (SILA RUJUK KOD & PETUNJUK)	KEMAHIRAN DIPERLUKAN UNTUK MENJALANKAN TUGAS	CADANGAN JAWATAN (SILA RUJUK KOD & PETUNJUK)
• Undang-undang keselamatan jalan raya dan kod jalan raya • Landskaping • Pengurusan kepuasan pelanggan • Pekeliling berkaitan tugas • Kaedah rekod dan dokumentasi • Mengendalikan aset pejabat • Menyediakan mel jabatan • Menyelenggara bilik penginapan • Menyelenggara bilik pejabat • Merekod bil/invois • Undang-undang kawasan larangan dan tempat larangan • Pengurusan alat ukur pejabat (mesin penimbang dan digital stamp) • Prosedur pengendalian pengangkutan air • Prosedur dan protokol menyambut VIP • Seni kulinari (gubahan jamuan makanan dan minuman) • Mengendalikan tempahan rumah rehat • Peraturan-peraturan berkaitan urusan mahkamah • Pembangunan sumber manusia (latihan/kursus/bengkel) • Pengurusan sumber manusia (pencen/cuti/kenaikan pangkat) • Perintah am • Undang-undang berkaitan permit dan perlesenan • Prosedur pengurusan kewangan secara elektronik • Perakaunan • Pekeliling pengurusan kewangan • Pengurusan perhubungan dan merekod setiap panggilan telefon	PKB TK PT semua PT/PL PT AP PRR PP PTK JAGA	• E-government application • Mengendalikan komputer dan perisian • Menjaga keselamatan fizikal pejabat • Seni gubahan dan lanskap taman • Mengendalikan keselamatan kawasan dan rondaan keselamatan • Seni tanaman hiasan dan keceriaan pejabat • Kawalan vektor dan serangga perosak • Etika mengurus pelanggan • Bidang IT • Mengendalikan panggilan telefon • Mengenalpasti klasifikasi keselamatan dokumen pejabat • Mengendalikan perkakasan pertukangan • Menyelenggara inventori pejabat/rumah rehat • Pengendalian racun berbahaya • Navigasi bot • Etika menghantar saman	semua semua JAGA TK JAGA TK TK PT/SP PPT SP SP/PPT/PT/PL
	AP DEMS PKB PP PRR PS		TK PRR TK DEMS PS
	PPT/PT	SIKAP DIPERLUKAN UNTUK MENJALANKAN TUGAS	CADANGAN JAWATAN (SILA RUJUK KOD & PETUNJUK)
	PT semua PT PTK PTK PTK SP		
		• Etika pemanduan • Berdisiplin • Peka terhadap perubahan dasar pejabat • Komitmen terhadap tugas • Beramanah • Ketelitian dalam menjalankan tugas • Berintegriti • Mesra pelanggan • Menjaga kebersihan persekitaran dalam dan luar pejabat • Menepati masa • Peka terhadap alam sekitar	PKB semua semua semua semua semua semua semua semua semua semua semua

BORANG KAJI SELIDIK KEPUASAN PELANGGAN LUARAN

MAKLUMAT ASAS RESPONDEN												
Pekerjaan:	a) Kakitangan Kerajaan []	Tarikh : / /										
(Sila Tandakan X)	b) Swasta []	Umur : Tahun										
	c) Bekerja Sendiri []											
	d) Lain-lain (sila nyatakan)	No. Telefon :										
		E-mail :										
JENIS URUSAN (Sila Tandakan X)												
☐ Pendaftaran Probet ☐ Pindah Milik Senapang Patah ☐ Permit Membeli Peluru ☐ Sijil Anak Angkat	☐ Lesen Punggutan Awam ☐ Urusan Pendaftaran Perniagaan ☐ Perkahwinan Khas Bukan Islam ☐ Pengurusan Projek Kecil Luar Bandar ☐ Lain-Lain (Nyatakan)											
Luangkan masa anda untuk menilai pencapaian perkhidmatan bagi organisasi kami. Maklumat yang diberikan oleh anda membolehkan organisasi kami lebih responsif terhadap kehendak anda untuk menyediakan perkhidmatan yang cemerlang melalui penambahbaikan berterusan.		Isikan nilai kod penilaian seperti di bawah dalam ruangan () yang disediakan Kod Penilaian 1 - Sangat Lemah 2 - Lemah 3 - Sederhana 4 - Memuaskan 5 - Sangat Memuaskan Kod Penilaian <table border="1" style="width: 100%; text-align: center; font-size: small;"> <tr> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> </tr> <tr> <td>S A N G A T L E M A H</td> <td>L E M A H</td> <td>S E D E R H A N A</td> <td>M E M U A S K A N</td> <td>S A N G A T M E M U A S K A N</td> </tr> </table>	1	2	3	4	5	S A N G A T L E M A H	L E M A H	S E D E R H A N A	M E M U A S K A N	S A N G A T M E M U A S K A N
1	2	3	4	5								
S A N G A T L E M A H	L E M A H	S E D E R H A N A	M E M U A S K A N	S A N G A T M E M U A S K A N								
1	Tahap kepuasan terhadap perkhidmatan	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
2	Tahap kepuasan terhadap layanan pegawai atau kakitangan	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
3	Tahap kepuasan terhadap persekitaran pejabat	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	a) Kaunter Pertanyaan	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	b) Ruang Menunggu	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	c) Keceriaan Pejabat	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	d) Kebersihan Pejabat	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
4	Tahap kepuasan terhadap masa perkhidmatan	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	a)Tempoh menunggu	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	b)Tempoh mendapatkan maklumat	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
	c)Tempoh urusan selesai	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								
5	Tahap kepuasan secara keseluruhan terhadap organisasi	<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </table>	1	2	3	4	5					
1	2	3	4	5								

MEMORANDUM RASMI

DARIPADA : Residen, Bahagian Sri Aman	KEPADA : Setiausaha, Majlis Daerah Sri Aman
PERKARA : Sila lihat di bawah	SALINAN KEPADA :
RUJ. KAMI : RBSA/100-15/1/3 (47)	RUJ. TUAN :
TARIKH : 8 Ogos 2014	TARIKH :

Mohon Penggunaan Mini Stadium Sri Aman sempena Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014

Dengan hormatnya, saya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan bahawa Jawatankuasa Pengelola akan mengadakan Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014 pada 26 Ogos 2014 bertempat di Mini Stadium Sri Aman.

3. Sehubungan dengan itu, pihak kami memohon kerjasama daripada pihak tuan untuk menggunakan Mini Stadium Sri Aman pada 26 Ogos 2014 sempena majlis tersebut. Kerjasama daripada pihak tuan juga diperlukan agar penggunaan Mini Stadium ini tidak dikenakan sebarang bayaran. Untuk makluman, persiapan kelengkapan dan sebagainya akan bermula pada 25 Ogos 2014. Sebarang pertanyaan bolehlah menghubungi Encik Zaidi bin Sarkawi di talian 083-323399.

4. Kerjasama daripada pihak tuan amatlah diharapkan bagi menjayakan majlis ini nanti. Sekian Terima Kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

SA Tgs. Zaidi
(PHILLIP-PETER SALAM)

b.p Residen Bahagian Sri Aman

dan pgunaan Mini Stadium, nanti tidak dikenakan sebrg bayaran.

MEMORANDUM RASMI

DARIPADA : Residen Bahagian Sri Aman

KEPADA : Setiausaha, Majlis Daerah Sri Aman

PERKARA : Sila lihat di bawah

SALINAN
KEPADA :

RUJ. KAMI : RBSA/100-15/1/3 (47)

RUJ. TUAN :

TARIKH : 8 Ogos 2014

TARIKH :

**MOHON PENGGUNAAN MINI STADIUM SRI AMAN SEMPENA RAMAH TAMAH
MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014**

Dengan hormatnya, saya merujuk kepada perkara di atas.

2. Sukacita dimaklumkan bahawa Jawatankuasa Pengelola akan mengadakan Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014 pada 26 Ogos 2014 bertempat di Mini Stadium Sri Aman.

3. Sehubungan dengan itu, pihak kami memohon kerjasama daripada pihak tuan untuk menggunakan Mini Stadium Sri Aman pada 26 Ogos 2014 sempena majlis tersebut di atas dan penggunaan Mini Stadium Sri Aman ini nanti tidak dikenakan sebarang bayaran. Untuk makluman, pihak kami akan membuat persiapan pada 25 Ogos 2014. Sebarang pertanyaan bolehlah menghubungi Encik Zaidi bin Sarkawi di talian 083-323399.

4. Kerjasama daripada pihak tuan amatlah diharapkan bagi menjayakan majlis ini nanti dan pihak kami mengucapkan ribuan terima kasih.

Sekian Terima Kasih.

**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**



(PHILIP PETER SALAM)
b.p Residen Bahagian Sri Aman



MEMORANDUM RASMI

DARIPADA Residen, Bahagian Sri Aman	KEPADA Sila lihat agihan	
PERKARA Sila Rujuk Di Bawah	SALINAN KPD	
RUJ. KAMI RBSA/ 500 - 16/3 (27)	RUJ. TUAN	TARIKH
TARIKH 11 Julai 2011	11. Ogo 2014 -	

LAPORAN E-PRESTASI 2013 BAGI PENTADBIRAN BAHAGIAN SRI AMAN

Dengan segala hormatnya saya merujuk kepada perkara di atas. ✓

Sukacita dimaklumkan sehingga kini, sejumlah 30 % kakitangan masih belum melengkapkan Laporan e-prestasi 2013. Schubungan ini, pihak tuan dinasihatkan agar memastikan semua kakitangan yang berada di bawah seliaan dan penilaian masing-masing **WAJIB** melengkapkan borang laporan e-prestasi 2013 sebelum atau pada 31 Ogo 2014. Sekiranya lewat, Laporan Penilaian e Prestasi tidak akan dinilai oleh Panel Penilaian Sumber Manusia. ✓

Bagi kakitangan yang belum memiliki akaun e-prestasi di mohon supaya membuat penilaian secara manual. ~~Disertakan bersama adalah senarai kakitangan yang belum melengkapkan Laporan Penilaian e-prestasi 2013.~~ Sila abaikan notis ini sekiranya kakitangan terbabit sudah mengambil tindakan sewajarnya. ✓

Sekian untuk tindakan dan perhatian pihak tuan selanjutnya. ✓

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

JOHNATHAN LUGOH
(~~ABDUL RAHMAN GEBLI D. SENCUSI~~)
Residen, Bahagian Sri Aman

MEMORANDUM RASMI

DARIPADA : Residen Bahagian Sri Aman ✓	KEPADA: Sila Lihat Agihan ✓
PERKARA : Sila Rujuk Di Bawah ✓	SALINAN KEPADA: ✓
RUJ. KAMI : RBSA/500-16/3(2) ✓ TARIKH : 11 Ogos 2014 ✓	RUJ. TUAN : TARIKH :

LAPORAN E-PRESTASI 2013 BAGI PENTADBIRAN BAHAGIAN SRI AMAN ✓

Dengan segala hormatnya merujuk kepada perkara diatas.

2. Sukacita dimaklumkan sehingga kini ^{80%} kakitangan masih belum melengkapkan Laporan e-prestasi 2013. Sehubungan ini, pihak tuan dinasihatkan agar memastikan semua kakitangan yang berada di bawah seliaan dan penilaian masing-masing WAJIB melengkapkan borang laporan e-prestasi 2013 sebelum atau pada 31 Ogos 2014. Sekiranya lewat, Laporan Penilaian e-Prestasi tidak akan dinilai oleh Panel Penilaian Sumber Manusia. ✓

~~80% Sehubungan ini, Pihak Tuan dinasihatkan agar memastikan semua kakitangan yang berada di bawah seliaan dan penilaian masing-masing WAJIB melengkapkan borang laporan e-prestasi 2013 sebelum atau pada 31 Ogos 2014. Sekiranya lewat, Laporan Penilaian e-Prestasi tidak akan dinilai oleh Panel Penilaian Sumber Manusia.~~
3. Bagi kakitangan yang belum memiliki akaun e-prestasi dimohon supaya membuat penilaian secara manual. Sila abaikan notis ini sekiranya kakitangan terbabit sudah mengambil tindakan sewajarnya.

Sekian untuk tindakan dan perhatian pihak tuan selanjutnya. ✓

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

*adalah insiatif sebagai
pertimbangan bagi
Kenaikan Gaji Tahunan dan Pengerahan Jawatan. Sehubungan ini,*

(JONATHAN LUGOH) ✓
Residen Bahagian Sri Aman ✓

Johnathan
Joh

Senarai Agihan :-

1. Timbalan Residen (Pembangunan).
2. " " (Sosial).
3. Pegawai Daerah Sri Aman
4. Pegawai Daerah Luban Antu
5. Pegawai Tadris Serawak - Lingga
6. " " " - Engkuin.

7. Pegawai Tadris Serawak - Pantu.



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK**

Telefon : 083-323366, 323377
Faks : 083-320568, 321648
Laman Web : www.sriamanra-sarawak.gov.my

Ruj. Kami : RBSA/100-15/1/3 (49)
Tarikh : 12 Ogos 2014
Kepada : **Ketua Polis Dacrah Sri Aman**

Tuan,

RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014

Saya dengan hormatnya merujuk kepada perkara tersebut di atas.

2. Adalah dimaklumkan bahawa Jawatankuasa Pengelola akan mengadakan Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014 bertempat di Mini Stadium Sri Aman.

3. Sehubungan dengan itu, pihak kami ingin memohon kebenaran daripada pihak tuan untuk mengadakan program tersebut serta memohon jasa baik daripada pihak tuan untuk menempatkan pegawai-pegawai polis bagi mengawal dan menjaga keselamatan di sekitar kawasan Mini Stadium supaya majlis ini dapat berjalan dengan lancar.

4. Kerjasama daripada pihak tuan amatlah dihargai bagi memastikan program ini dilaksanakan dengan jayanya dan pihak kami mengucapkan ribuan terima kasih.

Sekian.

**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**

**(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman**

ATURCARA MAJLIS

- 0700 petang : Kehadiran para jemputan
- 0715 petang : Ketibaan Jemputan Khas
- 0720 petang : Ketibaan YB Tn Masir Kujat
- 0730 petang : Ketibaan YB Datuk Senator Doris Sophia
- 0740 petang : Ketibaan YB Datuk Francis Harden Hollis
- : Nyanyian Lagu NegaraKu
- : Bacaan Doa
- : Persembahan Pencak Silat
- : Ucapan aluan pengerusi pengelola
- : Ucaptama YB Tn Masir Kujat
- : Ucapan YB Datuk Senator Doris Sophia
- : Ucapan perasmian oleh YB Datuk Francis Harden Hollis
- : Upacara simbolik perasmian -
- ~~D~~ : Jamuan Hari Raya
- : Cabutan Bertuah Pertama
- : Persembahan
- : Cabutan Bertuah Kedua
- : Pengumuman Keputusan Pertandingan Pintu Gerbang – Ketua Hakim
- : Majlis Bersurai

900 - Bendera Tugu.
90 = Bendera Khas

- ①. Talam
- ②. Bendera
- ③. Cendamas VIP
(bendera)
- ④. Bendera Tugu
(220 ekor)

Meja pejabat / Wakil-tangan Pejabat Residen
(Meja Khas.)

MEMORANDUM RASMI

DARIPADA Residen, Bahagian Sri Aman

KEPADA Sila rujuk senarai edaran

PERKARA Sila lihat di bawah

SALINAN KPD

RUJ. KAMI RBSA/100-13/1/1()

RUJ. TUAN

TARIKH 18 OGOS 2014

TARIKH

**ARAHAN PEMBEKUAN CUTI / KELUAR STESEN SEMPENA LAWATAN AUDIT SIRIM
(QAS INTERNATIONAL) MS ISO 9001:2008 KE PEJABAT PENTADBIRAN
BAHAGIAN SRI AMAN**

Dengan segala hormatnya, saya merujuk kepada perkara di atas.

2. Adalah dimaklumkan bahawa pihak SIRIM QAS International akan mengadakan Audit Pematuhan terhadap Pelaksanaan Sistem Pengurusan Kualiti MS ISO 9001:2008 di Pejabat Residen Sri Aman dan Pejabat Daerah (Sri Aman dan Lubok Antu) seperti berikut :

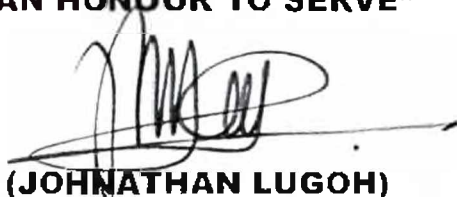
Tarikh : 21 Ogos 2014

Masa : 8.00 pagi hingga 5.00 petang

3. Sehubungan ini, saya memohon kerjasama kepada semua pihak agar cuti dan kebenaran untuk keluar stesen pada tarikh tersebut dibekukan untuk membolehkan pihak juruaudit SIRIM menjalankan sesi audit terhadap pemilik proses yang berkaitan pada tarikh yang telah dinyatakan. Disertakan bersama adalah sesalinan Notis Audit SIRIM QAS Malaysia untuk rujukan dan tindakan bersama.

Segala perhatian dan kerjasama pihak tuan berhubung perkara yang dirujuk amatlah dihargai. Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"



(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

Senarai Edaran :

1. Timbalan Residen (Sosial)
2. Timbalan Residen (Pembangunan)
3. Pegawai Daerah Lubok Antu
4. Pegawai Daerah Sri Aman

MEMORANDUM RASMI

DARIPADA Residen, Bahagian Sri Aman

KEPADA Sila rujuk senarai edaran

PERKARA Sila lihat di bawah

SALINAN KPD

RUJ. KAMI RBSA/100-13/1/1()

RUJ. TUAN

TARIKH 18 OGOS 2014

TARIKH

**ARAHAN PEMBEKUAN CUTI / KELUAR STESEN SEMPENA LAWATAN AUDIT SIRIM
(QAS INTERNATIONAL) MS ISO 9001:2008 KE PEJABAT PENTADBIRAN
BAHAGIAN SRI AMAN**

Dengan segala hormatnya, saya merujuk kepada perkara di atas.

2. Adalah dimaklumkan bahawa pihak SIRIM QAS International akan mengadakan Audit Pematuhan terhadap Pelaksanaan Sistem Pengurusan Kualiti MS ISO 9001:2008 di Pejabat Residen Sri Aman dan Pejabat Daerah (Sri Aman dan Lubok Antu) seperti berikut :

Tarikh : **21 Ogos 2014**

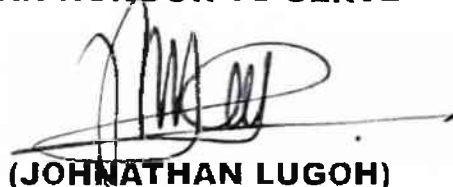
Masa : **8.00 pagi hingga 5.00 petang**

3. Sehubungan ini, saya memohon kerjasama kepada semua pihak agar cuti dan kebenaran untuk keluar stesen pada tarikh tersebut dibekukan untuk membolehkan pihak juruaudit SIRIM menjalankan sesi audit terhadap pemilik proses yang berkaitan pada tarikh yang telah dinyatakan. Disertakan bersama adalah sesalinan Notis Audit SIRIM QAS Malaysia untuk rujukan dan tindakan bersama.

Segala perhatian dan kerjasama pihak tuan berhubung perkara yang dirujuk amatlah dihargai. Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"

"AN HONOUR TO SERVE"



(JOHNATHAN LUGOH)

Residen Bahagian Sri Aman

Senarai Edaran :

1. Timbalan Residen (Sosial)
2. Timbalan Residen (Pembangunan)
3. Pegawai Daerah Lubok Antu
4. Pegawai Daerah Sri Aman

PELAN AUDIT TERPERINCI

25hb Ogos 2014		
Masa	Perkara	Auditee
	Lokasi: <u>Pej. Daerah Sri Aman (MAKJ) / Lubok Antu (ZMN)</u>	
09:30 pagi – 1300 petang	Taklimat ringkas oleh Ketua Pasukan Audit Taklimat ringkas oleh pihak Organisasi	MAKJ/ Wakil Organisasi
(ZMN di Pej. Daerah Lubok Antu & MAKJ di Pej. Daerah Sri Aman.)	Tindakan susulan terhadap penemuan audit terdahulu – jika ada/berkaitan	
	Kawalan Pengeluaran dan penyediaan perkhidmatan meliputi perancangan, pemberian, pemantauan dan pengukuran penyediaan perkhidmatan berkaitan: -Pendaftaran Probet -Pindahmilik Senapang Patah Secara Probet -Permohonan Permit Untuk Membeluri Peluru Senapang Patah -Urusan Pendaftaran, Ekstrak, Pemindaan Dan Pembatalan Nama-Nama Perniagaan -Permohonan Sijil Anak Angkat -Pengurusan Projek Luar Bandar	
	Analisa Data termasuk data-data berkaitan pengukuran dan pencapaian objektif kualiti	
	Pengendalian Aduan : - Pengendalian aduan pelanggan - Kepuasan pelanggan	
1300pg	Pembentangan ringkas penemuan audit di Pejabat Daerah Lubok Antu sahaja.	ZMN/Organisasi

Sesi petang		
Masa	Perkara	Auditee
1400-1500 ptg	Lokasi Pejabat Residen Sri Aman Kawalan pengeluaran dan penyediaan perkhidmatan meliputi perancangan, pemberian, pemantauan dan pengurusan penyediaan perkhidmatan berkaitan: -Pengurusan Lesen (Perakuan Permohonan Perkahwinan Khas) -Pengeluaran Lesen Pungutan Awam -Pengurusan Dan Pelaksanaan Acara-Acara Rasmi Kerajaan	MAKJ/ Wakil Organisasi
	Kompetensi, latihan dan kesedaran termasuk -Menentukan kompetensi anggota kerja -Kesedaran terhadap pelaksanaan SPK MS ISO 9001:2008 di organisasi, -Pemberian latihan, penilaian kursus, penilaian keberkesanan kursus dan rekod atihan	
	Perolehan -Termasuk permohonan perolehan, kelulusan, proses perolehan dan verifikasi produk -Kriteria pemilihan pembekal, penilaian pembekal dan penilaian semuala pembekal.	
15000-1600ptg.	Penyediaan laporan audit	Auditor
04.30 ptg.	Mesyuarat Penutup - pembentangan penemuan dan pengesyoran	Auditor/ organisasi



KERAJAAN NEGERI SARAWAK

Dengan segala hormatnya menjemput

KETUA CAWANGAN, PEJABAT PERDAGANGAN DALAM NEGERI KEPENGGUNAAN & KOPERASI, CAWANGAN SRI AMAN

Hadir ke

PENERANGAN GST PERCUMA

Berempat

Di Hotel Sri Simanggang, Bandar Sri Aman

Pada 9 September 2014 (Selasa), Jam 9.00 pagi – 11.30 pagi

Jawab Kepada :

Cik Dyg Suhaila Encik Al-Nazirul Encik Mohd Azhar
Tel : 083-323071/323072/323366 Faks : 083-320568

Pakaian : Korporat

KEHADIRAN

☐

Hadir

☐

Tidak Hadir

* Sila maklumkan kehadiran sebelum atau pada 2 September 2014 (Selasa), Jam 4.30 petang

Masa

8.00 pagi - 8.45 pagi

8.45 pagi

12.00 tengah hari

Aturcara

Pendaftaran Peserta & Minum Pagi

Nyanyian Lagu Negara Ku

Nyanyian Lagu Negeri

Penerangan GST oleh Jabatan Kastam Diraja Malaysia, Sarawak

Makan Tengah Hari

Bersurai



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK**

Telafon : 083-323366, 323377
Faks : 083-320568, 321648
Laman Web : www.sriamanro.sarawak.gov.my

Ruj. Kami : RBSA/100-15/1/3 (49)
Tarikh : 12 Ogos 2014
Kepada : Ketua Polis Daerah Sri Aman

Tuan,

RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014

Saya dengan hormatnya merujuk kepada perkara tersebut di atas.

2. Adalah dimaklumkan bahawa Jawatankuasa Pengelola akan mengadakan Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014 bertempat di Mini Stadium Sri Aman. *thank?*

3. Sehubungan dengan itu, pihak kami ingin memohon kebenaran daripada pihak tuan untuk mengadakan program tersebut serta memohon jasa baik daripada pihak tuan untuk menempatkan pegawai-pegawai polis bagi mengawal dan menjaga keselamatan di sekitar kawasan Mini Stadium supaya majlis ini dapat berjalan dengan lancar.

4. Kerjasama daripada pihak tuan amatlah dihargai bagi memastikan program ini dilaksanakan dengan jayanya dan pihak kami mengucapkan ribuan terima kasih.

Sekian.

**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**

**(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman**



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK**

Telefon
Faks
Laman Web

: 083-323366, 323377
: 083-320568, 321648
: www.sriamanra.sarawak.gov.my

Ruj. Kami : RBSA/100-15/1/3 (49)
Tarikh : 12 Ogos 2014
Kepada : Ketua Polis Daerah Sri Aman

Tuan,

RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014

Saya dengan hormatnya merujuk kepada perkara tersebut di atas.

2. Adalah dimaklumkan bahawa Jawatankuasa Pengelola akan mengadakan Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014 pada tarikh, masa dan tempat seperti berikut;

Tarikh : 26 Ogos 2014
Masa : 7.00 malam
Tempat : Mini Stadium Sri Aman

3. Sehubungan dengan itu, pihak kami ingin memohon kebenaran daripada pihak tuan untuk mengadakan program tersebut serta memohon jasa baik daripada pihak tuan untuk menempatkan pegawai-pegawai polis bagi mengawal dan menjaga keselamatan di sekitar kawasan Mini Stadium supaya majlis ini dapat berjalan dengan lancar.

4. Kerjasama daripada pihak tuan amatlah dihargai bagi memastikan program ini dilaksanakan dengan jayanya dan pihak kami mengucapkan ribuan terima kasih.

Sekian.

**“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”**

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK**

Telefon : 083-323366, 323377
Faks : 083-320568, 321648
Laman Web : www.sriamano.sarawak.gov.my

Ruj. Kami : RBSA/100-15/1/3 (49)
Tarikh : 12 Ogos 2014
Kepada : Ketua Polis Daerah Sri Aman

Tuan,

RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014

Saya dengan hormatnya merujuk kepada perkara tersebut di atas.

2. Adalah dimaklumkan bahawa Jawatankuasa Pengelola akan mengadakan Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman 2014 pada tarikh, masa dan tempat seperti berikut;

**Tarikh : 26 Ogos 2014
Masa : 7.00 malam
Tempat : Mini Stadium Sri Aman**

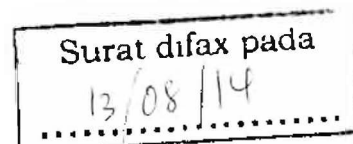
3. Schubungan dengan itu, pihak kami ingin memohon kebenaran daripada pihak tuan untuk mengadakan program tersebut serta memohon jasa baik daripada pihak tuan untuk menempatkan pegawai-pegawai polis bagi mengawal dan menjaga keselamatan di sekitar kawasan Mini Stadium supaya majlis ini dapat berjalan dengan lancar.

4. Kerjasama daripada pihak tuan amatlah dihargai bagi memastikan program ini dilaksanakan dengan jayanya dan pihak kami mengucapkan ribuan terima kasih.

Sekian.

**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**

**(JOHNATHAN LUGO)
Residen Bahagian Sri Aman**



MEMORANDUM RASMI

DIRIPADA Residen, Bahagian Sri Aman

KEPADA Sila rujuk senarai edaran

PERKARA Sila lihat di bawah

SALINAN KPD

RUJ. KAMI RBSA/100-13/1/1()

RUJ. TUAN

TARIKH 18 OGOS 2014

TARIKH

ARAHAN PEMBEKUAN CUTI / KELUAR STESEN SEMPENA LAWATAN AUDIT SIRIM (QAS INTERNATIONAL) MS ISO 9001:2008 KE PEJABAT PENTADBIRAN BAHAGIAN SRI AMAN

Dengan segala hormatnya, saya merujuk kepada perkara di atas.

2. Adalah dimaklumkan bahawa pihak SIRIM QAS International akan mengadakan Audit Pematuhan terhadap Pelaksanaan Sistem Pengurusan Kualiti MS ISO 9001:2008 di Pejabat Residen Sri Aman dan Pejabat Daerah (Sri Aman dan Lubok Antu) seperti berikut :

Hari : **Khamis**

Tarikh : **21 Ogos 2014**

Masa : **8.00 pagi hingga 5.00 petang**

3. Sehubungan ini, saya memohon kerjasama kepada semua pihak agar cuti dan kebenaran untuk keluar stesen pada tarikh tersebut dibekukan untuk membolehkan pihak juruaudit SIRIM menjalankan sesi audit terhadap pemilik proses yang berkaitan pada tarikh yang telah dinyatakan. Disertakan bersama adalah sesalinan Notis Audit SIRIM QAS Malaysia untuk rujukan dan tindakan bersama.

Segala perhatian dan kerjasama pihak tuan berhubung perkara yang dirujuk amatlah dihargai. Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

Senarai Edaran :

1. Timbalan Residen (Sosial)
2. Timbalan Residen (Pembangunan)
3. Pegawai Daerah Lubok Antu
4. Pegawai Daerah Sri Aman

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN TAHUN 2013 PEJABAT RESIDEN BAHAGIAN SRI AMAN

PENILAIAN TAHAP KEPUASAN		BILANGAN RESPONDEN					SKOR					PERATUS				
			1	2	3	4	5					1	2	3	4	5
1	Pengurusan organisasi	15	0	0	2	7	6	0.0	0.0	13.3	46.7	40.0				
2	Kerja Berpasukan	15	0	1	2	6	6	0.0	6.7	13.3	40.0	40.0				
3	Tuntutan Kemudahan dan Elaun	15	0	0	1	8	6	0.0	0.0	6.7	53.3	40.0				
4	Inisiatif Kualiti	15	0	0	4	7	4	0.0	0.0	26.7	46.7	26.7				
5	Capaian Maklumat	15	0	0	4	6	5	0.0	0.0	26.7	40.0	33.3				
6	a) Alat tulis	15	0	0	1	10	4	0.0	0.0	6.7	66.7	26.7				
	b)Kenderaan	15	0	0	1	8	5	0.0	0.0	6.7	53.3	33.3				
	c) Komputer	15	0	0	2	8	5	0.0	0.0	13.3	53.3	33.3				
	d) Telefon/Faks	15	0	0	2	5	8	0.0	0.0	13.3	33.3	53.3				
7	Peluang Latihan	15	0	0	2	8	5	0.0	0.0	13.3	53.3	33.3				
8	a) Kebersihan Pejabat	15	0	0	3	7	5	0.0	0.0	20.0	46.7	33.3				
	b) Keceriaan Pejabat	15	0	0	2	8	5	0.0	0.0	13.3	53.3	33.3				
	c) Kafeteria/Pantri	15	0	0	5	5	5	0.0	0.0	33.3	33.3	33.3				
	d) Parkir Kereta	15	0	0	4	5	6	0.0	0.0	26.7	33.3	40.0				
9	Kawalan disiplin staf	15	0	0	4	7	4	0.0	0.0	26.7	46.7	26.7				
10	Keseluruhan terhadap organisasi	15	0	0	1	8	6	0.0	0.0	6.7	53.3	40.0				
JUMLAH KESELURUHAN		150	0	1	40	113	75									
JUMLAH %			###	###	###	###	###									

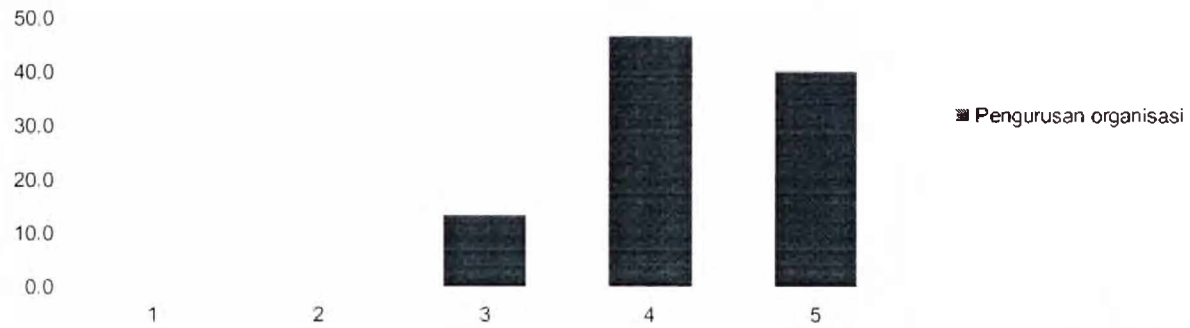
Disediakan Oleh : Encik Mohd Azhar dan Cik Dayang Suhaila

Petunjuk (Kod Penilaian)	
1	Sangat Lemah
2	Lemah
3	Sederhana
4	Memuaskan
5	Sangat Memuaskan

1

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013

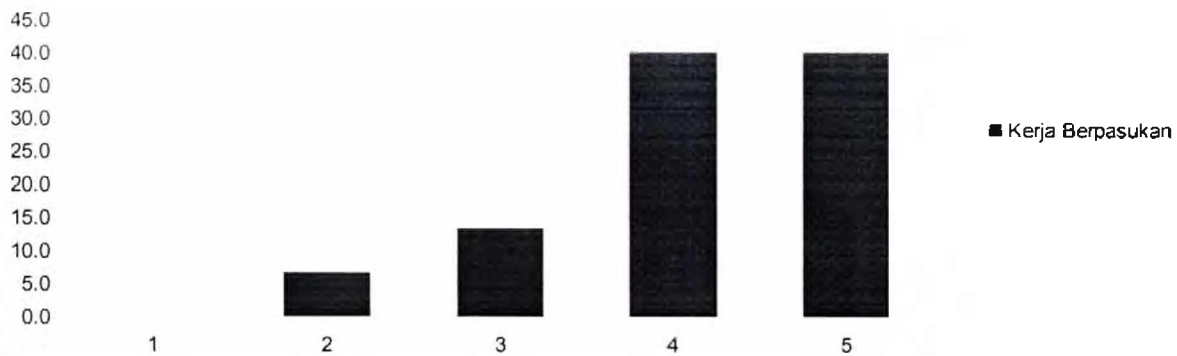
Penilaian Tahap Kepuasan



2

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013

Penilaian Tahap Kepuasan



3

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



4

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



5

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



6(a)

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



6(b)

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



6(c)

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



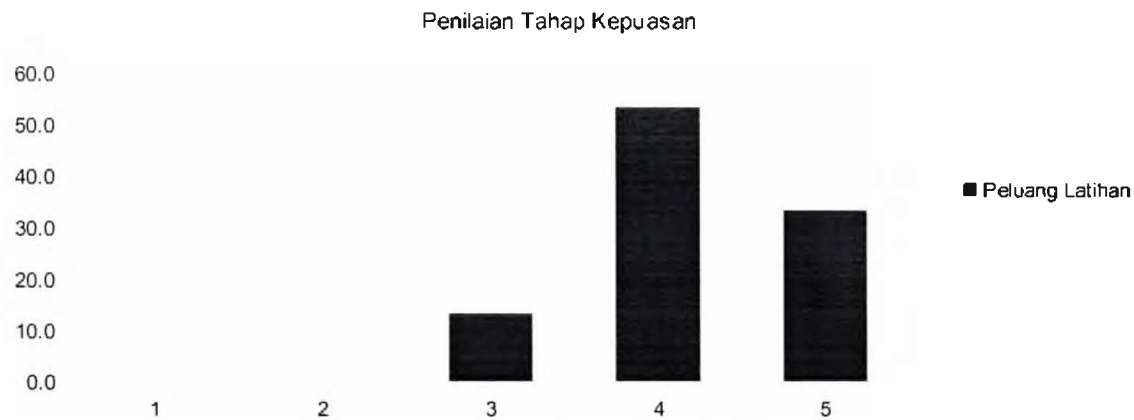
ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013

6(d)



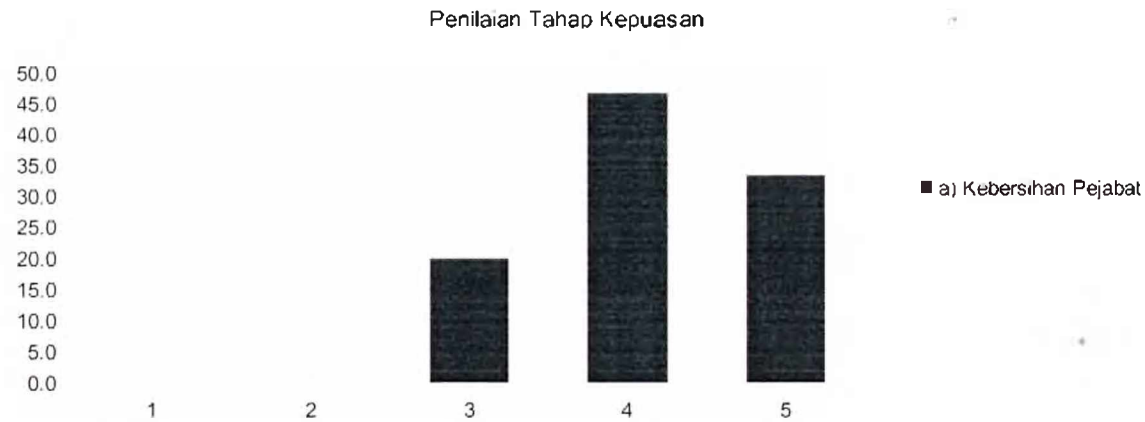
ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013

7



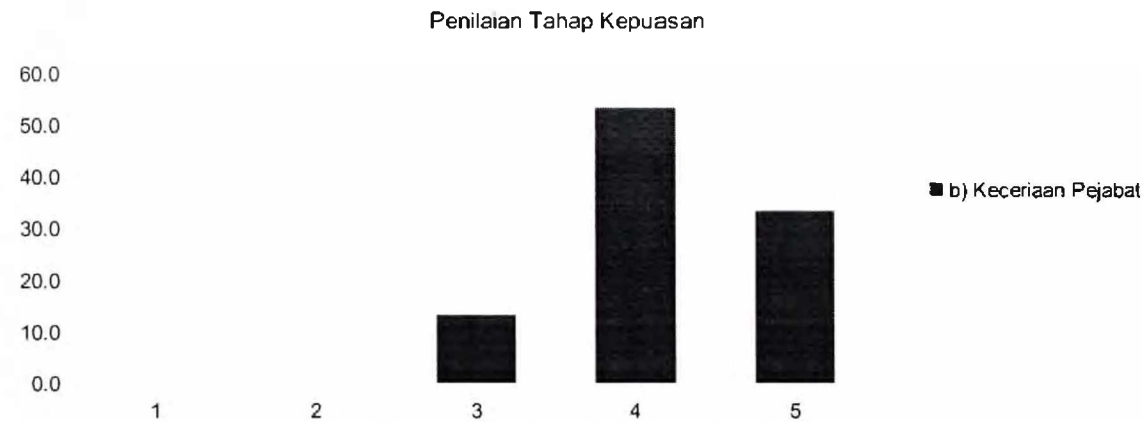
8(a)

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



8(b)

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



8(c)

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013

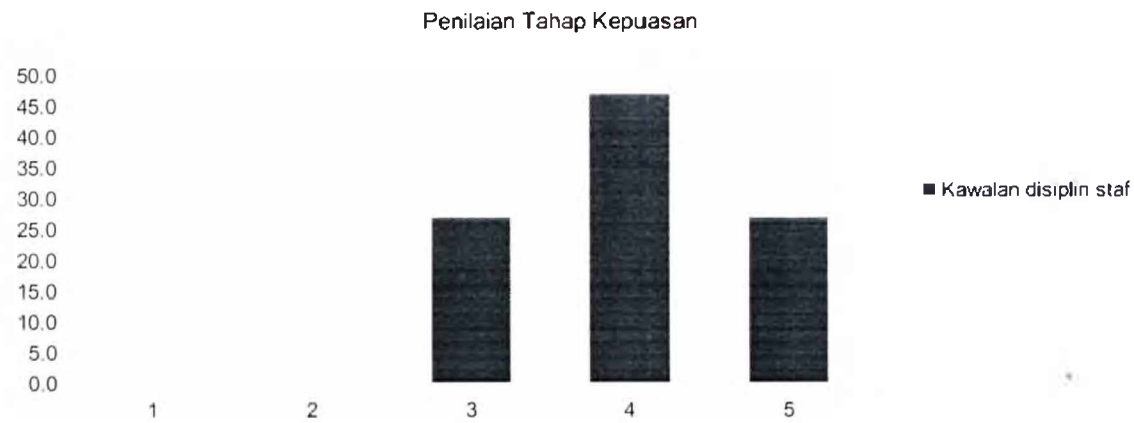


8(d)

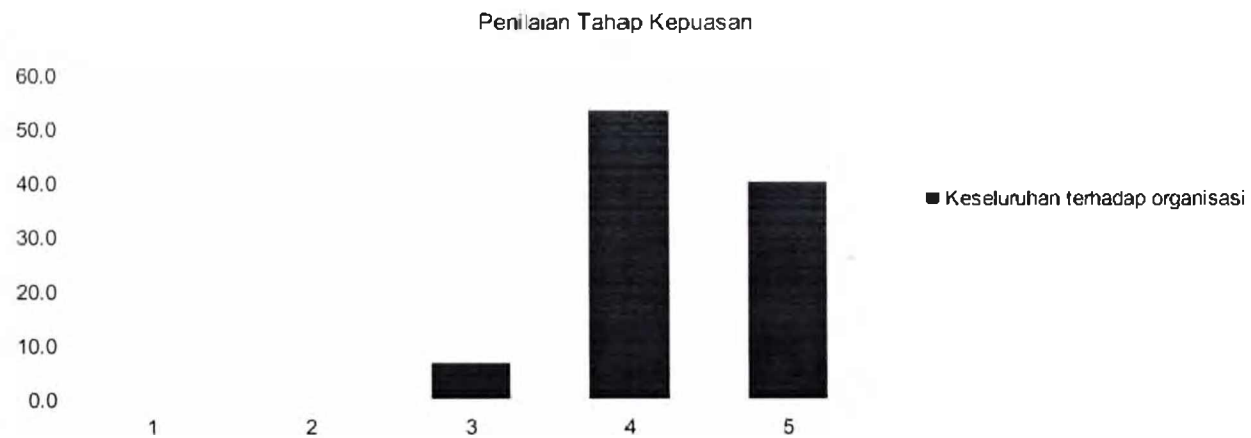
ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN DALAMAN 2013



ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN TAHUN 2013 PEJABAT RESIDEN BAHAGIAN SRI AMAN

	PENILAIAN TAHAP KEPUASAN	BILANGAN RESPONDEN	SKOR					PERATUS				
			1	2	3	4	5	1	2	3	4	5
1	Tahap Kepuasan Perkhidmatan	99	3	2	11	51	32	3.0	2.0	11.1	51.5	32.3
2	Tahap Kepuasan Layanan Pegawai atau Kakitangan	99	1	1	15	46	36	1.0	1.0	15.2	46.5	36.4
3	Tahap Kepuasan Persekitaran Pejabat											
	a.) Kaunter Pertanyaan	99	0	3	20	53	21	0.0	3.0	20.2	53.5	21.2
	b.) Ruang Menunggu	99	0	3	19	54	21	0.0	3.0	19.2	54.5	21.2
	c.) Kecerian Pejabat	99	0	5	15	59	20	0.0	5.1	15.2	59.6	20.2
	d.) Kebersihan Pejabat	99	2	3	13	47	34	2.0	3.0	13.1	47.5	34.3
4	Tahap Kepuasan Masa Perkhidmatan											
	a.) Tempoh Menunggu	99	2	1	14	56	26	2.0	1.0	14.1	56.6	26.3
	b.) Tempoh Mendapatkan Maklumat	99	1	3	14	50	31	1.0	3.0	14.1	50.5	31.3
	c.) Tempoh Urusan Selesai	99	1	2	13	53	30	1.0	2.0	13.1	53.5	30.3
5	Tahap Kepuasan Secara Keseluruhan Terhadap Organisasi	99	0	2	5	60	32	0.0	2.0	5.1	60.6	32.3
	JUMLAH KESELURUHAN	99	10	25	139	529	283					
	JUMLAH %		2.92	7.31	40.6	154.7	82.7					

Disediakan Oleh : Encik Mohd Azhar dan Cik Dayang Suhaila

Petunjuk (Kod Penilaian)	
1	Sangat Lemah
2	Lemah
3	Sederhana
4	Memuaskan
5	Sangat Memuaskan

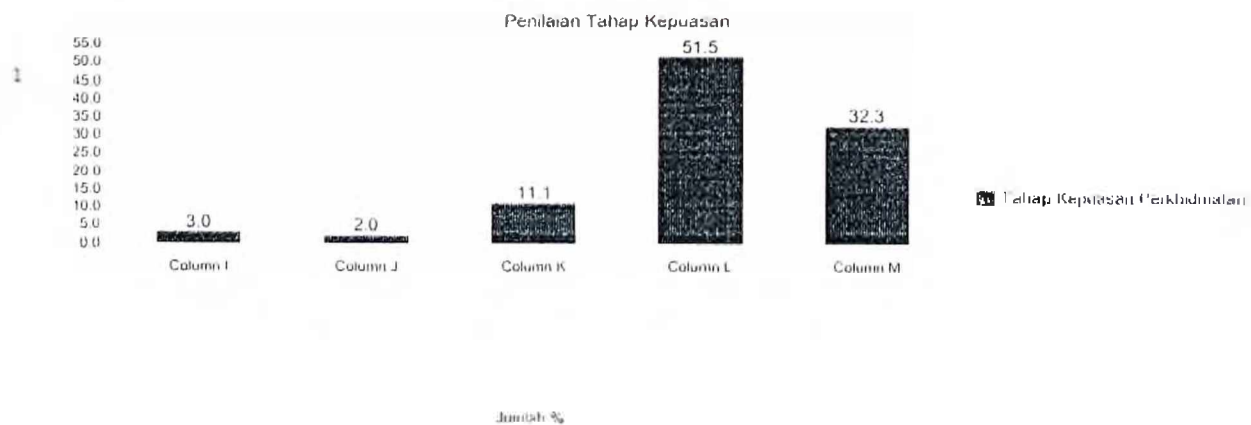
ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN TAHUN 2013 PEJABAT RESIDEN BAHAGIAN SRI AMAN

	PENILAIAN TAHAP KEPUASAN	BILANGAN RESPONDEN	SKOR					PERATUS				
			1	2	3	4	5	1	2	3	4	5
1	Tahap Kepuasan Perkhidmatan	99	3	2	11	51	32	3.0	2.0	11.1	51.5	32.3
2	Tahap Kepuasan Layanan Pegawai atau Kakitangan	99	1	1	15	46	36	1.0	1.0	15.2	46.5	36.4
3	Tahap Kepuasan Persekitaran Pejabat											
	a.) Kaunter Pertanyaan	99	0	3	20	53	21	0.0	3.0	20.2	53.5	21.2
	b.) Ruang Menunggu	99	0	3	19	54	21	0.0	3.0	19.2	54.5	21.2
	c.) Keceriaan Pejabat	99	0	5	15	59	20	0.0	5.1	15.2	59.6	20.2
	d.) Kebersihan Pejabat	99	2	3	13	47	34	2.0	3.0	13.1	47.5	34.3
4	Tahap Kepuasan Masa Perkhidmatan											
	a.) Tempoh Menunggu	99	2	1	14	56	26	2.0	1.0	14.1	56.6	26.3
	b.) Tempoh Mendapatkan Maklumat	99	1	3	14	50	31	1.0	3.0	14.1	50.5	31.3
	c.) Tempoh Urusan Selesai	99	1	2	13	53	30	1.0	2.0	13.1	53.5	30.3
5	Tahap Kepuasan Secara Keseluruhan Terhadap Organisasi	99	0	2	5	60	32	0.0	2.0	5.1	60.6	32.3
	Jumlah Keseluruhan	99	10	25	139	529	283					
	Jumlah %		2.92	7.31	40.6	154.7	82.7					

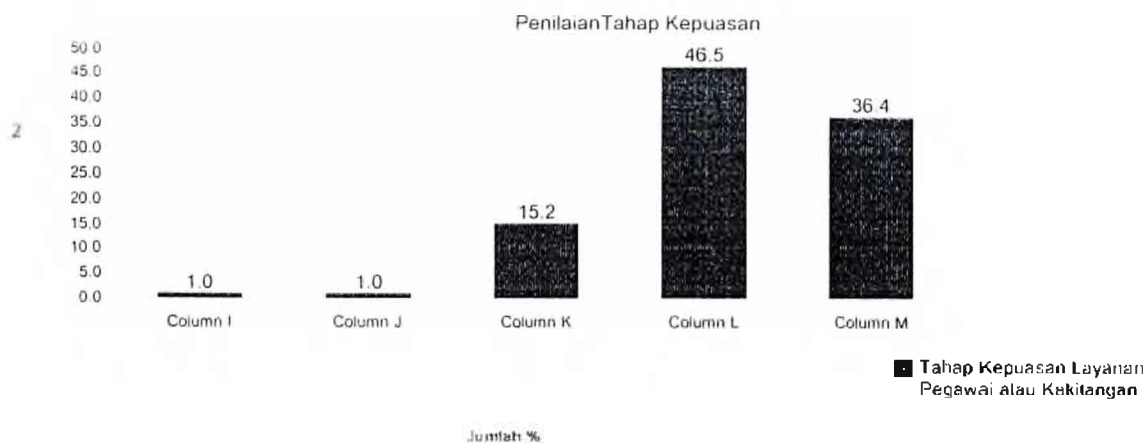
Petunjuk (Kod Penilaian)	
1	Sangat Lemah
2	Lemah
3	Sederhana
4	Memuaskan
5	Sangat Memuaskan

Disediakan Oleh : Encik Mohd Azhar dan Cik Dayang Suhaila

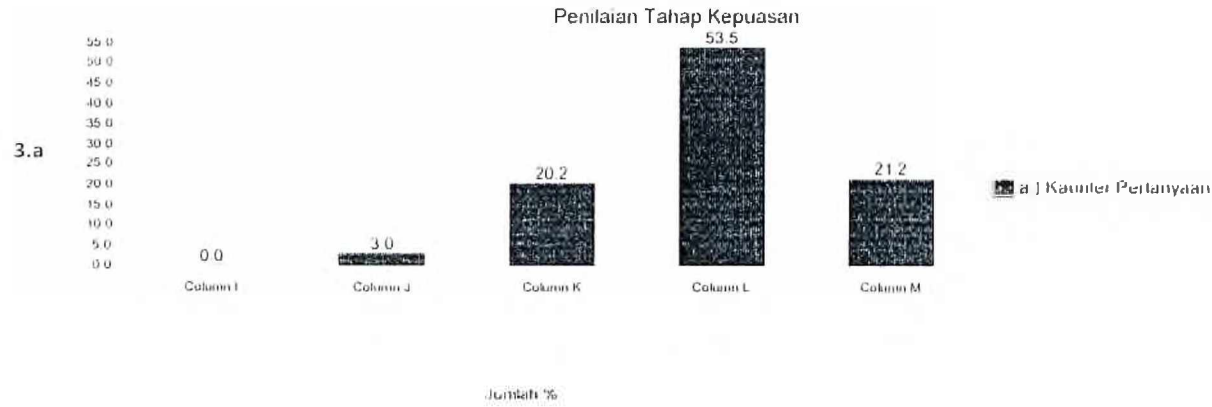
ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN



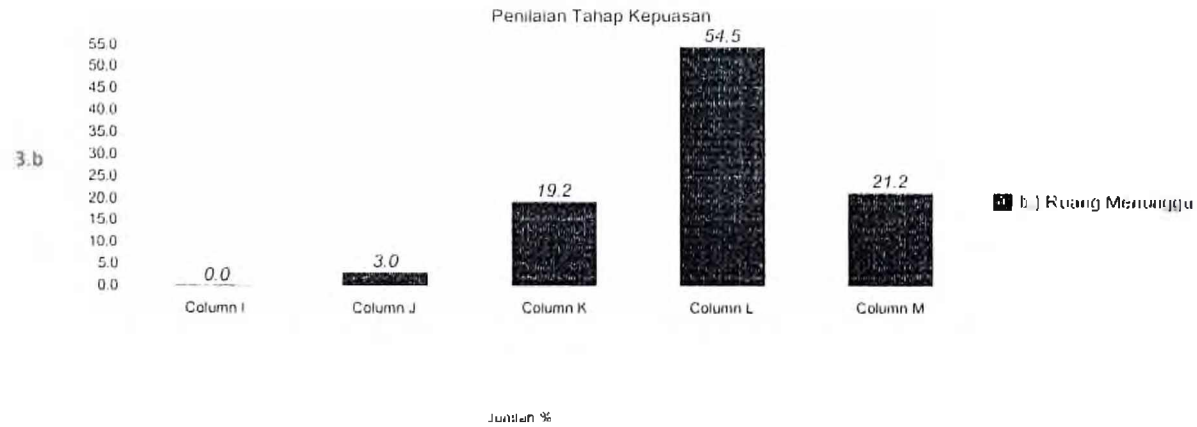
ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN



ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN

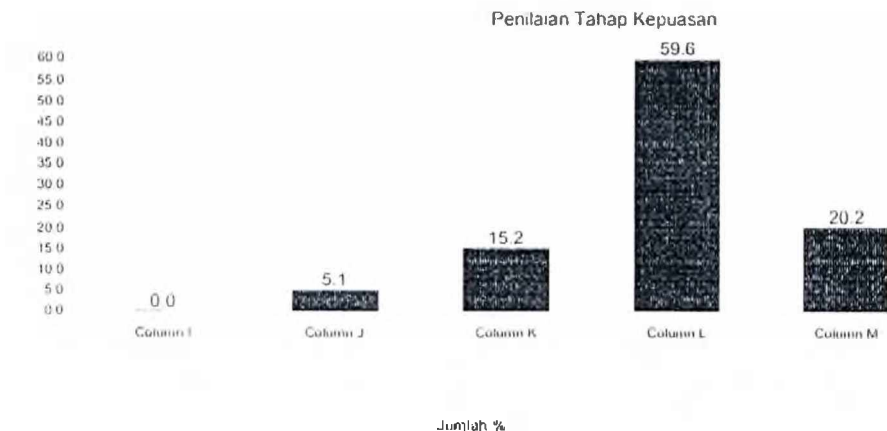


ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN



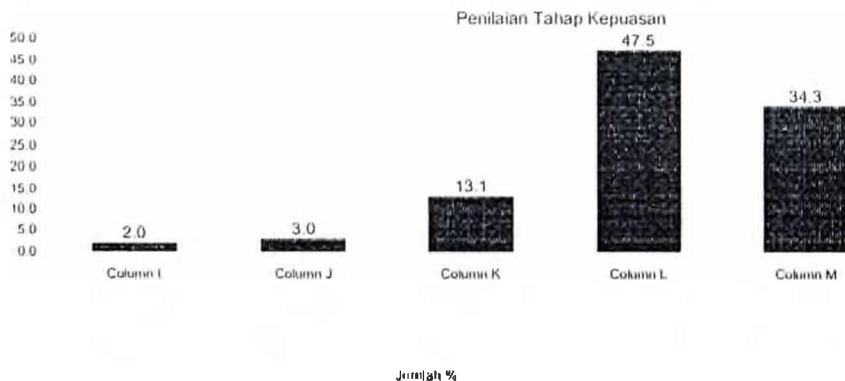
3 c

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN



3 d

ANALISIS KAJI SELIDIK KEPUASAN PELANGGAN LUARAN



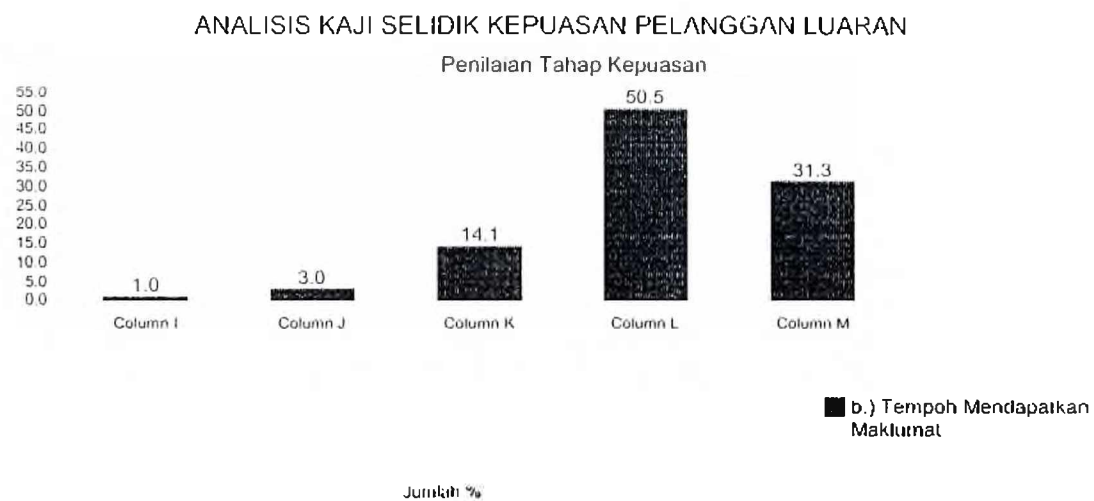
■ d) Kebersihan Pejabat

■ d) Kebersihan Pejabat

4. a



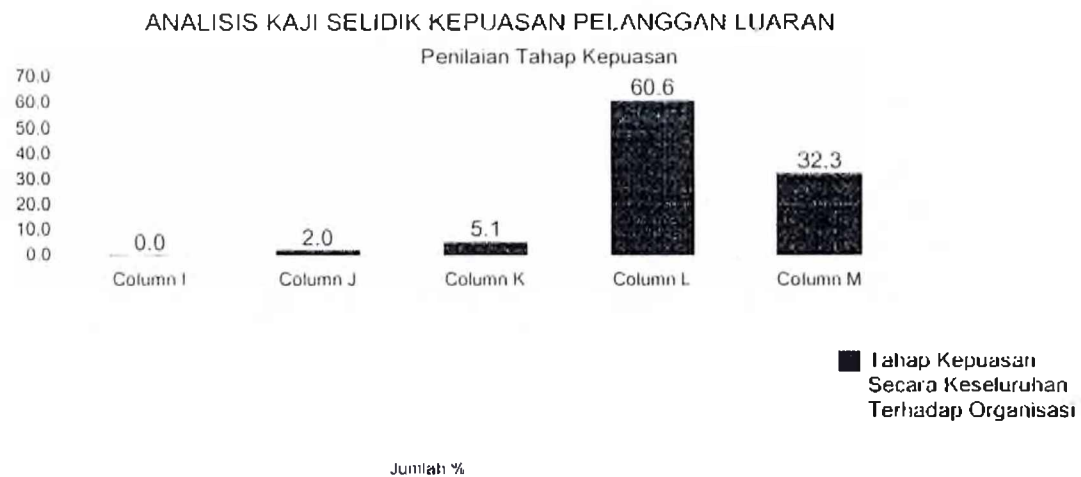
4. b



4 c



5



KERTAS MINIT

PEJABAT RESIDEN BAHAGIAN SRI AMAN

Ruj. Kami : RBSA/100-15/1/3 ()
Tarikh : 25 Ogos 2014
Kepada : Semua Kakitangan Pejabat Residen Sri Aman

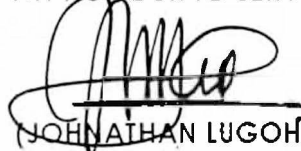
Tuan / Puan.

TUGAS URUSETIA SEMPENA MAJLIS RAMAH TAMAH MERDEKA RAYA PERINGKAT BAHAGIAN SRI AMAN 2014

Dengan hormatnya merujuk perkara tersebut di atas.

2. Untuk makluman tuan/puan, Majlis Ramah Tamah Merdeka Raya Peringkat Bahagian Sri Aman akan diadakan pada 26 Ogos 2014 (Selasa) bertempat di Mini Stadium, Majlis Daerah Sri Aman pada jam 7.00 malam.
3. Sehubungan dengan itu, tuan/puan terlibat dalam tugas urusetia sempena majlis tersebut seperti di Lampiran A.
4. Kerjasama daripada pihak tuan/puan amatlah diharapkan dan diucapkan jutaan terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"



(NOHNATHAN LUGO)
Residen Bahagian Sri Aman

41/2/2014

BIL	
1	HAMIDAN H
2	ZAIDI BIN S
3	MOOR HAY
4	Sylvia J B
5	MOHAMAD
6	DAFANG S
7	WELYN AN
8	AL NAZIRJI
✓	ATVE KALL
✓	AYINER JEP
✓	ABDUL HAF
✓	AMMAD SH
11	EACHIRU J
14	NUM A(2)A
15	ROSUMA B?
16	ABG ANOMO
17	BOIANG W
18	ROBT A2AS
✓	AWANG IAA
✓	WUMAMMA
✓	ZUL AZLAN
✓	AJUAN RIN
✓	HAIP KAHAM
14	S/CPJ MOHAN
25	Mohd I
26	Mohd J
27	CECILIA
28	Sufrenail
29	SATING SA
✓	GELIMAN AV
✓	AND AR PLAR
✓	RAMIE AK IO
✓	KHARUP BOM E
✓	ABDUL TAQI
19	
✓	SPERIAL BIN S
✓	ALRAN BIR S
✓	AWANG W
✓	AWANG ALR
✓	CAHRIARI
41/42	MOHAMED
42/43	PHILIP PETE
	ADALAN SA

BIL	
1	HAMIDAN H
2	ZAIDI BIN S
3	MOOR HAY
4	SYLVIA J B D
5	MOHAMAD
6	DAFANG S
7	WELYN AN
8	AL NAZIRJI
✓	ATVE KALL
✓	AYINER JEP
✓	ABDUL HAF
✓	AMMAD SH
11	EACHIRU J
14	NUM ALEDA
15	ROSUMA B?
16	ABG ANOMO
17	BOIANG W
18	ROBTY A2AS
✓	AWANG IAA
✓	WUMAMMA
✓	ZUL AZLAN
✓	AJUAN RIN
✓	HAIP KAHAM
14	S/KEP MOHAN
25	Mohd I
26	Mohd J
27	CECILIA
28	Sufrenail
29	SATING SA
✓	GELIMAN AV
✓	AND AR PLAR
✓	RAMIE AK IO
✓	KHARUP BOM E
✓	ABDUL TAQI
19	
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✓	ALRAN BIR S
✓	AWANG W
✓	AWANG ALR
✓	CAHRIARI
41/42	MOHAMEDATI
42/43	PHILIP BETTE
	ADALAN VEA

BIL	
1	HAMIDAN H
2	ZAIDI BIN S
3	MOOR HAY
4	SYLVIA J B D
5	MOHAMAD
6	DAFANG S
7	WELYN AN
8	AL NAZIRJI
✓	ATVE KALL
✓	AYINER JEP
✓	ABDUL HAF
✓	AMMAD SH
11	EACHIRU J
14	NUM ALEDA
15	ROSUMA B?
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18	ROBTY A2AS
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✓	WUMAMMA
✓	ZUL AZLAN
✓	AJUAN RIN
✓	HAIR KAHAM
14	S/KEP MOHAN
25	Mohd I
26	Mohd J
27	CECILIA
28	Sufrenail
29	SATING SA
✓	GELIMAN AV
✓	AND AR PLAR
✓	RAMIE AK IO
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✓	CAHRIARI
41/42	MOHAMED
42/43	PHILIP PETTE
	ADALANER

BIL	
1	HAMIDAN H
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5	MOHAMAD
6	DAFANG S
7	WELYN AN
8	AL NAZIRJI
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✓	AYINER JEP
✓	ABDUL HAF
✓	AMMAD SH
11	EACHIRU J
14	NUM A(2)A
15	ROSUMA B?
16	ABG ANOMO
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18	ROBTY A2AS
✓	AWANG IAA
✓	WUMAMMA
✓	ZUL AZLAN
✓	AJUAN RIN
✓	HAIP KAHAM
14	S/CPJ MOHAN
25	Mohd I
26	Mohd J
27	CECILIA
28	Sufrenail
29	SATING SA
✓	GELIMAN AV
✓	AND AR PLAR
✓	RAMIE AK IO
✓	KHARUP BOM E
✓	ABDUL TAQI
19	
✓	SPERIAL BIN S
✓	ALRAN BIR S
✓	AWANG W
✓	AWANG AUB
✓	CAHRIARI
41/42	MOHAMED
42/43	PHILIP BETTE
	ADALAN SA

$$\begin{array}{r} 8 < 3 \\ 0 \\ \hline 3 \\ \hline \end{array}$$

bin Abdullah

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SENARAI PESERTA PERBAHISAN SEMPENA HARI JADI TYT YANG DI PERTIJA NEGERI SARAWAK YANG KE 28

BIL	NAMA	JAWATAN	JANTINA (L/P)	JABATAN	SAIZ RAIU	NO TELEFON
1	HAMIDAN HAJI KATANG	TIMBALAN RESIDEN BAHAGIAN SRI AMAN	L	PEJABAT RESIDEN BAHAGIAN SRI AMAN	M	
2	ZAIDI BIN SARKAWI	PT SOSIAL	L	PEJABAT RESIDEN BAHAGIAN SRI AMAN	XL	013 5785130
3	NGOH HAYATI AHMAD	PLINDONG PEGAWAI TADBIR	P	PEJABAT RESIDEN BAHAGIAN SRI AMAN	M	019 4865750
4	SILVA AK DINESIPA	PIBG	P	PEJABAT RESIDEN BAHAGIAN SRI AMAN	L	019 4866078
5	MCHAMAD AZHAR BIN HAWALI	PELATIH	L	PEJABAT RESIDEN BAHAGIAN SRI AMAN	L	017 8588213
6	DAYANG SUHAILA ABC FUPCAN	PELATIH	P	PEJABAT RESIDEN BAHAGIAN SRI AMAN	M	027 8090878
7	EVELYN ANAK N'LE	PELATIH	P	PEJABAT RESIDEN BAHAGIAN SRI AMAN	M	010 5927017
8	AL NAZIRUL MUBIN	PELATIH	L	PEJABAT RESIDEN BAHAGIAN SRI AMAN	XXX	019 8017758
9	STEVE MILLER ANAK NUAS	PEMBANTU TADBIR (KEMAHAN) W17	L	MAILS DAERAH LUBOK ANTU	M	010 8571567
10	AYYER EN MANOGAI	PEMBANTU PENILIAAN W22	L	MAILS DAERAH LUBOK ANTU	XXL	013 8484344
11	ABDUL HAFIDZ CMMY ABDULLAH	KURUTEKNIK 17	L	JABATAN PENGAJARAN SALISAN (P10)	M	014 5803783
12	AHMAD SHARIL SUHAILI	KURUTEKNIK 30	L	JABATAN PENGAJARAN SALISAN (P10)	M	014 5763128
13	FADHIRU ANUAR BIN HUKAH	KONS'ABE. (198343)	L	IPD LUBOK ANTU	M	
14	KORALIZAH BINTI JAMALI	KONS'ABE. (198343)	P	IPD LUBOK ANTU	M	
15	HOS MA BT HMD	KURUTEKNIK	P	K3 SRI AMAN	L	010 8271563
16	ABG MOHD HAZIZI JBC MUSTAFA	PEMBANTU TADBIR	L	K3 SRI AMAN	M	014 8754531
17	BUJANG WAI-EE BIN BININ	PEMBANTU TADBIR (KEMAHAN) W22	L	PEJABAT TENAGA KEMAHAN SRI AMAN	XXXL	014 5872136
18	ROBY ANAK ABANG	PEMANDU KEMAHAN	L		M	014 5965136
19	AWANG JAMAIL BIN JAMAL DIN	PEGAWAI PENJARA K317	L	PENJARA PUSAT SRI AMAN	L	014-6907121
20	MUHAMMAD FAZUL BIN REHMAN	PEGAWAI PENJARA K318	L	PENJARA PUSAT SRI AMAN	M	014-6958216
21	ZULAZLAN BIN ROSLI	PEMBANTU TADBIR (KEMAHAN) W17	L	PERBENDAHARAAN CAWANGAN SRI AMAN	XL	014 5891175
22	AZUAN BIN SIBI	PEMBANTU TADBIR (KEMAHAN) W17	L	PERBENDAHARAAN CAWANGAN SRI AMAN	M	016 4692945
23	INSIP MAHADIR TAMA	INSPEKTOR LUKOPREL	L	IPD SRI AMAN	L	
24	LUKPL NORHAD JAF EKANG	INSPEKTOR LUKOPREL	P	IPD SRI AMAN	L	
25	Mohd Elfiza bin [unclear]	PT4	L	PEJABAT DAERAH SRI AMAN	M	
26	Mohd Juma [unclear]	PT (P10)	L	PEJABAT DAERAH SRI AMAN	L	
27	Cecilia Ann Ak Ling	PTK	P	PEJABAT DAERAH SRI AMAN	M	
28	Rukman bin Badu	PT (P10)	L	PEJABAT DAERAH SRI AMAN	XL	
29	SATING AK PEGUANG	PEMANDU KEMAHAN	L	PEJABAT DAERAH LUBOK ANTU	XL	013 8265785
30	GHIMAN AKINING		L	PEJABAT DAERAH LUBOK ANTU	XL	012 8075422
31	AJO AK NAM		L	PEJABAT DAERAH LUBOK ANTU	XL	014 5828016
32	RANIE AK JOSEPH AMPA		P	PEJABAT DAERAH LUBOK ANTU	XXL	013 8454607
33	MUSUF B B BUIJANG SANAMANI		L	DEWAN SUKSES SRI AMAN	L	
34	MOHD TAJUDDIN BIN SUHAILI		L	DEWAN SUKSES SRI AMAN	L	
35	[unclear]			JABATAN PERTANJAN BAHAGIAN SRI AMAN		
36	[unclear]			JABATAN PERTANJAN BAHAGIAN SRI AMAN		
37	PAZAL BIN KADIN	PEMBANTU TADBIR (P10) N17	L	PEMBANGUNAN SOSIAL BAHAGIAN SRI AMAN	XXXL	010 9731780
38	ASHAH BIN BASAH	PEMBANTU AM BENDAHARI	L	PEMBANGUNAN SOSIAL BAHAGIAN SRI AMAN	M	011 5977143
39	AWANG [unclear] AWANG ADAM		L	PEMBANGUNAN SOSIAL BAHAGIAN SRI AMAN	M	011 8165477
40	AWANG AFRIL SHAH AWANG ZAMHAR		L	JABATAN KEMAHAN BAHAGIAN SRI AMAN	M	014 8966788

13/9

563144,

36

584481

exchange

DM J0

014-6907121

014-6958216

013-8078391//019-8414970

L = 28

P = 8

019-8669196

013-5660437

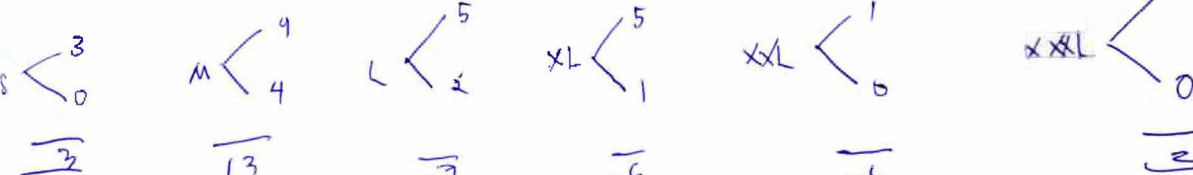
011 5977143

011 8165477

014 8966788

WARUK	5	M	L	XL	XXL	XXXL	Jumlah
Malaysia	3	13	7	5	1	2	36

Belum ceruh saiz



Belum ceruh saiz

* Roby Anak Mny

* Norhidayah Ekang

Total = 36

1) AHMAD ZAKI HAJI SAPAW. PAR KPS M

011158502

2) ~~Jeff~~

Jeff Johanson

Pembantu
Perhubungan
Pensiahan

JTK

XXXL

013831102

BIL	
1	HAMDAN H
2	ZAIDI BIN S
3	NOOR HAY
4	SYLVIA AK C
5	MOHAMAD
6	DAYANG SU
7	EVELYN AN
8	AI NAZIRUL
9	STEVE MILL
10	AVYNER JEN
11	ABDUL HAF
12	AHMAD SHA
13	HADHARUL A
14	NOR AIIZAN
15	ROSIMA BT
16	ARG MOHD
17	
18	ROBY ANAK
19	AWANG JAK JAKIMAH
20	MUMAMMAH
21	ZILAZLAN I
22	AZIAN BIN
23	INSP MAHAM
24	L/KPL NORH
25	
26	
27	
28	
29	SATING AK F
30	NGELIMAN AK
31	ABJO AK NAM
32	RANIF AK IC
33	MUSUF BIN E
34	MOMD TAJU
35	
36	PAIZAL BIN S
37	ASRAH BIN E
38	AWANG SAR
39	AWANG AZE ZAMHARI
40	JOHNATHAN PHILIP PFL

P311024

$$M < \begin{matrix} 14 \\ 4 \end{matrix}$$
$$7 < 4$$
$$XL <$$
$$\{ 563144, \}$$

3✓

xxxxx < 50



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK**

Telefon : 083-323366, 323377
Faks : 083-320568, 321648
Laman Web : www.sriamanro.sarawak.gov.my



SARAWAK HARMONI
KESEKUTUPAN DINIKAYEE

Ruj. Kami : RBSA/11/2-1

Tarikh : 27.8.2014

Kepada : Sila Lihat Agihan

**TAKLIMAT PERBARISAN SEMPENA HARI JADI TYT YANG DI PERTUA NEGERI SARAWAK
YANG KE 78.**

Dengan segala hormatnya perkara seperti di atas adalah berkaitan.

2. Sukacitanya dimaklumkan bahawa mesyuarat tersebut akan diadakan pada :-

Tarikh : 28.8.2014
Masa : 4.00 petang
Tempat : Bilik Mesyuarat Pej.Residen Sri Aman.

3. Sehubungan itu, tuan/puan adalah dijemput hadir ke mesyuarat tersebut dan kehadiran tuan/puan saya dahului dengan ucapan terima kasih.

Sekian, terima kasih.

**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**

**(ZAIDI BIN HAJI SARKAWI)
b.p. Timbalan Residen Sosial**

Surat difax pada

27/08/2014



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK**

Telefon : 083-323366, 323377
Faks : 083-320568, 321648
Laman Web : www.sriamanro.sarawak.gov.my



SARAWAK BERSEKUTU
KE SUKSESAN BERSAMA SAMA

Ruj. Kami : RBSA/11/2-1

Tarikh : 27.8.2014

Kepada : Sila Lihat Agihan

**TAKLIMAT PERBARISAN SEMPENA HARI JADI TYT YANG DI PERTUA NEGERI SARAWAK
YANG KE 78.**

Dengan segala hormatnya perkara seperti di atas adalah berkailan.

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Sekian, terima kasih.

**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**


(Zaidi Bin Haji Sarkawi)
b.p. Timbalan Residen Sosial

Surat difax pada

27/08/2014

Senarai Agihan:

1. Hamdan bin Haji Katang
2. Zaidi bin Haji Sarkawi
3. Noor Hayati bt Hj Ahmad
4. Mohamad Azhar bin Hamali
5. Al Nazirul Mubin
6. Dayang Suhaila Abg Furqan
7. Evelyn anak Nile
8. Sylvia Dines Ipa
9. Steve Miller ak Nuas
10. Avyner Jen Manggai
11. Abdul Hafidz Tommy Abdullah
12. Ahmad sharil Suhaili
13. Fakhirul Anuar bin Junait
14. Nor Alizah binti Jamali
15. Rosima bt Jimi
16. Abg Mohd Hazzi Abg Mustafa
17. Bujang Wali-ee bin Bidin
18. Roby anak Abang
19. Awg Jamadil bin Jamaidin
20. Muhamamad Faizul bin Reduan
21. Zul Azlan bin Rosli
22. Azuan bin Sibi
23. Insp Mahadar Taha
24. L/Kpl Norhadijah Ekan
25. Sating ak Peguang
26. Geliman ak Injing
27. Ajo ak Nam
28. Ranie ak Joseph Jampa
29. Yusuf bin Bujang Sanaani
30. Mohd Tajuddin bin suhaili
31. Paizal bin Pidin
32. Asrah bin Basar
33. Awang Sarji bin Awang Adam
34. Awang Azilshah Awang Zamhari





UNIVERSITI TEKNOLOGI MARA SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: Dayang Suhaila binti Abang Mohd Portan
2. Date & Place of Birth: 12 August 1992 / Hospital Sri Aman
3. UiTM No.: 2012740961
4. Program: Bachelor of Administrative Science (Hons.)
5. Year: 2013 - 2015 Part: 5
6. Home address: No. 27 Jalan Datuk Kampung Hilir 95000 Sri Aman
Sarawak
7. Address during practical training: No. 27 Jalan Datuk Kampung Hilir
95000 Sri Aman Sarawak
8. Place of training: Pegawai Residen Sri Aman
9. Name of Supervisor in-charge: Thomas Geoffrey Kandawang,
Pegawai Tadbir, N41
10. Duration of training: From: 16/7/2014 to 29/8/2014

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

[illegible]

[illegible]

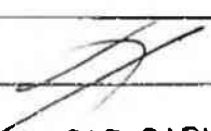
[illegible]

[illegible]

MARKS	NATURE OF WORK DONE	SUPERVISORS REMARKS
EN ZAKARIAH SARKAWI Pegawai Tadbir N41 / 760503-13-5305	- Mengantar mewakili Pejabat Presiden Sri Aman untuk menyertai "Kamp Keselamatan Jalan Raya - Jem Bolk Kampung Sempena Aidilfitri 2014" di Taman Jawatankuasa Keselamatan Behaguan Sri Aman. - Membantu dan menyiapkan senarai kompetensi untuk kumpulan solangon I dan II sebagai panduan mengisi "Training Need Analysis" buat sebelum diadakan kepada setiap staf.	EN ZAIDIL R SARKAWI Pegawai Tadbir N41 / 760503-13-5305

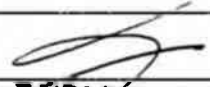
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14 (Selasa)	membuat borang keji selidik kepuasan	
	pelanggan luaran dan meletakkannya di	
	atas kaunter pelanggan.	
	- mewujudkan sistem kaunter cemerlang;	 EN ZAIDI B. SARKAWI Pegawai Tadbir N41 763523-13-6305
	• membersihkan kaunter	
	• memamerkan peti cadangan	
	• menyimpan alat tulis di kaunter	

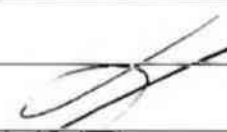
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MARKS	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
(Isnin)	- menghadiri mesyuarat penyelarasan gerai	
AWI	sempena Rumah Tamah Merdeka Raya	
141	peringkat Bahagian Sri Aman 2014.	
5	- permbahagian tugas mengikut jenis	
	makanan bagi setiap Agensi di	
f.	Bahagian Sri Aman.	 EN. ZAIDIL B. SARKAWI Pegawai Tadbir N41 760503-13-5305
	- membuat memorandum rasmi berkenaan	
	Laporan e-Prestasi 2013 bagi Pentadbiran	
	Bahagian Sri Aman.	

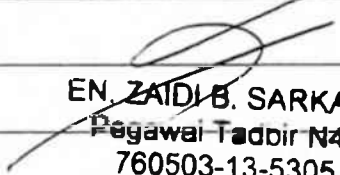
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MARKS	TE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	(Rabu)	- menghadiri Ramah Tamah Aidilfitri 2014	
		anjuran Zon Merpati Putih di Pejabat Residen	
		Svi Aman.	
			 EN. ZAID B. SARKAWI Pegawai Tadbir N41 760503-13-5305

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS	DATE
2014 (Khamis)	- menyusun atur kabinet lama dan baru bagi		(Jumaat)
	menempatkan fail - fail lama dan baru.		
	- mengemas dan menyusun atur peralatan		
	: Yang tidak diguna pakai lagi di bilik	 EN. ZAIDI B. SARKAWI Pegawai Tadbir N41 760503-13-5305	
	sumber.		
	- aktiviti Kibar Jalur Gemilang di Pejabat		
	Presiden Sri Aman.		

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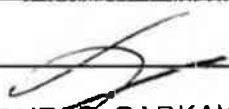
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MARKS DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
4 (15 min)		
4 (15 min)		
4 (15 min)		
4 (15 min)		
4 (15 min)		EN. ZAIDI B. SARKAWI Pegawai Tadbir N41 760503-13-5305

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014 (Selasa)	Mesyuarat kedua pengajutan dan Tamah	(Rabu)
	Mendaki juga Peningkat Bahagian Sri Aman 2-04.	 EN. ZAIDI B. SARKAWI Pegawai Tadbir N41 760503-13 11305
2014 (Rabu)	menyimpulkan analisis kepuasan pelanggan luaran tahun 2013	

MARKSITE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
(Rabu)	- menyiapkan analisis kepuasan pelanggan dalam tahun 2013.	
WI	- membuat persiapan terakhir bagi sebelum pengauditan pada 21 Ogos 2014.	
	- menghadiri mesyuarat kedua penyelesaian Ronda Tanah Merdeka Raya peringkat Bahagian Sri Aman 2014.	

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MARKSATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14	- melawat ke Kubu Alice → melawat tapak	
1)	membalik pulih bagi memulihara tempat	
	bersejarah di Sri Aman suatu waktu	
	dahulu.	 EN. ZAIDI B. SARKAWI Pegawai Tadbir N41 760503-13-5305
SARKAWI		
N41 /		
305		

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/2014 (Isnin)	- membuat kertas minit iaitu menyenaraikan tugas urusetia ^{Raya} Sempena Majlis Rasmah Tamah Merdeka ^A Peringkat Bahagian Sri Aman 2014.	14 (Sabtu)
	- membuat persiapan ^{Raya} Sempena Majlis Rasmah Tamah Merdeka ^A Peringkat Bahagian Sri Aman 2014.	EN. ZAIDI B. SARKAWI Pegawai Tadbir M41 760503-13-5305
11/2014 (Selasa)	- membuat persiapan terakhir di Mini Stadium Sri Aman iaitu mengemas dan membersihkan di seluruh kawasan dalaman Mini Stadium dan gerai-gerai makanan	EN. ZAIDI B. SARKAWI Pegawai Tadbir M41 760503-13-5305

[illegible]

[illegible]

MARKS	TE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14		mengikuti aktiviti Gotong-Royong dan	
15)		Seharian kesihatan anjingan Kelab RANDD	
		(Bina kebersihan dan kesihatan); jam 8.00 pagi	
WI		mengikuti Majlis Perasmian Kembera	
1		Merdeka Jalur Gemilang Peringkat Bchagan	
		Sri Aman 2014 yang bertempat di	
		perkerangan Pejabat Residen Bchagan	
		Sri Aman, jam 11.00 pagi	
		- Menghadiri Aklimet berkenaan	
		Perbarisan Sempena Hari Jadi TYT	
		Yang di Pertua Negeri Sarawak Yang ke 78.	
		jam 4 petang.	

EN. ZAID B. SARKAWI
Pegawai Tadbir N41
760503-13-5305

[illegible]

[illegible]

[illegible]

[illegible]