



اَوْنُوْسِيْتِي تِيْكْنُوْلُوْجِي مَارَا
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PRACTICAL TRAINING REPORT

SIBU RURAL DISTRICT COUNCIL OFFICE

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UNDER SUPERVISION OF

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JULY 2014

THE DECLARATION

Declaration

I hereby declare that the work contained in this report is original and my own except those duly identified and recognize. If I am later found to have committed plagiarism or acts of academic dishonestly, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,



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TABLE OF CONTENT

DECLARATION	i
ACKNOWLEDGEMENT	ii
CHAPTER 1	
1.1 SIBU RURALS DISTRICT COUNCIL'S OFFICE HISTORY	1-3
1.2 SIBU RURAL DISTRICT COUNCIL'S OFFICE BACKGROUND	4-5
1.3 SIBU RURAL DISTRICT COUNCIL'S OFFICE OBJECTIVE	6
1.4 SIBU RURAL DISTRICT COUNCIL'S OFFICE LOGO	6-7
1.5 SIBU RURAL DISTRICT COUNCIL'S OFFICE VISION	7
1.6 SIBU RURAL DISTRICT COUNCIL'S OFFICE MISSION	7
1.7 CUSTOMER CHARTER	8
1.8 ORGANIZATION CHART	9
1.9 STANDING COMMITTEE AND THEIR SCOPE OF JURISDICTION	10-11
1.10 SIBU RURAL DISTRICT COUNCIL'S OFFICE SECTION	
1.10.1 General Administration and Public Affair Section	12-13
1.10.2 Human Resource and Organizational Development Section	13
1.10.3 Rating and Valuation Section	14
1.10.4 Public Works and Planning Section	15-16
1.10.5 Enforcement and Licensing Section	16-18
1.10.6 Treasury Section	18-19
1.10.7 Public Library and Rural Education Section	20
1.11 COUNCILLOR'S MEMEBER 2014	21

CHAPTER 2

2.1 THE WEEKLY REPORT

2.1.1 Week 1	22-25
2.1.2 Week 2	25-28
2.1.3 Week 3	29-32
2.1.4 Week 4	33-35
2.1.5 Week 5	36
2.1.6 Week 6	37-38

CHAPTER 3

3.1 INTRODUCTION	39
3.2 TASK ANALYSIS	40
3.3 PRINCIPLE OF ADMINISTRATIVE EFFICIENCY	
3.3.1 Principle of Good Administration	41-42
3.4 IMPLEMENTATION OF 5S PRACTICE TO IMPROVE ADMINISTRATION EFFICIENCY	43-44
3.5 QUALITY OF 5S PRACTICE AT SIBU RURAL DISTRICT COUNCIL'S OFFICE	45
3.6 REFLECTION AND EXPERIENCE	46-49

CHAPTER 4

4.1 SWOT ANALYSIS	50
4.2 SWOT ANALYSIS EVALUATION	
4.2.1 Strengths	51-53
4.2.2 Weaknesses	53-54
4.2.3 Opportunities	55
4.2.4 Treats	56

4.3	RECOMMENDATION	
	4.3.1 Recommendation to Practical Training	57-58
	4.3.2 Recommendation for Organization	58-59

CHAPTER 5

5.1	CONCLUSION BY EACH CHAPTER	60-64
5.2	OVERALL CONCLUSION	65

REFERENCES

APPENDICES

1.1 SIBU RURAL DISTRICT COUNCIL'S HISTORY

1.1.1 Experimental Election

Sibu Rural District Council was constituted and vested with an executive power on 1.1.1952, after initially undergoing an experimental stage known as the Dayak Local Authority from 1.1.1950 to 31.12.1951. In the early stage of its experimental formation, the members of area community leaders such as Iban Penghulu, Ketua Kampung and Chinese Capitan. Their term of office were determined and decided by the White District Officer, who was simultaneously appointed as the Chairman of the Council until the year 1959. The first experimental election which was purportedly conducted to elect Councilors was held in the year 1960. It was evidently proven to be quite successful. The method began through the simple nomination of potential and popular candidates representing various wards. In exercising the democratic right in the election, only head of the households were eligible to cast their votes within each ward.

Normally, the nominated candidates who were nominated to join the fray, were likely those of the community leaders. This level of society stand greater chances in lobbying and winning grassroots supports, largely because they were accorded with more privileges and opportunities to associate themselves with the then District Officer either through official meetings or informal gatherings. Another vital contributing factor that perhaps could influence the voters was attributed towards their willingness and their generosity to contribute voluntarily, either in cash or in other kinds towards all activities that were being organized in their respective area during those days.

1.1.2 Early Establishment

In early establishment, another election of Councillors was held in 1963, shortly before the historic formation of Malaysian Federation. This time, the election was an open affair. Cr. Wong Kwong Yu, A.B.S., B.B.S., took over the chairmanship in July 1963. Thereafter, those Councillors who have been elected in this District Council level would then re-elect amongst themselves between 5-6 members to sit in the then so called 3rd Division Divisional Advisory Council (present day area covering Sibul, Kapit and Sarikei Divisions). Sibul Rural District Council was represented by only five members. Subsequently, the 3rd Division Divisional Advisory Council would again re-elect amongst themselves eleven representatives to the State Legislative Assembly. Hence, this system was popularly known in those days as the Three-Tier or Three Levels of Election process to the State Legislative Assembly:-

Past British Chairmen in (Colonial Era)

1. Mr. G. Lloyd Thomas (District Officer)	18.11.1952	-	03.08.1954
2. Mr. AFR Griffin (District Officer)	04.08.1952	-	29.10.1954
3. Mr. G.A.T. Shaw (District Officer)	30.10.1954	-	13.12.1955
4. Mr. D.C. Walker (District Officer)	14.12.1955	-	27.03.1958
5. Mr. I.A.N. Urquhart (District Officer)	28.03.1958	-	31.12.1959

1.1.3 Integration of management

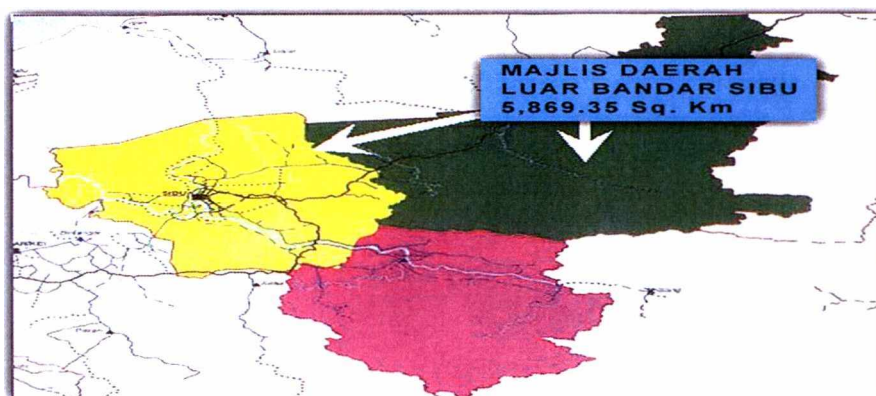
Realizing the needs and necessities to integrate and restructure the top-level management of some major town Councils in Sarawak, the then so-called State BN3 government began to adopt a new approach, to appoint a local prominent political figure instead of the serving District Officer to be installed as Chairman. The then Council Negeri member of Dudong State Constituency, YB Encik Jawan Empaling was sworn in as the first appointed politician to the post of Sibu Rural District Council's Chairman on 15.7.1987. He left the office on 31.12.1992 and was succeeded by another respectable, well known political figure, YB Datuk Wong Soon Koh, a member of Dewan Undangan Negeri for Bawang Assan State Constituency. His tenure of office was cut short until 17.3.1994, upon his elevation to the Speaker of Dewan Undangan Negeri.

However, another young but experienced politician, Encik Vincent Goh Chung Siong now member of Dewan Undangan Negeri for Pelawan State Constituency, was in his stead and officially installed as a Chairman of Sibu Rural District Council on 1.1.1995. He has been a Deputy Chairman and the Councilor of Sibu Rural District Council since 1984. Encik Oliver Guo Ging was then appointed as SRDC chairman on 1.7.1998 and he left the office in December 2003. His deputy Cr. James Laju Anak Ambok who has been a SRDC Councilor since early 80s then took over the office as the new Chairman of Sibu Rural District Council.

1.2 SIBU RURAL DISTRICT COUNCIL OFFICE'S BACKGROUND

Sibu Rural District Council (Majlis Daerah Luar Bandar Sibu) is a local authority which administers Sibu rural areas such as Sibu Jaya District and Selangau District. The agency is under Ministry of Environment, Sarawak. SRDC are responsible for public health and sanitation, waste removal and management, town planning, environmental protection and building control, social and economic development and general maintenance functions of urban infrastructure. The SRCD main headquarter is located at Wisma Sanyan, Jalan Sanyan, and Sibu town centre.

Location



Overall the administration of Sibu Rural District Council (MDLBS) located in Sibu District Administration covering 5,869.35 square kilometers after the entry into the Selangau District MDLBS custody in 2002. During the early establishment of the Council, MDLBS area divided by the ward system, in where originally there were 22 wards. However, due to the special study on the demarcation of the border, Ward 16 (*area near the border custody Sibu Municipal Council*) was added to the Sibu Municipal Council in 1981.

RURAL DISTRICT COUNCIL OFFICE AT WISMA SANYAN, SIBU

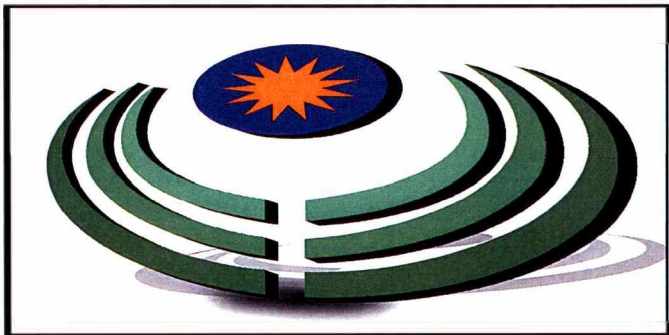
AREA JURISDICTION: - SELANGAU AND SIBU JAYA



1.3 SIBU RURAL DISTRICT COUNCIL OFFICE'S OBJECTIVE

- Aiming to provide a quality, economical and modern basic amenities, public infrastructures and professional services to all the populace residing in our areas of jurisdiction, fairly distributed and allocated to, based on the urgency and priority needs.

1.4 SIBU RURAL DISTRICT COUNCIL OFFICE'S LOGO



SRDC LOGO

- The logo is formed from three basic circles, the lower reinforcing the one above it and so forth. This signifies the support the council is receiving from government grants, rate assessment and license fees. Green demonstrates the council's urgency in beautifying and preserving the environment.
- The Mini globe represents the council and the starburst in the Centre reflects the various functions undertaken by the council. It also indicates the efforts of the

council to further develop the rural areas of SibU. Orange is symbolic of the multicultural wealth. Blue signifies the sense of oneness that the council enjoys.

- The three solid lines pointing upwards signify the council's vision. It portrays their ambition and continuous quest for excellence. The vertical line represents the support from the people.

1.5 SIBU RURAL DISTRICT COUNCIL OFFICE'S VISION

- "Transformation Movers Harmony"

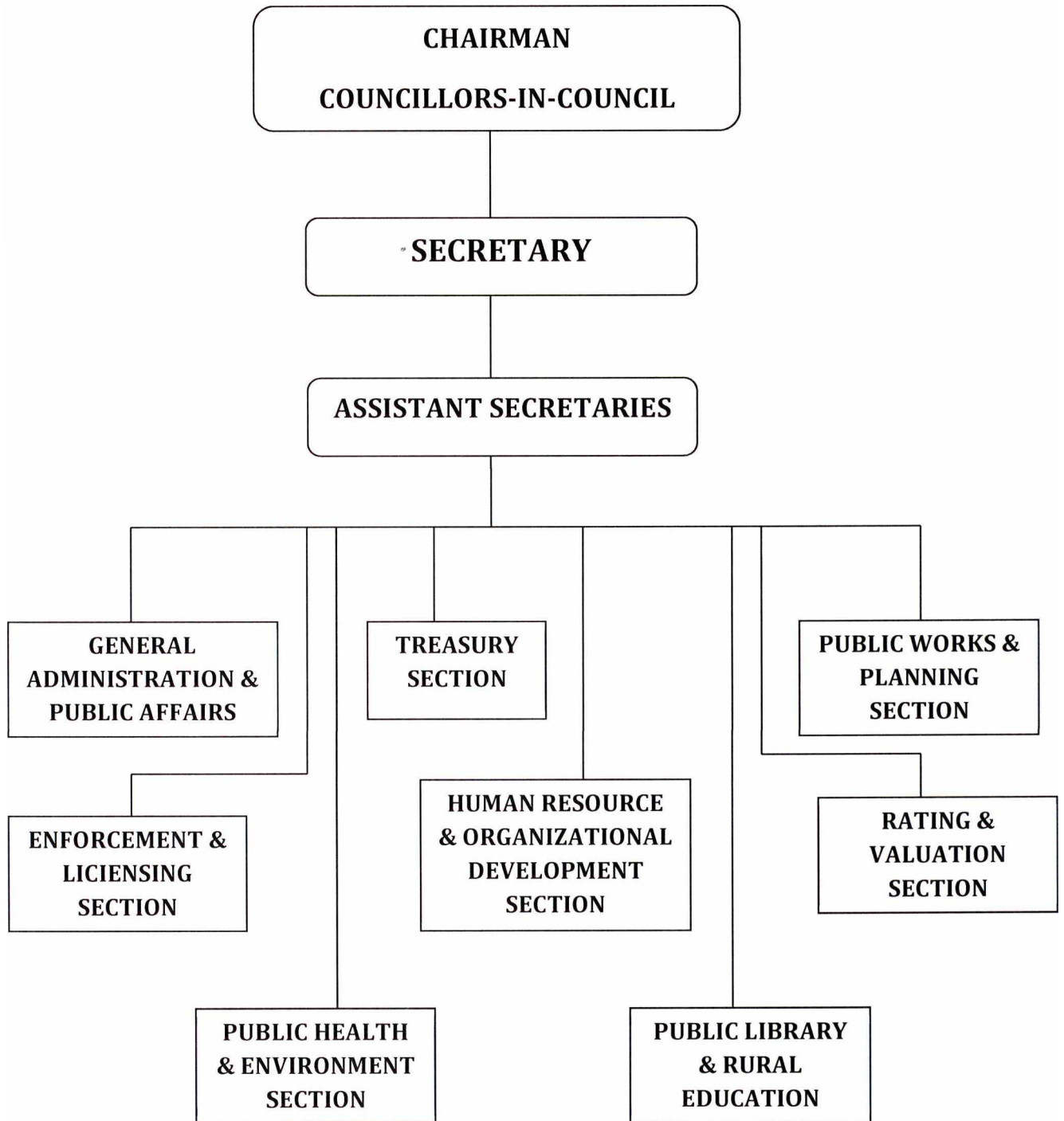
1.6 SIBU RURAL DISTRICT COUNCIL OFFICE'S MISSION

- We are committed to providing and improving the efficiency and effectiveness of service delivery system.

1.7 CUSTOMER CHARTER

1. Realistically entertain complaints within a period not exceeding three (3) working days.
2. The building plan is processed and submitted to external agencies / relevant internal section for review within fourteen (14) working days
3. Building plans approved within fourteen (14) working days with accompanying documents are complete and obtain approval from the relevant agencies.
4. Production of "*Occupation Permit*" shall be provided within seven (7) working days after the site inspection and approval from the relevant agencies.
5. Payment of the purchase order / work will be paid within fourteen (14) working days once all details of payments received.
6. Application of the new solid waste collection will be processed within seven (7) working days in the service area of the existing collection.
7. Ensure that all new books obtained processed and displayed for the loan within six (6) months from the date of purchase / acquisition
8. Reducing delays return books to 10 percent of the loans made per month

1.8 ORGANIZATION CHART



1.9 STANDING COMMITTEES AND THEIR SCOPES OF JURISDICTION

1. Development Planning, Finance, & Resources Management

- Assets Management
- Human Resources
- Organizational Development & ICT
- Finance
- Development Planning

2. Environment & Public Health

- Environment (EIA)
- Rubbish Collection
- Scavenging Services
- Vector Control
- Sanitary & Waste Management
- Public Toilet & Hygiene at trading premise
- Food Quality Control

3. Public Works & Building

- Building & Housing
- Drainage Clearing
- Maintenance Assistance
- Maintenance of public amenities & infrastructure
- Grass Cutting
- Landscaping

4. Business & Licensing

- Commercial Activities
- Lock- up Shops
- Villages shops
- Licensing
- Wet Market
- Hawkers (Stationary/mobile)
- Tamu
- Enforcement of By-Laws

5. Public Services & Tourism

- Rural Education/Civic Assembly
- Tourism Activities
- Public Library
- Education Visits
- Sport & Social Activities

6. Tender Committee

- Calling for Tenders
- Evaluation of Tenders
- Interview of short listed renderers
- Blacklisting, suspension, & termination of contractors for breach of contract agreement

1.10 SIBU RURAL DISTRICT COUNCIL OFFICE'S SECTIONS

1.10.1 GENERAL ADMINISTRATION AND PUBLIC AFFAIR SECTION

The General Administration and Public Affair Section of the council plays a very crucial role to link up and to support the overall management structure of the whole organization. The holder of the post of Assistant Secretary I of the council had been entrusted by the management to head and to lead this section. He is assisted by strength of 14 staffs, ranging from the General Duty Worker to the Senior Clerk to ensure that the on-going process of the administrative business is carried out effectively. The main tasks of the Secretariat are to co-ordinate, extend and to link-up all official correspondences, messages and communications from the top management.

Another important responsibility of this section is to act as a central safe keeping and a secure custody of all files, data and records regarding the management of duties and responsibilities of every section. This section is also responsible for planning, drafting and issuing a notice of meetings to all councilors and staffs of the council. Currently, the ordinary meeting of the council is convened at least once in every 3 months (in compliance to section 21 (2) – Sarawak Local Authority Ordinance, 1996). The councilors-in-council will deliberate and to make decision at 5 relevant ordinary standing committee meetings and 1 Full council meeting. Full council meeting is also convened at least once in 3 months.

In Public Affair, another major responsibility of this section is to entertain customer's complaints and grievances. Fact of the complaints will be recorded, assessed and then conveyed to the relevant section for speedy remedial action. The other primary functions of the section are to plan-out, coordinate and to organize a public relate or community

development activities, ranging from welfare activities, community services, stage show, public forums, dialogues, tourisms and many more other related public affair activities.

1.10.2 HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT SECTION

In order to accelerate the rapid growth of Human Resource Development in this council, in line with the objective and the concept of the then SSB System, a Human Resource and Organizational Development Unit had been set up to provide a greater degree of attention to address this agenda.

Function

- Apart from managing HRD and OD, the other vital function of this unit is to deal with Human Resource Management and ICT (Information Communication Technology) management. Various aspects that are covered under HRM and ICT:-

1. Managing staffs records (maintaining and updating service information) in service Record Books and Personal Information System
2. Managing staff's privileges such as contribution to EPF, Pension matters, and staffs transfer matter once in three years annual leave passage, processing of annual.
3. Managing staffs matters such as service appointment and engagement, confirmation, and extension of probation period.
4. Compilation staffs files, correspondence, records, documents, organization personal data, reports and activities with regards to personnel is matters and Human Resources.

1.10.3 RATING AND VALUATION SECTION

Rate is the main source of revenue to the Council. In return for services rendered to the members the public within its area of jurisdiction, the Council levies and collects rate from such services occupiers of ratable holding who enjoy or derive direct tangible benefits from such services. Undeniably, time is the essence for the collection of assessment rates to be exercised effectively.

- **Duties and Function**

1. Referencing all types of ratable holding, maintain and categorizing ratable holding data, issuing and dispatching of assessment rate notices and bills to ratepayer
2. Processing application to rebate, remission and demolished holding
3. Recovery of areas by ways of demand notices, persuasion letters and legal proceedings. Failure to areas of rates will cause default fee of 1% per month to be imposed of part thereof be levied.
4. Road naming and house numbering for different type of estates

1.10.4 PUBLIC WORKS AND PLANNING SECTION

1.10.4.1 Planning and implementation of Council is Development Projects

- Implementation of development projects are done based on the approval and directive by both state and federal authorities.
- The nature of projects which are implemented by the Council, are mainly feeder road drainage system, hawker center, rural; libraries and public toilets.
- SRDC like other Council is also entrusted with the responsibility to plan and to manage landscaping and beautification programmer.
- Selections of contractor are done based on an open tender procedure and only registered UPK license contractor are eligible to participate to bid for the contract works.

1.10.4.2 Public Toilets Services

- SRDC to date has constructed 1 standard public Toilet which is strategically located next to the Tamu and Food courts at Sibu Jaya.
- Another 9 more public toilets can also be found at small towns such Selangau, Durin and Stapang, and at some strategic areas such as Sg. Pradom, Sg. Nibong, Sg. Telian and Sg. Bidut.
- Full time attendants are engaged through contract services to look after the cleanliness of the toilets and to make sure that the toilets facilities are in good running order at all times.

1.10.4.3 Future Planning

- The Public Health and Environment Section will continue to intensify its effort to conduct more extensive monitoring and inspection of clean sanitation and hygienic environment.

1.10.5 ENFORCEMENT AND LICENSING SECTION

1.10.5.1 Duties and responsibilities

The primary responsibility and duty of enforcement officer is to cultivate and install law awareness education to the local community on the importance to honors law and order for the benefit of the whole society at large.

1.10.5.2 Ordinances and By-Laws

The Ordinances and By-Laws, which are enforced by the enforcement officers of SRDC, are as follows:

- i. The local Authority Ordinance, Chapter 20, 1996
- ii. Sarawak Building Ordinance, 1994
- iii. The Local Authorities Entertainment Ordinance, 2000
- iv. The Local Authorities Entertainment By-Law, 2001
- v. The Local Cleanliness, By-Laws, 1963
- vi. SRDC storage of Petroleum By-Laws, 1963

1.10.5.3 Purpose to enforce laws and order

- The enforcement officers acted against the offenders of law, it is not intended for the mere purpose to punish the society, but it is rather to be positively perceived as an execution of duty to control peace, stability and to regulate the process of laws as enshrined in all relevant sections of The Local Authority Ordinance, Chapter 20, 1996 and all Regulations and By-Laws made herein.

1.10.5.4 Power to enforce laws and order

- Any form of legal action that is instituted against the infringement of the law must be relevant and should also in consistence to the provision of the law Enforcement officers of SRDC are empowered by section 161.

1.10.5.5 Application of common law

- Again, based on the principle of the common law application, enforcement officers at certain times and at certain circumstances may also exercise their discretion and diplomacy to act against the offender so as not to be reflected as being cruel, ruthless and aggressive.

1.10.5.6 Issue of liberty

- As far as the enforcement of the Local Authority Ordinance, Chapter 20, 1996 and all By-Laws and Regulation made therein are concerned and in the course of initiating any action against any nature of offence, the issue of Liberty of a person (individual right) as enshrined in Part II, Article 5, of The Federal Constitution, are at all times being strictly taken into account and such provision is to be complied with accordingly.

1.10.5.7 Compounding action

- The compounding action is quite useful as it can help to effectively eliminate and speedily dispose of the offences being committed against the provision of Local Authorities Ordinance Chapter 20, 1996 and all SRDC By-Laws and Regulations made therein. Besides providing a source of revenue from the fine collected, it will also help to avoid cases to be filed in court, which is usual circumstances will involve long and length procedures, costly and messy too.

1.10.6 TREASURY SECTION**1.10.6.1 The main function of Treasury section can be seen as follows:-**

1. Collection of revenue and SBBS collection
2. Payment of salaries, allowance and other expenses for works and services
3. Control of cash and keeping of proper records for revenue and expenditure
4. Preparation of annual accounts

1.10.6.1.1 Present Sources Of Revenue

The Following are the main sources of revenue:-

- Assessment rates
- General revenue
- License fees
- Government Grant

1.10.6.1.2 Computerized Accounting System

- Timely submission of Pre-Audit Financial Reports
- Maintenance of a complete and up-to-date set of accounts
- Effective daily closing of account

1.10.6.1.3 Financial Strength And Assets

The council is considered as financial sound as it has a substantial working balance and reserve funds compare to other some other District council of the same status in the state.

1.10.7 PUBLIC LIBRARY AND RURAL EDUCATION SECTION

1.10.7.1 Objective

1. To provide suitable and sufficient reading materials, and other relevant educational resources to the customers in its surrounding areas.
2. To provide courteous services to customers at all times.
3. To provide comfortable and sufficient reading facilities to customers.
4. To process borrowing of book within 5 minutes for each book.

Amongst the services which are provided here are :-

- Borrowing and Returning of books
- Usage of Reference
- Usage of Internet
- Usage of Computer
- Usage of Printer

Library Collection

- Book
- Newspapers
- Local Magazines and Profiles

2.1 THE WEEKLY REPORT

2.1.1 WEEK 1 (22.01.2014-24.01.2014)

On the first day which is January 22, 2014, it was Wednesday. At 8.00a.m, I reported myself to the Sibul Rural District Council's Office for my practical training. I met Encik Justani Joni, the Secretary Council at the Administration Section at Sibul Rural District Council office. He introduced my supervisor, Encik Anis Abdullah, the Assistant Secretaries Council at SRDC. My supervisor introduced all staff in Administration Section. After our brief introduction to each other, he expressed his pleasant feeling as I choose to have my practical training at Sibul Rural District Council Office. I felt comfortable with all staff at Administration Section because willingness them to help student practical. After that, he gave me SRCD's Profile for read and he also explained about the organization. He briefed me about the organization mission, vision and objective. During he explained the organization mission, vision and objective, he show me what activities that SRDC organized to achieve their objective. Besides that, my supervisor also explained the functions of the Sibul Rural District Council office. He explained to me that SRDC help the people at rural area especially at Selangau and Sibul Jaya. He also gave me an overview about the task that would be given to me during my practical training. My supervisor strictly person, he don't want her staff delay during do the task. He hoped that I would gain as much experience as possible during my practical training at the Sibul Rural District Council office.

After that, for my first task at the first day when I work at Sibul Rural District office, Mdm. Rose Wong, the staff's at Administration Section, she gave me task to arrange all

document of Travelling Program. And then, after stamping the document, all of the documents need to filling. She explained to me why **filing system** are importance. She explained me the filling system to arrange paper in systematic manner so that they can be quickly and conveniently located. Besides that, she also explained to me what the centralized and decentralized of filing system. I was really lucky as the staff at Sibu Rural District Council because all of the staff willing to cooperate with other. They try to help me to understand about the task in the organization. They told me if organization has activities student practical also can involve for all activities to enhance their experience.

On the second day, I came to the office at 7.54 am. I excited for the second day I work at Sibu Rural District Council office. When I arrived, my supervisor called me to manage the certain task at his office. Before that, he explained to me about the task that I need to do. He explained to how to arrange the file before the filled. After he explained, I understand how to arrange the file. I arranged all of Daily Attendant Report and also record that document. My supervisor, Encik Anis Abdullah advised and guides me how to become a good leader when we work in organization. He advised me how to be professional during the work. We need to manage the work with efficiency and effectively. The second day was really enjoyed with a feeling of joy as I felt that I improved in term of skills and knowledge.

On third day, I was being called by Mdm. Rose Wong, staff SRDC at Administration Section. She wants me to help her to key in the incoming fax that using the Microsoft word. The tasks that I do for the third day are using the computer. I typing the data and after finished I print out the data. She explained to me how to key in the data that follow

the date of incoming fax. After print out the data, she wants me to ensure staffs at every section need to sign the data. Besides that, she explained to me how fax the document to other department or other side. I feel Mdm. Rose Wong was really caring and friendly because she willing to share with me about her experience before her work at Sibul Rural District Council office. Even though sometime it task very difficult but she enjoy work at SRDC.

After that, a lots of task that I do for the third day I work at SRDC. But I so enjoyed with my task that given to me. After lunch, Mdm. Rose Wong gave a second task to me. She wants me to distribute the document with different section after signed by Assistant Secretaries. I record every sick leave of staff who absent for that day.

After lunch, I was introduced to the staff at the Sibul Rural District Council. At the Sibul Rural District Council there are eight sections, which are Administration and Public Affair Section, Human Resource and Organizational Development Section, Treasury Section, Rating and Valuation Section, Public Works and Planning Section, Public Health Section, Enforcement and Licensing Section and the lastly are Public Library and Rural Education Section. Sections at SRDC are having different levels which are level 17 and 18 at Wisma Sanyan. My supervisor introduced me to the other staff at third day I work at SRDC. Even though third day I work at SRDC, I would be deemed as challenging I need to adapt with the environment at the office. All of staff willing to helping me each time I encountered a difficult situation to complete the task that given to me. As a student I need to will to accept task assigned to me. I hoped to gain more experience and knowledge during my practical training.

In conclusion, on the first week, my supervisor, Encik Abdullah and other staff teach me how to manage a filing system and also key in the data. Encik Anis Abdullah also advised and guides me how to become a good leader when we work in organization.

2.1.2 WEEK 2 (27.01.2014- 31.01.2014)

On second week, I helped Mdm. Rose Wong to typing the letter for meeting of "Audit Kualiti Dalam". She explained to me how to do the letter for meeting. She gave the example of letter to increase the depth of my understanding. Besides that, she explained to me after the letters are done that need submitted to my supervisor, Encik Anis Abdullah for checked the format. After checked, I should photocopy the letter before distributed the letter to the staff who is involved at the "Meeting Audit Kualiti Dalam". After photocopying I given the letter to Encik Hashim, Administration Section's Staff at SRDC, he as an office boy to sending the letter or distributed the letter at Administration Section office. I feel enthusiastic to do the work for the fourth day even though a lots of task given to me.

On second week, I was really excited to continue in my practical training. After lunch, I continue my task with Mdm. Rose Wong. I was helping her to manage the task. I was willing to help her because she had more tasks need to be done. She wants me to manage the task about the "Takwin Mesyuarat Majlis Bersama Jabatan Tahun 2014" and "Jemputan ke Kempen Keselamatan Jalan Raya Sempena Tahun Baru Cina 2014". She explained to me how to manage the task. Every letter that came in and out in the organization would be needed to be filed for reference. After the task completed I

continued to type the letter of “Mesyuarat Jawatankuasa (JK) Wabak Denggi Daerah Sibuh”. Mdm. Rose Wong gave me example how to do the letter. Before 5.00 p.m, I needed to complete my task because that letter will submitted or fax the next day. After that, I print out the letter and photocopying the letter. The letterhead I gave to Mdm. Rose Wong and the photocopying will be filed.

On the second day of the second week, I continued my routine with received incoming fax, incoming mail, recorded leave letter of staffs, key in data of incoming fax and mail, and also rearranged the Travelling program and Daily Attendants Report. After second week, I learned more experience and knowledge during my practical training. Without instructed, I know the first thing that I need to do. I must ensure the all document or letter come and out that must be key in or recorded. By doing this task, I learned new experience such as filing several documents. I found out that each organization would have their own core as they filed document.

On the third day of the second week, I **attended a meeting** “Jawatankuasa Persiapan Angkat Sumpah Ahli-Ahli Majlis”. Encik Anis Abdullah appointed me as a secretary. Before meeting started, Mdm. Rose Wong, staff’s SRDC, explained to me what need to do before meeting. We need ensure the table and chair in well arranged. We also make sure rooms of meeting are cleaned and prepared the documents that need to be discussed. After that, she also explained to me more how to make preparation before meeting started and after meeting finished. Besides that, Sibuh Rural District Council busy to organized this event. At the meeting I have been briefed regarding the task that the Sibuh Rural District Council office needed to handle during the event.

That are first time I attended a meeting with my supervisor and other staff that involved on this event at Sibul Rural District Council. Meeting started at 9.00 am, at the first time, I really nervous and at the same time I need to be more confident to ensure the meeting a smoothly run. In front of all staffs, I must be more confident to avoid the feeling nervous during the meeting. I write all of that they discuss in the meeting and take a minute of the meeting. During the meeting, my supervisor asked me to give any opinion regarding the event that we needed to handle. Meeting finished at 11.am, I need to take a minute of the meeting. My supervisor asked to me to do the minute of sheet. He gave me one week to finish the minute of sheet.

On the fourth day, I learned how to do minute of meeting. When arrived, I continued my task to do the Minute of Meeting. Before that, I asked Miss Susan Marlina, Administer Staff at SRDC, she explain to me how to do the Minute of Meeting. That follow the format of minute of meeting, she gave me an example of previous Minute of Meeting. Before I continued to type the minute meeting, I asked to Miss Susan about attendant of staffs who involved the meeting of “Jawatankuasa Persiapan Angkat Sumpah Ahli-Ahli Majlis” .After lunch, I continued to type the Minute of Meeting. I would follow the format minute of meeting that Miss Susan Marlina given to me. After minute of sheet done, Miss Susan told me to submit the minute of sheet to my supervisor for checked. My supervisor commented about the minute of sheet and if the minute of sheet have error, he wants me to make adjustment. After make adjustment, submitted again to Encik Abdullah for second checked before photocopying the minute of sheet and after that, the minute of sheet need to be distributed to other staff that involved with meeting. The original copy will give to Encik Abdullah and one of copy need to file.

On the second week, I learned the something new that I need to feel comfortable at lots of task given to me. My supervisor advised and guides me to ensure every work or task that I do no need to chaotic when we do any task that given to me. During do the minute of meeting, I learned how to improve my language skill and also confident level skill. On the fourth day, my minute of meeting not yet to finish because at the same time many task I needed to be done. Mdm. Rose Wong needs me to help her to fax the document or letter to the “Kementarian Kerajaan Tempatan Dan Pembangunan Komuniti”. Even though, a lots of task that I do for fourth day, I still enjoyed to complete my task.

After that, Mdm. Rose Wong asked me to send the letter to Public Work for signed by Mr. Saing at level 17, Wisma Sanyan. After signed, I gave back to Mdm. Rose Wong for filed. Mdm. Rose Wong back early that evening because she sick. She wants me to manage the incoming fax and answering call in her office. Before back, I need to ensure her office locked. After I rearranged all document, I need to take all letter from Secretary Council office after his signed before I back.

On 31 January 2014, celebration of “Happy Chinese New Year”, I not came to the office. On Friday, all of staffs have a holiday for celebration of “Happy Chinese New Year”.

In conclusion, on the second week, I learned more experienced and knowledge which are how to make a preparation before meeting started, take minute of meeting, record of data and so on. On the second week, my supervisor explained me more regarding preparation of meeting. Every week I learned something new that I need to be focus on my practical training.

2.1.3 WEEK 3 (03.02.2014-07.02.2014)

On first day of third week, I came to the office. After holiday, I need to finish my task. My minute of meeting not yet done because many tasks that have been to done. When arrived, I go to the office Mdm. Rose Wong to ensure letter, document, incoming fax and other need to be managed. She still holiday until 5 February 2014. She wants me to manage her task if she not coming office. After I managed the entire document, I continued type my minute of meeting that I postpone before holiday. I referred to the example and format that Miss Suzan given to me. I finished my minute of meeting before lunch. After finished, I print out the minute of meeting and submitted to my supervisor for checked. I submitted minute of meeting to his office. On third week, most of Chinese's staffs still holiday. Who came to the office they also cooperate with other to ensure the task run smoothly.

After lunch at 2.00 p.m, I back to office. My supervisor called me to his office. After he checked my minute of meeting, he commented about the task that I done before lunch and told me the adjustment that I need to make. I hoped that I would to improve my weakness. My supervisor always advised and guides me to learn something in my life during my practical training. He wants me to be confident and hard during make the task. After he commented my task, I redo my minute of meeting that need I adjusted. After finished redo my task, I print out and photocopying minute of meeting. The original letter I submitted to my supervisor and photocopying letter I submitted to Encik Hashim. One of photocopying minute of meeting will be filed for referenced. Encik Hashim was distributing the minute of meeting to other staffs who involved an event.

After my task finished, I asked to my supervisor about the minute of meeting. He explained to me why minute of meeting important and was need distributed to other staffs who involved that event. They will know the task or post that given to them. If not, they not take serious about their task and also not cooperative make their task. The third week was really gave me a lot of experience and knowledge.

On the third day of the third week, **I learned how to manage the counter service.** At the same time I need to communicate with customer. More of customer will make complain about the road, rubbish collected and other complains that need to settle. Cik Nur Qaseh, staff's Administration Section, explained to me how to communicate and serve the customer regarding complain and any inquiry. And then if customer make complaint, they also to fill up the form of complaint. After that, the form of complain will submitted to Secretary Council. Besides that, if the complainant sent the letter, the operator at the counter need stamped the letter before given to Secretary Council. Cik Nur Qaseh explained how to faced and communicated with the customer who came to counter. Counter service most important because we need to friendly with customer when we serve them. At the same, Cik Nur Qaseh also explained to me how to answering call from staff or customer. For the first time I learned to answering call from staff at the different section. Besides that, I also was answering call from other people. From Administration Section will received call from many people and then transfer to other department at SRDC. Cik Nur Qaseh explained to me how to answering and transferring the call. She also explained to how to make called. She explained to me how to greeting with other.

For third day of the third week, I learned something new even though answering and transferring the call are easy but greeting are most important when answering the call. Respect each other during answering the call. On third day of third week, I learned two tasks which are manage counter service, answering call and transferring call.

After that, Puan Nurhayati, Administration Section staff, called me to her office. She wants me to help her preparing file for councilor. These weeks are really busy to organize the event for council. I preparing file for councilor that will using during the event. Too many tasks that we need to prepared to ensure the event will run smoothly. She explained to me how to do the task even though are easy. Besides that, photocopying the certificate for councilor and also stamping the certificate. After that, I prepare the note and pen for the councilor. Puan Nurhayati wants me to type the card of invitation for the councilor. She explained to me how to do the task that will make easy to do the task. After finish prepared the file and stamping the certificate, I continued preparing the card invitation for the councilor. Even though a lots of task for that day, I enjoyed to complete my task that given to me. My friend's Sedy and Hessler help me to finish the task.

On the fourth day of third week, I continued my routine day. I cleaned my work station before continued my task yesterday. After breakfast, I continued preparing tag name and bag for councilor. Here, I help my friend's Sedy, practical student, to type the name of councilor using the Microsoft word. After finished type, I print out and laminating the name of councilor. That name will put at the table during the councilor meeting. The members of councilor will attend the meeting after they attend the event of "Angkat Sumpah".

On 7 February 2014, I attended of "Staff Assembly" at meeting room. All of staff at Sibuluhur Rural District Council attended to that event. Staff assembly is compulsory to all of staffs at every section in SRDC. Event of "Staff Assembly" will be organizing only one at every year. This event important to all of staffs, Secretary Council will give a speech to them. Encik Justani Joni, Secretary Council at SRDC, introduced me to all of staffs. He advised me to improve my ability and learned to accept any admonishment from other staffs. He wants me can cooperate with other during do the work and will work together with his staffs. After he introduced me, he present about the vision, mission, objective and also policy of the SRDC. He also present what activities that SRDC organized at year 2013. Many activities that SRDC organized at year 2013, all of staffs also involved at every activities that SRDC organized. He wants all of staffs achieve the organization goal and objective. Encik Justani Joni wants other staffs respect each other especially student practical at SRDC. He hoped all of staffs can cooperative and learned them to manage the work. Even though other staff to admonish me about answering call, but he wants me learned how to accept the admonishment from other staffs. By doing many task, I learned new experience and knowledge when I work at SRDC during my practical training. I can communicate each other not only staffs but other people come to SRDC office.

In conclusion, on the third week, I learned another task which are managed the counter service, answering call and also transferring call to another department. At the same time, I also make a call to other staff. I would thankful that I able to improve my communication skill when I faced with different people. When we serve the customer and also answering call, communication are more important to ensure the customer comfortable when we communicate with them.

2.1.4 WEEK 4 (10.02.2014-14.02.2014)

On first day of fourth week, I continued my routine day at Mdm. Rose Wong office. Mdm. Rose Wong appointed me to managed the several task. I go to her office to rearrange the any document and letter at box section. I must to ensure the document and letter at the box section need to arrange. I arranged and separated entire document at different box section after signed by Encik Justani Joni, Secretary Council at SRDC office. I taking letter and document from his office after signed. That my routine day and first thing I do when I work at SRDC. After that, I going to breakfast with other staffs, if not having time I just take away. After breakfast, Mdm. Rose Wong called me to her office. She gave task to me, it reply letter. She wants me to reply letter to Kementarian Kerajaan Tempatan Dan Pembangunan Komuniti. She explains to me how to make a reply letter. She also explained the functions of both letters and when it is necessary to use each respective letter. After that, she gave me a few example of letterhead further to increase the depth my understanding. After finished type of reply letter, I submitted to my supervisor for checked. After that, I made adjustment on the reply letter before fax to KKTPK.

In evening, I attended of rehearsal “Majlis Angkat Sumpah Ahli Majlis” at Tanah Mas Hotel. I came to the hotel at 2.00 pm. When arrived, I was asked to attend a briefing session about the council or event that started tomorrow at 9.00 am. During the briefing, Encik Anis Abdullah, a person in charges the event for tomorrow. He asked me for my task for tomorrow. For council tomorrow, I handle division of registration of councilor. After the briefing, I preparing the rosette for councilor and manage the division of registration. After that, I help other staffs to stick the name of councilor at every chair.

Besides that, I also help Mdm. Rose Wong to manage and decorate the stage. All of staffs that involved the event busy to make a preparation for tomorrow. We hoped that event can run smoothly with co-operation each other.

On February 11, 2014, I came to the Tanah Mas Hotel at 7.15 a.m. earlier than most of staffs. When arrived, I help other staffs to handle the division of registration. I prepared the list name of councilor for take their attendant. Besides that, I prepared the tag name and bag for councilor. Most of staffs came at 8.00 am because they go to office first before came to hotel. Everyone busy to prepared the thing that need to do which are prepared chair, table, sound assistant and other. I asked to manage the table for registration. I hoped anything will fine during that event because that are first I attended the formal event. After done, we go to breakfast first before that event started. And then, after breakfast we go back to hotel. That event started at 9.00am, most of councilor came to "Majlis Angkat Sumpah". Before came in, I take attendant of them, gave their tag name and gave bag to councilor. During that event, I can recognize all of councilor that attended. Here, I know who a councilor at SRDC.YB Dato Sri Wong Soon Koh arrival at 9.30 am, we are ready to welcome guest on that event. That event to take place until 11.00a.m and after lunch, that will continued with talk from Dr. Rais. That event finished at 3.30 pm, I returned to office.

On third day of fourth week, I continued my routine day. When arrived, Miss Yvonne Mason, staff at Human Resource Section, called me to help her to type document (Part Time Application Form). After typed, I asked Miss Yvonne what function of HR. She also explained to what function of human resource. Human resource functions are managing

staff, managing staffs privileges, recruit the people and other. She also told me about the Part Time Application Form. SRDC recruit people to work with them. Due date for this application is next week and after that they can interview the people. She told me, Miss Shirley Tiong Sieng King will interview the interviewee. I feel she was really caring and she seemed like a mentor to me as she guided me in order to adapt the environment of working.

On the fourth day and fifth day of the fourth week, I make same tasks which are key data even though different data I need to do. My supervisor called me to his office. He wants me to send letter to Treasury department. After that, I help Mdm. Rose Wong to stamping and send entire document and letter to Secretary Council. I also cleaned my work station to filling several document. I hoped would be improved my communication, interpersonal and knowledge skill during my practical training at SRDC.

In conclusion, I would able to improve my knowledge skill during my practical training. Every week, I learned something new of tasks that given to me. On the fourth week, my supervisor and Mdm. Rose Wong guided and teach me how to reply the letter, make a preparation during event that SRDC conduct and also rearrange the document.

2.1.5 WEEK 5 (17.02.2014-21.02.2014)

On February 17 until 20, 2014, I continued my routine day of my tasks. I make same tasks which are key-in data, fax document, photocopied several document, stamping letter or document and take a letter from Secretary Council.

On February 19, 2014, I requested for off-day from my supervisor because I have MUET at SMK Kampung Nangka, Sibul. I came to work on February 20, 2014. On February 21, 2014, I attended meeting of "AJK Sukan Karnival Sukan PBT". Encik Hashim called me to attend that meeting. I take a minute of meeting. Meeting started at 9.00 am, he called me an urgent. I was willing to help him to take a minute of meeting. Meeting finished at 10.30 am, I go to breakfast with other staffs. After breakfast, I was asked to type the minute of meeting. Until week 5, I was able to improve my knowledge and skill. I know how to do the minute of meeting. After completed, I submitted to Encik Hashim for distributed to other staffs that involved in this carnival.

2.1.6 WEEK 6 (24.02.2014- 28.02.2014)

On first day of the last week I work at SRDC, Mdm. Lee Kuok Sing appointed me to managed the several tasks. I was asked to do some general work. I help Mdm. Lee Kuok Sing, staff at Human Resource Section, to rearrange the several document that about the salary of staff. A lots of document that I need to managed. I rearranged the document at morning until afternoon and then continued again after lunch. Even though I feel tired to complete that but I enjoyed because that are; last week for my practical training.

On February 25 until 27, 2014, I was asked to do some general work. As I was free times, I made full use of reorganizing all the works that have been done. Besides that, I used my free time to study about the roles and functions of Sibul Rural District Council office. To further my understanding, I discusses about it with my supervisor during our mutual free time. He explained to me more about important of Sibul Rural District Council. He also told me he ever works at Pejabat Daerah Samarahan before his work at SRDC. He hoped me to continue my study in order to achieve my ambition.

On the last day, I came to the office at 8.00 am. I was continued my work station and my morning routine at SRDC office. I help Miss Susan to type the letter of "Pemohonan Untuk Sewaan UUM Dan Dewan Serbaguna 2, Sibul Jaya". Even though last day I work at SRDC, I still help other staffs to manage the several tasks that have been to done. Here, I was happy and enjoyed work at SRDC; I learned new experience and knowledge during my practical training even though only six weeks. I able to learned environment during as an employee.

At the lunch hour, I go to lunch with other staffs. And then, after lunch, I continued to clean my work station before leave. I help Cik Nur Qaseh to answering call from staffs at different department because she early back. Before I leave SRDC office, I go to Secretary Council office. I was very thankful to him because accepted me to work at SRDC. After that, I gave a litter gift to all of staffs at SRDC before I leave at 5.00 pm.

ANALYSIS PRINCIPLE OF ADMINITRATIVE EFFICIENCY

3.1. Introduction

This purpose of this analysis is to critically assess the public administration procedures in Sibul Rural District Council under principle of administration efficiency, identifying weaknesses and opportunities for improvement.

In the first place, it is undertaken a general analysis of public administration processes. Moreover, in order to achieve its goals, the public administration must be conducted accordingly to what has been defined by the law, which determines the several way used to ensure the public administration more efficiency and effectively.

Secondly, analysis the principle of good administrative in the public sector (Sibul Rural District Council). These Principle draw on over 40 years' experience of investigating and reporting on complaints to propose a clear framework within which public bodies should seek to work. At the same time, the Principle of Good Administration helps clarify the expectations against which the Parliamentary and Health Service Ombudsman will judge performance. The principle efficiency deserves to be stressed and studied more carefully, not only because its relevance for the implementation of a good management of public affair, in which the public officials must strive for using the public resources in the best possible way, but due to the difficulty related to the definition and evaluation of efficiency or inefficiency, reached for public agencies in the process of accomplishing their function and objectives.

Lastly, analysis about the implementation of 5s practice in the public administration efficiency. Why the 5s practice more important implemented in the organization?

3.2 TASK ANALYSIS

Throughout the six weeks of my practical training, I have done many types of tasks which are filing, meeting preparation, key in data, performing clerical tasks, answering call and so on. During my practical training, I learned how to be a good administrator to manage the entire task that given to me. On this chapter; I will highlight the principle of administrative efficiency that can achieve Sibul Rural District Council objective and goals. Principle of good administration is important to ensure the administration section at Sibul Rural District Council more efficiency and effectively. All of tasks and work can be run smoothly if staffs have principle of good administration. In public administration process, 5s practice also important to lead the organization can achieve the objective and goal. Without principle of good administration, the whole process in Sibul Rural District Council will not run smoothly if all of staff lack of efficiency to manage the task. To be a good administrator, they can implement 5s practice in their organization. 5s refer to the structured program to systematically achieve total organization, cleanliness, and standardization in the workplace. A well-organized workplace results in a safer, more efficient, and more productive operation. It boosts the morale of the workers, promoting a sense of pride in their work and ownership of their responsibilities.

3.3 PRINCIPLE OF ADMINISTRATIVE EFFICIENCY

Refer to the Commonwealth Ombudsman, (2007), the principle efficiency deserves to be stressed and studied more carefully, not only because its relevance for the implementation of a good management but in which the public officials must strive for using the public resources in the best possible way, but due to the difficulty related to the definition and evaluation of efficiency or inefficiency, reached for public agencies in the process of accomplishing their function and objectives. The principle of good administration can ensure the public sector more effectively and efficiency. Good administration by bodies mean:-

3.3.1 Principle of Good Administration

3.3.1.1 Getting it right

All public bodies must comply with the law and have regard for the rights of those concerned. They should act according to their statutory powers and duties and any other rules governing the service they provide. They should follow their own policy and procedural guidance, whether published or internal. Public bodies must act in accordance with recognized quality standards, established good practice or both, for example about clinical care. Public bodies should provide effective services with appropriately trained and competent staff. They should plan carefully when introducing new policies and procedures. Where public bodies are subject to statutory duties, published service standards or both, they should plan and prioritize their resources to meet them. (Commonwealth Ombudson, 2007)

3.3.1.2 Being Open and Accountable

According to Paul, (2009), public administration should be transparent and information should be handled as openly as the law allows. Public bodies should give people information and, if appropriate, advice that is clear, accurate, complete, relevant and timely. Public bodies should be open and truthful when accounting for their decisions and actions. They should state their criteria for decision making and give reasons for their decisions. Public bodies should handle and process information properly and appropriately in line with the law. Public bodies should create and maintain reliable and usable records as evidence of their activities. They should manage records in line with recognized standards to ensure that they can be retrieved and that they are kept for as long as there is a statutory duty or business need. Public bodies should take responsibility for the actions of their staff. (Commonwealth Ombudson, 2007)

3.3.1.3 Being Customer Focus

Public bodies should provide services that are easily accessible to their customers. Policies and procedures should be clear and there must be accurate, complete and understandable information about the service. Public bodies should aim to ensure that customers are clear about their entitlements; about what they can and cannot expect from the public body; and about their own responsibilities. Public bodies should do what they say they are going to do. If they make a commitment to do something, they should keep to it, or explain why they cannot. They should meet their published service standards, or let customers know if they cannot. (Commonwealth Ombudson, 2007)

3.4 Implementation of 5s Practice to improve Administration Efficiency

5S most important in the public sector which can effectively improve the quality of services save costs and simplify the process job. Besides that, the 5S Process, or simply "5S", is a structured program to systematically achieve total organization, cleanliness, and standardization in the workplace. A well-organized workplace results in a safer, more efficient, and more productive operation. It boosts the morale of the workers, promoting a sense of pride in their work and ownership of their responsibilities. Implementation 5S Practice is more efficient, effective and consistent will give the added to the public sector image. (MAMPU, 2012)

Sibu Rural District Council implement 5s practice to improve environment and workplace is efficient. 5S is a fundamental improvement in the quality and productivity of effective because:-

- (a) Establish a quality work environment and productive
- (b) Results of cleanliness, tidiness and safety are real
- (c) More creative and innovative ideas put forward by the employee to problem solving and improvement
- (d) All employees will be more disciplined and ethical to produce better performance
- (e) Operating at work more easily, quickly and safely
- (f) Building a culture of excellence and shared values
- (g) It shall be the pride of all employees and improve the image of the organization.

Table 3.2.1

Japan Language	English Language	Malay Language	Meaning	Example
Seiri	Sort	Sisih	Tidiness: Isolate and dispose items that are not needed in the workplace systematically.	Throw away all rubbish and unrelated materials in the workplace
Seiton	Set in order	Susun	Orderliness: Set everything in proper place for quick retrieval and storage	Achieve document the entire period 30 second
Seiso	Shine	Sapu	Cleanliness: Clean and inspect work in detail so that no dust or dirt on the floor, equipment and workplace environment.	Daily of responsibility for clearance space and work equipment individuals
Seiketsu	Standardize	Seragam	Standardized: Establish standards of practice the best at work and ensure standards observed in addition to ensure that the workplace clean and orderly throughout time	Place storage equipment and clear document
Shitsuke	Substain	Sentiasa Amal	Discipline: Train employees to adopting the 5S system continuously so becomes a habit and culture organization.	Practice 'Five S' daily - make it a way of life; this also means 'commitment'

3.5 QUALITY OF 5S PRACTICE IN SIBU RURAL DISTRICT COUNCIL'S OFFICE

Policy

- Creating teamwork in improving service productivity and quality work environment through the implementation of 5S practice

Slogan

YES! WE CAN DO 5s!

Objective

- Towards a Council of Sibu Rural District as an organization that practice conducive working environment in term of effectiveness, safety, tidiness and cleanliness

5S Logo



- Quality implementation 5s practice



3.6 REFLECTION AND EXPERIENCE

Throughout my six weeks of practical training, I learned how to become a good administrator which I have learnt in the Principle of Public Administration during my Diploma level to real working environment. Previously, I only learnt it in theory and could not imagine how it would be implemented in the real working environment. Based on my experience in performing my practical training in Sibuluhur Rural District Council Office, I learned how to manage the several tasks that given to me such as filing, key in data, answering call, handling public complain and so on. Implementation of 5s practice in Sibuluhur Rural District Council office is important to ensure the entire tasks and work will be effective, efficient and productive. A good administrator can implement the 5s practice during they do their task. Besides that, staffs can ensure the environment and workplace in organization harmony.

A good staff can implement the 5s practice to improve administration efficiency. The principles a good administration shows more about the good administrator or staff that work in the organization. Every department shall to implement various features or techniques 5S practices in space and work environment departments respectively. To manage the entire task such as filing, preparing meeting, key in data, fax, photocopying, and so on, we need to practice the 5s to ensure the task can run smoothly. Implementation 5s practice important to ensure the management of task and work at Sibuluhur Rural District Council more effective and efficiency such as environment and work place. Sibuluhur Rural District Council office practice 5s to manage the entire work can run smoothly and efficiency.

During my practical training, I understand why 5s practice important in the one organization. On 2013, Sibuluhur Rural District Council recognized four star for Achievement in

implementation of 5s practice. On 2014, SRDC want to continue the improvement to achieve five stars for Achievement in implementation of 5s practice. Thus, my tasks rearranged the document and to check every file to make sure that every file has the correct date of form. Besides that, I need to update the file content list of form. According to 5s Practice, “**set in order**” in filing system is important to ensure the staff can take the entire document period 30 second. That mean, staff need to set everything in proper place for quick retrieval and storage. I understand how to implementation of 5s practice in filing system that can avoid mutual misunderstanding. Besides that, “**sort**” also important to isolate and dispose items that are not needed in the workplace systematically such as throw away all rubbish and unrelated materials in the workplace.

According to 5s practice, before meeting started, I need to ensure the meeting room well organized. Clean and inspect meeting room in detail so that no dust or dirt on the floor, equipment and meeting room environment. As employee during my practical training, I need to practice 5s to ensure the meeting room environment is clean and tidy before meeting started. “**Shine**” refer to cleanliness that needs to practice among the staff to ensure their workplace environment and meeting room more productivity and establish a quality work environment.

During my practical training at Sibul Rural District Council, the commitment given by employee and employer are not sufficient and lack of administration efficiency. The officer does not fail to remind the staff about 5s practices, there are depend on staff behavior to implement or to practice 5s during they do the work. Among of staffs at Sibul Rural District Council Office still lack to enforcement of the 5s practice activities. For example,

“**Standardize**” refer to establish standards of practice the best at work and ensure standards observed in addition to ensure that the workplace clean and orderly throughout time such as place storage equipment and clear document. Most of staff not practice the 5s in their activities because the leader lack of inform and remind. My task are helps my supervisor to make the organization chart of 5s practice. During do the tasks; I know why 5s practice important in fully activities in the organization.

My tasks also to stamping the entire incoming letter or document before submitted to Secretary Council for signed. According to 5s practice, all the stamp should be label to avoid mistake during stamping the letter or document. The different stamp that need to arranged at the one small box in office and counter.

For my overall experience at Sibul Rural District Council Office, I can conclude that, I have been given a really tough task. I am been ask draft and type the reply letter, key data, and answering call and do some filing. Therefore, the task that I have done during my industry training that I can related with subject that I learnt during study is Principle of Administration it is because the management in public sector is important such as organizing, planning, controlling and so on.

Here, I analysis general the principle of administration and why the implementation of 5s practice important in fully activities at the every department. Public administration refers the concerned with the implementation of government policy and it is an academic discipline that studies this implementation and prepares civil servants for working in the public service.

Besides that, every activity that leader or staff conducts need to achieve the organization goal and objective. Implementation of 5s practice in the organization is important to ensure the environment or workplace more efficiency and effective. During my training, I know why superior need to ensure the environment at workplace more efficiency because he or she want to achieve the target of the Achievement of 5s practice.

As a conclusion, after training at public sector, I have learned new knowledge and experience that is similar with my subject Policy Analysis. At Sibuland Rural District Council, the organization implement the policy to ensure the organization achieve the goal and objective. Policy Analysis important to organization for ensures the other superior, co-worker and customer to follow and obey the policy. I am able to build effort to gain more knowledge and experience, if they give me opportunities to develop my soft skill and functional skill. Through this practical training, I have a general idea regarding my future working world and I have familiar with organization when I enter to the public sector.

SWOT ANALYSIS AND RECOMMENDATION

4.1 SWOT ANALYSIS

The SWOT Analysis is conducted based on my six weeks experience that I have undergone during my practical training at Sibu Rural District Council Office. Through the SWOT Analysis, one of the main criteria observed that is effectiveness of the training to fulfil the objective program, it including the training atmosphere and environment, training process and the interaction with other people throughout the whole training period.

4.2 SWOT ANALYSIS EVALUATION

4.2.1 STRENGTHS

- **Gain new knowledge and experience**

I am able to gain lots of knowledge, new experience and also information during my practical training at Sibuland Rural District Council office. After training, I know how real working condition during work at administration office. During training in administration office, a lot of knowledge, experience, and information that I received from host supervisor and also other staff. I know what a administration process flow, how to manage the file management, prepared meeting, managed the incoming mail and fax. Besides that, I have experience how to interact and communicate with other customer when they came to office and also during answering call from customer and staffs. This information can develop my career in the future as a member of the administrative institute, be it in government or non-government. I hoped that experience, knowledge and any information can helped me to improve my interpersonal, talent, and ability skill.

- **Improve Communication and Social Interaction skills**

During my practical, I practice good communication and how to interact with other. In real working environment, the most important is how to communicate and interact with other staff and customer in the office. Here, I am able to improve my communication and understanding during my practical training at Sibuland Rural District Council. My training tasks involve to interaction and needed to communicate with my superior, co-

worker and customer. I should communicate effectively, using clear language that people can understand and that is appropriate to them and their circumstances.

- **Real Working Environment**

The training enables me to experience real industry workplace environment and working process under the organization integrated with the public. I am able gain a lots of knowledge and experience during training at Sibu Rural District Council. I should understand what going happened at workplace environment. During my practical training, I understand why the public bodies difficult to handle problem that because of lack of financial, employee and also not enough time. From the direct involvement about now able to familiarize and have a clear understanding about the working environment.

- **Improve our Teamwork skills**

During my practical training, my supervisor appointed me to join the event of Majlis Angkat Sumpah. To ensure the tasks or event to successful done, staffs who involve in this event need to cooperative and work together to do the tasks. Work groups and teams develop systems that allow them to complete tasks efficiently and quickly. When a task is handed to a well-trained and efficient team, the team's work pace assures that the task will be completed quickly and accurately. Teamwork allows the cooperative work done by a team and also ability to work efficiently as a team. My

training tasks to cooperate with other staffs to ensure the event successful done. Teamwork skill is more important when the group member do the work in group because they need to share the knowledge and idea how to solve the problem.

4.2.2 WEAKNESSES

- **Lack of cooperation/ Difficult to cooperate with other**

During training at Sibu Rural District Council, the weaknesses that I can identify is lack of cooperation or difficult to cooperate with other. Sometimes, among of the staffs are difficult to cooperate with trainee. They lack of cooperation with each other to help students to complete the tasks such as difficult to explain about the tasks, delay to give the tasks and difficult to communicated with them. Besides that, they not give cooperate when we want to asked about the tasks.

- **Lack of time management**

At Sibu Rural District Council, during prepared meeting, the staffs who handle meeting is lack of manage the time. Sometime, they not make preparation during meeting, not efficient time to manage the slide and meeting room. Besides that, staffs also not respect each other during meeting they early leave the meeting room before finished. During lunch time, most of employee not came immediately to office. They not manage the time efficiency and the time that given to them only for they enjoyed during the office hour. It weaknesses that I identify at Sibu Rural District Council office, most of employee not effective to manage their time during work.

- **Tasks given not challenging**

The tasks given to trainee are not very challenging. The host supervisor is not given the challenging task because the tasks must handle by permanent employee to avoid the mistake during to do the tasks. Most of the works that I have done only focus on the internal side of an organization but do not put much emphasis on the external side of an organization.

- **Lack of infrastructure or facilities**

At Sibul Rural District Council office, the lack of infrastructure or facilities which is personal computers, lack provides computers at office and lack to provide the table for the trainee. Sometimes, the employee share the computer with other to make the tasks and then that can make them difficult to completed the tasks. As a result it hinders the flow of providing efficient services to customers. The facilities at Sibul Rural District Council Office are limited of working area.

4.2.3 OPPORTUNITIES

- **Future career in Administration**

The opportunities in my career field are future career in administration office. During my practical training, I gain more new experience and knowledge. These valuable experiences have built my interest and my future career in administration sector, be it in public sector or private sector. I am able to manage the tasks that given to me during I work at administration office. I hoped my career in administration office will achieve because I am already familiar with the organization working environment.

4.2.4 TREATS

- **Lack of experience and knowledge regarding the tasks that given to practical trainee**

The tasks given to the trainee sometime out of their knowledge and experience because the tasks not related on their field of knowledgeable. Sometime the trainee do not give the good performance about the job because they not familiar with the tasks. The tasks given to them out of their understanding that can make their performance are low. The employee who in charge the trainee need to give suitable job or tasks that will enable me to use their strong technical and soft skill. Trainee will able to work well with people to propel the organization achieving its goals and objectives.

- **Exploitation for some employer practical trainee means cheap labour**

The host should irresponsible to give better tasks and with wrong intention will try to exploit the trainee to perform tasks that they do not have to do nor is related to their field of knowledge. Besides that, other employee also practices trainee exploitation in order to lessen the burden on their shoulders. However, my supervisor and other employer treated me with kindness and respect during my practical training at Sibuhut Rural District Council.

4.3 RECOMMENDATION

There are recommendation regarding on my practical training at Sibu Rural District Council Office, I will like to recommend some suggestions with the intention to enable the office to provide quality services. It can be divided into two:-

4.3.1 Recommendation to Practical Training

- **Provide clear tasks and Structured Training Program**

For the recommendation, the host supervisor-in-charge should provide a clear task and create structure training program for the trainee to ensure their time full use during the practical in the organization. The supervisor who in charge the tasks should list and arrange the training tasks for the trainee to performed their tasks. Structured Training Program most important to ensure the trainee understands and clear their tasks. If the host supervisor-in-charge create structured training program, their tasks or works it more efficiency and effectively provide to trainee. Besides that, host supervisor-in-charge should to provide and prepared the training schedule in order to optimize the training period. The supervisor should to ensure the trainee fill their training period with tasks that are significant to develop the trainee knowledge and experience for their future career.

- **Give reward or recognition to the trainee**

For the recommendation, the host supervisor-in-charge the practical training should to give the reward or recognition to the trainee. The supervisor need to ensure their organization give reward or recognition to increase the commitment of the trainee is

through giving them incentives. If supervisor give incentive to the trainee, it can be used to motivate the trainee to fully commit with the organization. Thus, incentives can be used as a token of appreciation to the trainee for his or her help. As appreciation, organization give certificate to the trainee who a really commitment during they work at organization. This can be used for trainee as they apply for job in the future, which is one of the appreciations, should to be given to the trainee during them training in organization.

4.3.2 Recommendation for organization

- **Enforcement of 5s practice in organization**

According to the implementation of 5s practice, the commitment given by employee and employer are not sufficient and lack of administration efficiency. The officer does not fail to remind the staff about 5s practices, there are depend on staff behavior to implement or to practice 5s during they do the work. Among of staffs at Sibul Rural District Council Office still lack to enforcement of the 5s practice activities. Sometimes, they delay to do the work and lazy to ensure the environment at office a clean. One of the reason is the tasks too many to be completed over a short period of time allocated. Even though not enough time, as staffs who work at organization should practice the 5s. Besides that, the leader for each group who responsible to manage their team need to advice and persuade them to involve fully in 5s activities in the organization. Having the 5s practice at every activities in organization that can ensure the activities at public sector more efficiency and effectively. The leader who in charge the 5s practice should to organize

the activities and program to ensure the 5s can enforce at every department. This can help the Sibu Rural District Council Office can achieve the goal and objective an organization.

- **Hire more worker**

During my practical training, many job vacancy at Sibu Rural District Council office. At administration office, vacancy for operator and administration assistant job but still no hire workers for apply the job. Besides that, a lot of tasks that the some worker to completed the tasks. Here, I am suggesting that the organization to hire more skilled worker in order to lessen the burden for some of the worker and can avoid stress or work pressure in organization.

5.1 CONCLUSION BY EACH CHAPTER

On chapter the one, that focuses on the introduction of my practical report. In this chapter, it elaborates the organization that I have attended to do my practical training. I would to summarize of discussion of each chapter in my report and explain the formation of Sibu Rural District Council Office that includes the following:

1. Sibu Rural District Council's History
2. Sibu Rural District Council Office's Background
3. Sibu Rural District Council Office's Objective
4. Sibu Rural District Council Office's Logo
5. Sibu Rural District Council Office's Vision
6. Sibu Rural District Council Office's Mission
7. Customer Charter
8. Organization Chart
9. Standing Committees And Their Scopes Of Jurisdiction
10. Sibu Rural District Council Office's Sections
11. Councillor's Member 2014

In chapter one, I describe Sibuluhuru Rural District Office as one of the public agencies that work for the government and implementing the government policies. It aiming to provide a quality, economical and modern basic amenities, public infrastructures and professional services to all the populace residing in our areas of jurisdiction, fairly distributed and allocated to, based on the urgency and priority needs.

Besides that, in chapter two focuses on the schedule of my practical and my daily activities that I wrote at log book. Every activities and tasks should be written in the log book for reference. In the practical training book or log book, I utilize it to keep track of my training. All of activities and my daily routine should be recorded in this book.

During my practical training, I learned how to manage a filing system and also key in the data. Encik Anis Abdullah also advised and guides me how to become a good leader when we work in organization. I learned more experienced and knowledge which are how to make a preparation before meeting started, take minute of meeting, record of data and so on. My supervisor explained me more regarding preparation of meeting. Every week I learned something new that I need to be focus on my practical training.

Besides that, I learned another task which are managed the counter service, answering call and also transferring call to another department. At the same time, I also make a call to other staff. I would thankful that I able to improve my communication skill when I faced with different people. When we serve the customer and also answering call, communication are more important to ensure the customer comfortable when we communicate with them. The main event that I joined during my practical training at Sibuluhuru Rural District Council Office is attended the Majlis Angkat Sumpah.

In chapter three, I analysis of training specifically focuses on the Principle of Administrative efficiency that I cover during my practical training. The practical training has provided me knowledge and ideas on how to theories work in the real work situation. This chapter also should reflect on definition of administrative efficiency concept. I can transforms knowledge gained at workplace to reinforce understanding on the concept that I learned in Diploma and Bachelor subject. The followings are my short analysis towards the principle of administrative efficiency in the organization during my practical training at Sibuland Rural District Council.

1. Principle of Administrative Efficiency
2. Principle good Administration
3. Implementation of 5s Practice to improve Administration Efficiency

Overall evaluation from chapter three, I suggest the Sibuland Rural District Council Office should to enforce the 5s practice to ensure the administration more efficiency and operation at this office more sufficient. Even though that only practical training in this office but I understand why implementation of 5s practice more important in fully activities.

Lastly, on chapter four, I summarize and suggest the recommendation using the SWOT Analysis. SWOT Analysis important to plan the strategic of method used to evaluate the strengths, weakness, opportunity or treats. Through the SWOT Analysis, I able to summarized for my practical training. Following the SWOT analysis that are included:-

1. Strengths

- Gain new knowledge and experience
- Improve Communication and Social Interaction skills
- Real Working Environment
- Improve our Teamwork skills

2. Weaknesses

- Lack of cooperation/ Difficult to cooperate with other
- Lack of time management
- Tasks given not challenging
- Lack of infrastructure or facilities

3. Opportunities

- Future career in Administration

4. Treats

- Lack of experience and knowledge regarding the tasks that given to practical trainee
- Exploitation for some employer practical trainee means cheap labour

Besides that, I also suggest the some recommendation for the organization which can be divided into two:-

1. Recommendation to Practical Training

- Provide Clear tasks and Structure Training Program
- Give reward or recognition to trainee

2. Recommendation for organization

- Enforcement of 5s practice in organization
- Hire more workers

5.2 OVERALL CONCLUSION

In overall conclusion, there are many things that I have experienced and learned during my practical training at Sibul Rural District Council Office. I am able gain a lot of knowledge, experience and information during I training in this office. The whole training period give me more challenging and interesting. During my training, I am able to improve my strong and soft skill and also ability to work well with people to propel the organization objective and goal in my future career.

During practical at Sibul Rural District Council Office, it provides me to valuable opportunities to develop and improve my technical and soft skill. I would thankful to my supervisor to give me opportunities to enhance and improve my understanding during practical training. Even though a lot of tasks given to me, I would effort to understand the tasks and try to complete it. Besides that, through other aspect of the training such as work observation, interaction with co-worker, superior and other party related to the organization, I required gaining more knowledge and experience.

Besides that, I am able to build effort to gain more knowledge and experience, if they give me opportunities to develop my soft skill and functional skill. Through this practical training, I have a general idea regarding my future working world and I have familiar with organization when I enter to the public sector.

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APPENDIX

“Majlis Angkat Sumpah”





FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR . CHRISTINA BUNSI AF JELIAN

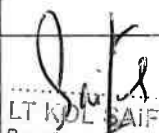
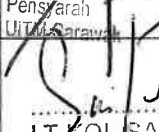
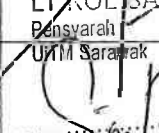
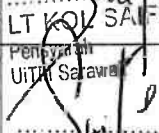

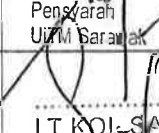
NO MATRIK UiTM . 2012295564

NO KAD PENGENALAN . 910412 13 5626

PROGRAM :AM228/AM225*

NAMA PENSYARAH PENYELIA . SIR SAIFUL ANWAR MOHD ALI

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	27/3/2014	12.00	 LT KOL SAIFUL ANWAR MD ALI Pensyarah UiTM Sarawak	Discussion of
2	3/4/2014	12.00	 LT KOL SAIFUL ANWAR MD ALI Pensyarah UiTM Sarawak	"
3	10/4/2014	12.00	 LT KOL SAIFUL ANWAR MD ALI Pensyarah UiTM Sarawak	Chapter 2
4	14/5/2014	12.00	 LT KOL SAIFUL ANWAR MD ALI Pensyarah UiTM Sarawak	Chapter 3
5	21/5/2014	12.00	 LT KOL SAIFUL ANWAR MD ALI Pensyarah UiTM Sarawak	"
6	19/6/14	1035	 LT KOL SAIFUL ANWAR MD ALI Pensyarah UiTM Sarawak	Submission
7				
8				
9				
10				

* potong yang tidak berkenaan
Sila gunakan lampiran jika ruang sediada tidak mencukupi



Majlis Daerah Luar Bandar SibU
Tingkat 17 & 18,
Wisma Sanyan,
No. 1, Jalan Sanyan,
96000 SIBU, SARAWAK
Tel: 084-336077 Faks: 084-324694
Laman Web: www.mdlbs@sarawaknet.gov.my



Certified to ISO 9001:2008
Cert No. AR 4666



Ruj. Kami: SRDC/A/6 Jld. 10(61)

Tarikh: 24.01.2014

Kepada: Sila lihat agihan.

Tuan/Puan/Cik,

MESYUARAT JAWATANKUASA PERSIAPAN ANGKAT SUMPAH AHLI-AHLI MAJLIS

Dengan segala hormatnya tuan/puan/cik dijemput untuk menghadiri Mesyuarat tersebut di atas seperti berikut:-

Tarikh: **29.01.2014 (Rabu)**
Masa: **2.00 petang.**
Tempat: **Bilik Mesyuarat 1, MDLBS, SibU.**
Agenda: 1. Ucaptama Pengerusi Jawatankuasa.
2. Pembahagian tugas.
3. Hal-hal lain.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

Yang benar,

(JUSTANI BIN HAJI JONI)
Setiausaha,
Majlis Daerah Luar Bandar SibU.

St./

Senarai Aqihan:-

1. Encik Anis Abdullah - pengajaran
2. Puan Shirley Tiong - akaat transport
3. Cik Yvonne Mason
4. Puan Rose Wong - juruseta
5. Puan Nurhayati - sedia & bunge
6. Cik Suzan Marlina - deal dgn kuluk printer
7. Cik Norfazila (mutimedia)
8. Cik Nur Kaseh - deal dgn Cameri - vocal
9. Cik Christina Bunsu - pcatit mesej
10. Encik Goh Thiam Ho
11. Encik Tiong Siik Nang
12. Puan Asiah Manshor
13. Encik Mathiew Paran
14. Puan Angelyn Uchi (protokol)
15. Puan Kalthum Hj. Akup
16. Encik Mohamad bin Mut - baidarp
17. Cik Katrina - survey gag
18. Cik Hakimah
19. Encik Affindie Razali (protokol)
20. Encik Yek Chu Sing
21. Encik Tan Kim Tem
22. Cik Noraida Sani
23. Cik Odilia - prepare slide bos
24. Encik Jonas Rayih (cmc & penerang²)
(pepantun)

Public area



Majlis Daerah Luar Bandar Sib
Tingkat 17 & 18,
Wisma Sanyan,
No. 1, Jalan Sanyan,
96000 SIBU, SARAWAK
Tel: 084-336077
Faks: 084-324694
Laman Web: www.srdc.gov.my



Certified to ISO 9001:2008
Cert. No. : AR 4666

Ruj. Kami: SRDC/A/5/ Jld. 5(90)

Tarikh: 10.02.2014

Setiausaha Tetap
Kementerian Kerajaan Tempatan Dan Pembangunan Komuniti,
Tingkat 2, Baitul Makmur,
Medan Raya,
93050 Petra Jaya,
Kuching, Sarawak.
(u.p Sharipah Zakiah Tuanku Hj Pauzi)

Tuan, *Yksp, Datu*

PINJAMAN BILIK MESYUARAT BAGI MESYUARAT PASUKAN PETUGAS/ TEKNIKAL BAGI SPK MS ISO 9001:2008 LGCD & 20 MAJLIS-MAJLIS DAERAH DI SARAWAK BIL.1/2014(12.02.2014)

Dengan hormatnya, surat tuan bit: LGCD/ISO/1 Jld.4 (47) bertarikh 7.02.2014 mengenai perkara di atas adalah dirujuk.

2. Sukacitanya dimaklumkan bahawa pihak Majlis ^{*memberi kebenaran*} ~~tiada bantahan terhadap~~ permohonan tuan untuk menggunakan **Bilik Mesyuarat 2, Aras 18, Wisma Sanyan, 96000 Sibu pada 12.02.2014, hari rabu jam 2.30 petang** untuk tujuan tersebut di atas.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"

"AN HONOUR TO SERVE"

Yang benar

untuk pejabat Yksp, Datu.

ANIS ABDULLAH

b.p. Setiausaha,
Majlis Daerah Luar Bandar Sib

s.k Puan Nurhayati, MDLBS
- sila sediakan bilik Mesyuarat

KERTAS MINIT
MINUTE SHEET

Ruj Kami :

Tarikh : 19.2.2014

Kepada : Sila lihat lampiran

Tuan/Puan

Mesyuarat AJK Sukan Karnival Sukan PBT di Miri

Dengan segala hormatnya dimaklumkan bahawa mesyuarat tersebut di atas akan diadakan pada tarikh dan masa seperti di bawah:

Tarikh : 21.2.2014 (Jumaat)
Masa : 8.30 pagi
Tempat : Bilik Mesyuarat 2, MDLBS
Agenda : (i) Menerima borang penyertaan dari
AJK Kecil Karnival Sukan PBT
(ii) Perkara-perkara berbangkit
(iii) Hal-hal lain

2. Kehadiran tuan/puan/cik ke mesyuarat ini **diwajibkan** dan amatlah dihargai.

Sekian, terima kasih.

Yang benar


.....
(HASHIM B. SERA)

Bahagian Sukan KMDLBS

s.k. Pengerusi
Klub MDLBS

Senarai Agihan:

1. Encik Gereman ak Ujan (Bahagian Pingpong)
2. Encik Mohd Faizal b. Mahali (Bahagian Boling)
3. Puan Kalthum b. Hj. Akup (Bahagian Dart)
4. Cik Suzan Marlina ak Talip (Bahagian Futsal Wanita)
5. Encik Saban ak Tegong (Bahagian Sepaktakraw)✓
6. Encik Mohd Nazree (Bahagian Bolasepak)

MAJLIS DAERAH LUAR BANDAR SIBU
MESYUARAT AJK SUKAN KARNIVAL SUKAN PBT

S/N: 1

Tahun: 2014

Tarikh: 21 Februari 2014 (Jumaat)

Masa: 8.00am - 9.45am

Tempat: Bilik Mesyuarat 2, MDLBS, SibU.

Kehadiran:

1. En.Hashim B.Sera-Pengerusi
2. En.Gereman Ak Ujah- Bahagian Pingpong
3. En.Mohd Faizal b.Mahali -Bahagian Boling
4. En.Mohd Nazree- Bahagian Bola Sepak
5. Puan Kalthum b. Hj. Akup- Bahagian Dart
6. Cik Suzan Marlina Ak Talip- Bahagian Futsal Wanita
7. Christina Bunsu Anak Jelian- Pencatit Minit Mesyuarat

Tidak Hadir:

1. En. Saban ak Tegong (Bahagian Sepak Takraw)

AJK 01/02/2014 PERUTUSAN Pengerusi

Selaku Pengerusi Kelab MDLBS,En. Hashim B. Sera mengucapkan selamat pagi dan mengalu-alukan kehadiran AJK yang hadir pada Mesyuarat AJK Sukan Karnival Sukan PBT.

AJK 02/02/2014 PERKARA YANG DIBINCANGKAN**Menerima borang penyertaan dari AJK Kecil Karnival Sukan PBT:-**

Bil.	Perkara	Tindakan/Makluman
2.1	<u>1) Pingpong</u> Mesyuarat memaklumkan bahawa En. Mathew Paran dilantik sebagai Pengurus Pasukan Pingpong dan En. Gereman sebagai ketua Pasukan. Mesyuarat juga memaklumkan bahawa 10 orang pemain yang menyertai pertandingan tersebut.	Makluman: Semua Ahli Tindakan: En.Gereman Ak Ujan
	<u>2) Futsal Wanita</u> Mesyuarat bersetuju melantik En. Mohd Nor Amira sebagai Pengurus Pasukan Futsal Wanita dan Puan Rapidah sebagai Ketua Pasukan. Mesyuarat juga memaklumkan bahawa 10 orang pemain yang akan menyertai pertandingan futsal wanita.	Makluman: Semua Ahli Tindakan: Cik Suzan Marlina
	<u>3) Boling</u> Mesyuarat bersetuju melantik Puan Asiah Bt. Manshor sebagai Pengurus Pasukan Boling.	Makluman: Semua Ahli Tindakan: En. Mohd Faizal
	<u>4) Bola Sepak</u> Mesyuarat memaklumkan bahawa En. Anis Abdullah dilantik sebagai Pengurus Pasukan Bola Sepak dan En. Hashim sebagai ketua Pasukan. En.Hashim juga menyatakan syarat-syarat penyertaan tersebut.	Makluman: Semua Ahli Tindakan : En.Hashim b.Sera
	<u>5) Dart</u> Mesyuarat memaklumkan bahawa Puan Lyner dilantik sebagai Pengurus Pasukan Dart. Puan kalthum juga menyatakan syarat-syarat penyertaan tersebut.	Makluman: Semua Ahli Tindakan: Puan Kalthum
	<u>6) Sepak Takraw/Futsal Lelaki</u> Mesyuarat memaklumkan bahawa pertandingan sepak takraw dan pertandingan futsal lelaki tiada penyertaan.	Makluman: Semua Ahli Tindakan : En.Hashim b. Sera

AJK 03/02/2014 PERKARA-PERKARA BERBANGKIT

Bil.	Perkara	Tindakan/Makluman
3.1	<p><u>Peruntukan/Bajet kelab</u></p> <p>Mesyuarat meminta Puan Kalthum agar memastikan peruntukan mencukupi sebelum berangkat ke Miri.</p> <p>Semua ahli disarankan untuk membawa perbelanjaan sendiri memandangkan Kelab MDLBS mempunyai peruntukan yang terhad bagi mengelakkan sebarang kesulitan.</p>	<p>Makluman : Semua Ahli Tindakan : Puan Kalthum</p>

AJK 04/02/2014 HAL-HAL LAIN

Bil.	Perkara	Tindakan/Makluman
1.	<p><u>Latihan Pasukan</u></p> <p>Mesyuarat memaklumkan bahawa latihan pasukan akan bermula pada bulan March ini. Latihan akan bermula selepas mesyuarat bersama pengurus pasukan diadakan.</p>	<p>Makluman: Semua Ahli Tindakan: En. Hashim b. Sera</p>
2.	<p><u>Taklimat Ringkas</u></p> <p>Mesyuarat memaklumkan bahawa taklimat ringkas akan diadakan sebelum peserta berangkat ke Miri.</p>	<p>Makluman: Semua Ahli Tindakan: En. Hashim b. Sera</p>

Memandangkan tiada perkara lain yang hendak dibincangkan, maka mesyuarat ditangguhkan pada jam 9.45 pagi dengan ucapan ribuan terima kasih daripada Pengerusi.

Dicatit oleh:

Disahkan oleh:

(Cik Christina Bunsu)

Pelajar Praktikal UiTM KS
Majlis Daerah Luar Bandar Sibul

(En.Hashim b.Sera)

Pengerusi Kelab MDLBS
Majlis Daerah Luar Bandar Sibul

KERTAS MINIT
MINUTE SHEET

Ruj. Kami: SRDC/ADM/6 JLD.10()

Tarikh: 07.02.2014

Sila rujuk agihan

Tuan/Puan/Cik,

MAJLIS PERSIAPAN ANGKAT SUMPAH AHLI-AHLI MAJLIS.

Perkara di atas adalah dengan hormatnya dirujuk.

2. Sila lihat alihan tugas semasa persiapan Angkat Sumpah Ahli-ahli Majlis yang akan diadakan pada 11 Februari 2014, jam pukul 8.00 pagi di Tingkat 1, Tanahmas Hotel, SibU.

3. Tuan/Puan dikehendaki untuk menghadiri raptai persiapan Angkat Sumpah Ahli-ahli Majlis pada tarikh, masa dan tempat seperti berikut:-

Tarikh : 10.2.2014 [Isnin]

Masa : 2.00 ptg- 3.30 ptg

Tempat: Tingkat 1, Tanahmas Hotel, SibU

4. Senarai tugas dikepilkan untuk rujukan dan tindakan tuan/puan/cik selanjutnya.

5. Kerjasama dan tindakan pihak tuan amatlah dihargai.

Sekian, harap maklum dan terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

Yang benar,



(JUSTANI BIN HAJI JONI)

Setiausaha,
Majlis Daerah Luar Bandar SibU.

Agihan

Encik Anis Abdullin
Ir. Goh Thiam Ho
Puan Rapidah Binti Haji Hifni
Encik Mathiew Paran
Encik Affindie Razali
Encik Tan Kim Tem
Encik Jonas Rayih
Puan Shirley Tiong
Cik Yvonne Mason
Puan Rose Wong
Puan Nurhayati Yusof
Puan Asiah Bt Manshor
Cik Suzan Marlina
Puan Angelyn Uchi Maseng
Puan Kalthum Binti Haji Akup
Encik Yek Chu Sing
Cik Katrina Binti Mohd Tahir
Cik Hakimah Binti Rajemi
Cik Noraida Bte Sani
Cik Odillia Assan
Cik Nur Kaseh Nadira
Cik Norfazila Binti Abdul Razak
Encik Khaizul
Cik Christina Bunsi 

Senarai Tugasan.

Tarikh/Masa	Tugas	Tindakan
10.2.2014- [2.00ptg- 3.30 ptg]	Raptai	Encik Justani Joni/ Encik Anis Abdullah/
11.2.2014 [7.45pg]	Persediaan Majlis Angkat Sumpah Ahli-Ahli Majlis	Agihan Dilampirkan
	Usherette/ protocol	Angelyn / Kalthum / Asiah/ Hakimah / Noraida / Katrina / Yek Chu Sing / Mathiew Paran / Mohamad Mut / Tan Kim Tem / Affindie
	Pin-flower ladies	Suzan Marlina/Rose Wong
	Registration [Ketua :- Pn. Shirley Tiong]	Nurhayati/Christina Bunsu/Nur Kaseh/Yvonne
	Multi-media	Odillia/ Norfazila
	Stage Manager	Jonas Rayih
	Get ready the rosette	Angelyn
Dress Code	Baju Batik Merah SRDC (Lelaki & Perempuan)	



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:

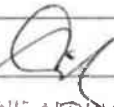
1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comments on the work being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

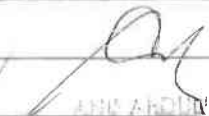
1. Student's name: CHRISTINA BUNSI AZ JELIAN
2. Date & Place of Birth: 12 APRIL 1991, RH. LANGI PASSAI SIONG TENGAH
3. UiTM No.: 2012295564
4. Program: IJAZAH SAUJANA MUDA SAINS PENTADBIRAN (KEPUJIAN)
5. Year: 2014 Part: 5
6. Home address: NO. 28 LORONG 52C, JALAN TEKU, 96000
SIBU, SARAWAK
7. Address during practical training: NO. 28 LORONG 52C, JALAN TEKU
96000 SIBU, SARAWAK
8. Place of training: MAJLIS DAERAH LUAR BANDAR SIBU
Sibu Rural District Council
9. Name of Supervisor in-charge: Anis Abdullah
10. Duration of training: From: 22.01.2014 to 28.2.2014

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/1/2014	* membantu setiausaha majlis - menaip (buat surat)	/
	(Menyusut Audit Kualiti Dalaman)	
	- Key in data (Takwin Menyuarat Majlis Bersama Jabatan (MBJ) Thn 2014	/
	(Jemputan ke kempen keselamatan Jalan Raya Sempena Thn Baru Cina 2014	Telah menjalankan tugas dengan memuaskan.
	- Mhantar surat (Public work).	
	- Menerima surat (Daily Attendent Report).	/
	* Key in - (Menyuarat Jawat Kuasa (JK) Wahak denggi daerah sibau)	
	* print.	/
		 ANIS ABDULLAH Penolong Setiausaha Majlis Daerah Luar Bandar...

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/1/2014	<ul style="list-style-type: none"> * membantu setiausaha majlis * key in data * key in Cuti staff.) * Failing. (Travelling program). (Daily Attendent Report.) 	
29/1/2014	<ul style="list-style-type: none"> - answering call - Meeting Jawatankuasa Periapan - Anekat Sumpah Ahli² Majlis - photostat document - sbasal Pencatit minit Mesyuarat 	<p>tidak melaksanakan tugas dengan ba</p>
30/1/2014	<ul style="list-style-type: none"> - buat minit mesyuarat - Answering call - sent letter to public work department - key in every data (Income tax) using microsoft word. 	<p> ANIS ABDUNLAH Penolong Setiausaha Majlis Daerah Luar Bandar Sibu</p>


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
3/2/2014	<ul style="list-style-type: none"> - key in (incoming fax) - tailing (Travelling program). - Answering call / transferring call. - Cop Surat - Print out document 	
4/2/2014	<ul style="list-style-type: none"> - Redo Minit Mesyuarat - photostat / print / Distribute Minit Mesyuarat - Answering call - sent letter to other department 	
5/2/2014	<ul style="list-style-type: none"> - Answering call / transferring call - Laminating - photostat document - Taiping document - preparing file for Councillors. 	
6/2/2014	<ul style="list-style-type: none"> - Laminating / using cutting machine. - key in data (incoming fax). - preparing tag name for councillors. 	<p>Mengendalikan tugas dgn. baik</p>
7/2/2014	<ul style="list-style-type: none"> - Mbantu setiausaha majlis - Attend "Staff Assembly". - preparing bus for councillor. 	

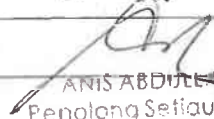
ANIS ARIFIN ALI
 Penolong Setiausaha
 4, Jalan Pintas, Pejabat Bandar Sibul

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
10/2/2014	<p data-bbox="244 284 567 333">- membantu setiausaha</p> <ul style="list-style-type: none"> <li data-bbox="399 343 623 392">- reply letter <li data-bbox="399 401 700 450">- photostate / print <li data-bbox="399 460 665 509">- Key in data <li data-bbox="399 519 847 617">- "Rehearsal Majlis Angkat Sumpah" <p data-bbox="244 686 902 911">- Attend Rehearsal Majlis Angkat on 10/2/2014 at Tanah Mas Hotel. (meletak nama' kauncelor di setiap kerusi).</p> <p data-bbox="244 921 930 1029">- preparing for "Majlis Angkat Sumpah" before start.</p> <p data-bbox="244 1087 889 1254">- key in data (incoming fax) - setiap "incoming fax" datang akan dimasukkan dalam data</p> <p data-bbox="244 1323 916 1479">- Taiping - reply letter from kementerian kerajaan Tempatan dan Pembangunan komuniti</p> <p data-bbox="244 1499 889 1715">[Pinjaman Bilik mesyuarat bagi mesyuarat Dasukan Petugas / Teknikal bagi spk mclso 900 : 2008 LGCD & 20 Majlis² Daerah Di Sarawak Bil 1/2014 (12.02.2014).]</p>	<p data-bbox="958 1421 1393 1577">Performing the duty as directed.</p>

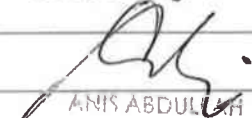


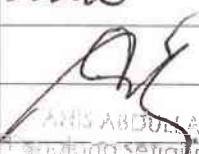
ANIS ABDULLAH
Penolong Setiausaha
Majlis Daerah Luar Bandar Siby

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/2/2014	<ul style="list-style-type: none"> - key in data (incoming fax) in computer - cop every letter after setiausaha majlis signed. - Take 2 letter / distribute 2 letter after signed - Help HR department (menaip borang Pemohonan kerja sambilan / print out). - sent letter to Treasury department 	<p>Performed the work well.</p>
		 ANIS ABDULLAW Penolong Setiausaha Majlis Daerah Luar Bandar Sibul

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14/2/2014	<ul style="list-style-type: none"> - mbanu setiausaha Majlis. - Filing document (mengikut department) 	<p data-bbox="986 274 1372 421">Menyediakan tugas dgn. baik!</p>  <p data-bbox="930 480 1274 578">ANIS ABDULLAH Penolong Setiausaha Majlis Daerah Bandar Sibv</p>
17/2/2014	<ul style="list-style-type: none"> - key in data (Incoming fax) - Cop every letter after key in, sent letter to setiausaha majlis. - Take a letter from setiausaha majlis - photostate document 	
18/2/2014	<ul style="list-style-type: none"> - key in data (Incoming data). - print out document 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/2/2014	<ul style="list-style-type: none"> - Key in data (Incoming fax) - - Fairly document - Cop every document after key in after that sent letter to setiausaha majlis - Take letter from setiausaha majlis 	
21/2/2014	<ul style="list-style-type: none"> - Attend Meeting (Mesyuarat AJK Sukan Karnival Sukan PBT) - Do minit mesyuarat - print out document - Answering call from staff - Typing letter (Pemohonan Untuk Sewaan Uum dan dewan serbaguna 2, sibu Jaya) 	<p>Sudah menjalink la tugas dengan bank</p> <p><i>[Signature]</i></p> <p>ANIS ABDULLAH Penolong Setiausaha Majlis Daerah Luar Bandar Sibu</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
24/2/2014	<ul style="list-style-type: none"> - Redo minit mesyuarat - print document - distribute minit mesyuarat 	
25/2/2014	<ul style="list-style-type: none"> - photostate document / letter - key in "incoming fax" 	
26/2/2014	<ul style="list-style-type: none"> - photostate document / letter - key in "incoming fax" - Answering call from staff - Membantu HR department filing the document 	<p data-bbox="949 1095 1349 1403">Telah banyak mempelajari perkara baru. komited dan dedikasi.</p> <p data-bbox="949 1403 1303 1579">  ANIS ABDULLAH Penolong Setiausaha MAMIS Daerah Luar Bandar Sibul </p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/2/2014	<ul style="list-style-type: none"> - Mengisi barang pemantauan Tempoh Pyiapan dan pengedaran Minit Mesyuarat. - membantu HR department failing document - photostate document 	
28/2/2014	<ul style="list-style-type: none"> - Key in Incoming fax - photostate document - Cap Incoming fax before key in. 	<p>Pelajar telah menjalankan tugasannya dengan baik.</p> <p></p> <p>ANIS ABDURRAHMAN Pembimbing Setiausaha Majlis Daerah Luar Bandar Sibul</p>