



UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

PRACTICAL TRAINING REPORT
(ADS 666)

LAWAS DISTRICT COUNCIL
(MAJLIS DAERAH LAWAS)

PREPARED BY:
SITI FATIMAH BINTI MORSIDI
2011563555

SEPTEMBER 2013

ACKNOWLEDGEMENT

Completing this report was a challenging task for me. However, fortunately I had the help of many parties that made this report less difficult. Mr. Abdul Zara kept me motivated and on course during all those moments things were not going as planned during my internship. I thank him from the bottom of our hearts for being there in all moments of need.

My Supervisor, Leftenan Kolonel Saiful Anwar Md Ali (B) deserves a special mention here. He was insistent on the meetings and datelines which I did not quite appreciate then. But looking back, his toughness made me work harder had for that I will always be grateful.

I would to thank the Lawas District Council staffs who taught me many things during my internship. I learn a valuable lesson from this organization. Things do not go as expected or planned. I have to make adjustments but these adjustments must be justified or qualified.

I would like thank God Almighty without whose blessing I will not have successfully completed this study.

Siti Fatimah Binti Morsidi

Bachelor of Administrative Science (Hons.)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Samarahan, Sarawak

DECLARATION

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

Signed

.....

Name: SITI FATIMAH BINTI MORSIDI

2011563555

CONTENTS

<i>Acknowledgement</i>	<i>i</i>
<i>Declaration</i>	<i>ii</i>
CHAPTER 1: INTRODUCTION	
1.0 Introduction	1
1.1 Background of Organization	2-3
1.2 Vision	4
1.3 Mission	4
1.4 Motto	4
1.5 Logo	5
1.6 Function of the Organization	6
1.7 Organization Chart	7
1.8 Work Committee of Council	8
1.9 Members of Council	9-10
1.10 Local Authority Client's Charter	11-12
CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING	
2.0 Introduction	13
2.1 Schedule of Practical Training	
2.1.1 Week 1 (22 nd July - 26 th July 2013)	14-15
2.1.2 Week 2 (29 th July – 2 nd August 2013)	15-17
2.1.3 Week 3 (5 th August – 7 th August 2013)	17-18
2.1.4 Week 4 (14 th August – 16 th August 2013)	18-19

2.1.5	Week 5 (19 th August – 23 rd August 2013)	19-20
2.1.6	Week 6 (26 th August – 30 th August 2013)	21-22

CHAPTER 3: ANALYSIS

3.0	Introduction	30
3.1	Filing System and Record Management	31
3.1.1	Method of Filing System	32
3.1.2	Objectives of Filing System	33
3.1.3	Policies of Filing System	33-34
3.1.4	Benefits and Essentials of Filing System	34-35
3.2	Leadership in Organization	35-36
3.2.1	Function of Supervision	36-38
3.2.2	Characteristic of Effective Supervisor	38-41
3.2.3	Special Skills of Supervisors	41-42

CHAPTER 4: RECOMMENDATION

4.0	Introduction	43
4.1	The Strengths of Lawas District Council	44-45
4.2	The Weaknesses of Lawas District Council	46-47
4.3	Solutions for Improvement	47-48

CHAPTER 5: CONCLUSION

5.0	Conclusion	49-50
-----	------------	-------

References

51

Appendixes

Appendix A

Appendix B

Appendix C

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

This chapter will discuss the background of the organization, objectives, and company policy or organization policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization. I have chosen Lawas District Council as my practical training place.

1.1 Background of Organization

The establishment of district councils began in 1952, but Lawas District Council was established two years after that, in 1954 with the first office of Lawas District Council. The establishments of Lawas District Council are in the same line of 'Local Authority Ordinance 1948' as the other councils. In 1956, the council was built the office in Lawas town with the construction cost RM4, 000.00 only. RM2, 000.00 from the construction cost for this office was funded by Sarawak government and the remaining of the cost was funded by the council itself.

The additional of function in council caused to build a new office in 1987. The construction of the new office building is aimed to accommodate the all staff of council. The new office building was built near to the old office building site and the construction cost is RM 500,000.000. The construction cost was funded through 'grant capital' of RM 350, 000.00 and the remaining of the cost of RM 150,000.00 was funded by council itself. The completion of the new office building on 26th May 1987 and officially at that year the old office building was demolished. But the site was used to build the quarters for the council's staffs. In year 2008, the new office building was completely built and was officially launched by YAB Pehin Sri Haji Abdul Taib Mahmud, Chief Minister of Sarawak on 26th February 2008.

Lawas District Council that established since 1954 were giving responsible to carry out authority to administer their areas as stated in the Local Authorities Ordinance 1948 and Council By-Laws. Lawas District Council was administered under Ministry of Local Government and Community Development (KASKA). Lawas District Council was leads by Chairman of Council as '*Yang Dipertua Majlis*' that usually holds by Lawas District Officer.

Generally there are seven sections in the Council. Each section plays an important role in carrying out specific function. Under each department also plays a role in carrying out specific task. The cooperation and role plays by each department, it can be a tool to develop Lawas town.

The sections of work in Lawas District Council are divided such as below:

- Administration Section
- Public Works Section
- Public Health Section
- Treasury Section
- Evaluation Section
- Library Section
- Enforcement Section

1.2 Vision

To be develop, competitive and efficient local authority in giving a service by 2015.

1.3 Mission

Lawas District Council will provide efficient management with prudent expenses and responsible to create a clean, safe and ceria environment together with a proper infrastructure.

1.4 Motto

"Bersatu Berusaha Berbakti"

1.5 Logo



Black

Lawas district as the main producer of buffalo around Limbang.

Green

The responsibility of council to beauty Lawas city

Brown

Authority of council in checking the building plan before approval process

Red / Orange

Manage the public facilities

Brown (Gear)

Role of Public Work in managing and providing the engineer aspect

'MAJLIS DAERAH LAWAS'

Shows the other functions of administration, enforcement, library and evaluation

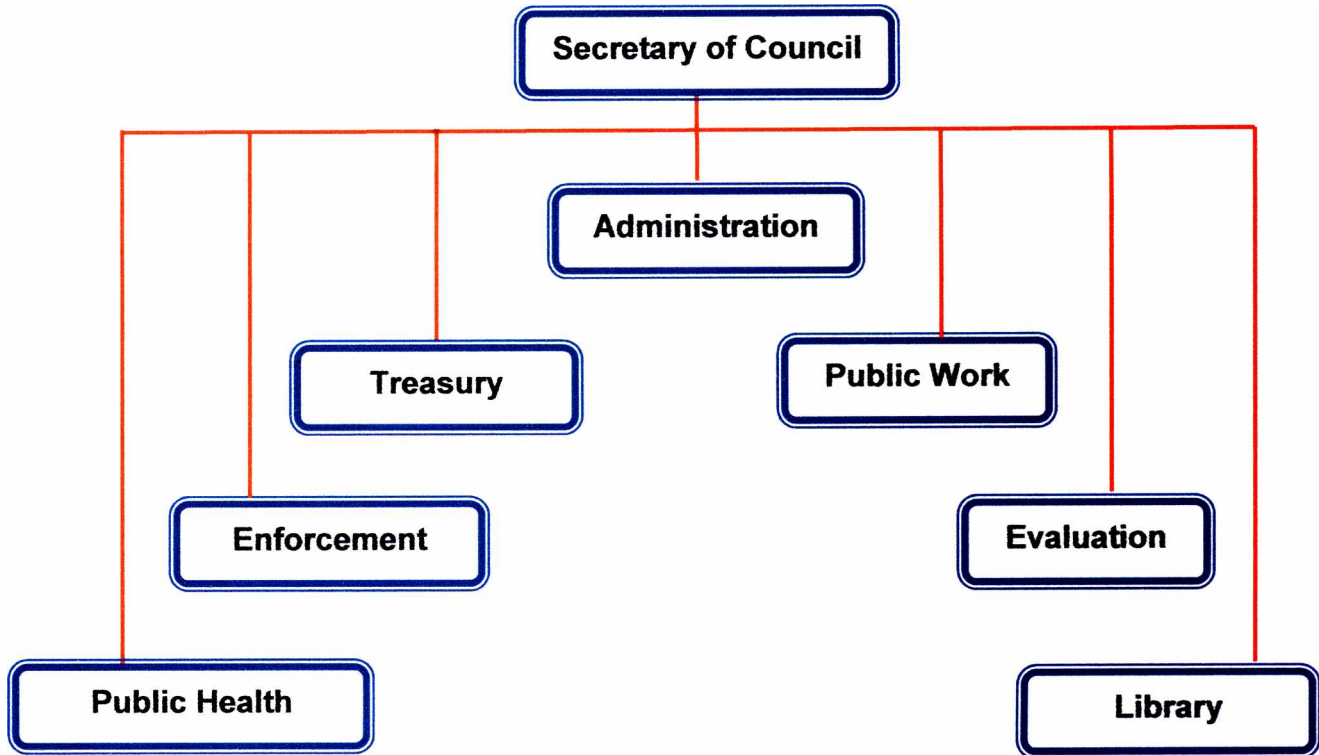
1.6 Functions of the Organization

- i. To provide an effective and efficient service continuously.
- ii. To plan, implement and maintenance of development project.
- iii. To ensure each of division areas in council are measured, evaluated and charged by assessment tax (oil palm plantation estate).
- iv. To plan, manage and overcome the cleanliness and public health problems.
- v. To formulate, review and enforce the existing laws under the jurisdiction of the council.
- vi. To coordinate, receive and manage the report of all activities by council.
- vii. To plan, manage and provide the facilities of public library.



1.7 Organization Chart

Organization Chart of Lawas District Council



1.8 Work Committee of Council

- ↓ Health and Environment
- ↓ Beauty and Tourism
- ↓ Public Purpose and Traffic
- ↓ Finance and Recruitment
- ↓ Public Work and Engineering
- ↓ Tax Appeal
- ↓ Board of Survey

1.9 Members of Council

Generally, member of council are originally member of politic that appointed by Ministry of Environment and Public Health of Sarawak. In 2010, there are 25 members was appointed for two years time of period.

List of members such as below:

1. Tuan Hj. Mohamad Supaih bin Hj. Hamdan – Pengerusi (Pegawai Daerah Lawas)
2. Kr. Hj. Puasa bin Hj. Pandin – Ahli (PBB)
3. Kr. Awgku. Jinal bin Abedin bin Pgn. Hj. Jawa – Ahli (PBB)
4. Kr. William Sapak Agong – Ahli (PRS)
5. Kr. Tan Hua Hing – Ahli (SUPP)
6. Kr. Liaw Ho Peng – Ahli (SUPP)
7. Kr. Balang Sibal – Ahli (SPDP)
8. Kr. Yong Kah Sing – Ahli (SPDP)
9. Kr. Paterus Piri – Ahli (PBB)
10. Kr. Simie bin Hj. Nasip – Ahli (PBB)
11. Kr. Idup@ Rosli bin Tuah – Ahli (PBB)
12. Kr. Ayub Ngang – Ahli (PRS)
13. Kr. Sim Ching Chai – Ahli (SUPP)
14. Kr. Kong Sam Ming – Ahli (SUPP)
15. Kr. Pured Parir – Ahli (SPDP)
16. Kr. Mulhias @ Mathias Palutan – Ahli (SPDP)
17. Kr. Jijah Binti Yalal - Ahli (PBB)

18. Kr. Hj. Bolhassan bin Hj. Damit – Ahli (PBB)
19. Kr. Othman bin Dinin – Ahli (PBB)
20. Kr. Helen Kasing Labo – Ahli (SPDP)
21. Kr. Abdul Lamit bin Abdul Rahman – Ahli (PBB)
22. Kr. Davis Parag Udan – Ahli (PBB)
23. Kr. Cheng Geok Kee – Ahli (SUPP)
24. Kr. Buing Balang – Ahli (SPDP)
25. Kr. Agung Tai – Ahli (PBB)
26. Kr. Libat Padin – Ahli (SPDP)

1.10 Local Authority Client's Charter

- i. Give respond towards any realistic complaint within not more than 3 workdays start from the complaint receive.
- ii. The complete of buliding plan application will be process and compel to the related outside agency / inside section for deciding process within 14 workdays.
- iii. Bring the building plan into the Council Committee Meeting within not more than 14 workdays for approval from all agencies.
- iv. The "Occupation Permit" should be issued within 7 workdays after fulfilling the conditions.
- v. The payment of item / work and claim will be paid within 14 workdays after all details payment received.
- vi. The application of wastage picking will be process within 5 workdays in available picking area service.
- vii. Ensuring all the new book acquired will be process and displayed for borrowing process within 5 months start form the purchasing / acquiring date.
- viii. Take continuous action for each disobeying the law within 3 workdays.
- ix. The business licence application should be process within 14 workdays start from receiving date.
- x. The result of business licence application will be issued within 10 workdays after decided by Full Meeting.
- xi. All of standard ownership except living house and shop that having "Occupation Permit" will be compeled to the Evaluation Section and

Standardization Ministry within 30 workdays start from ownership date / period.

- xii. Ensuring the living house and shop that having "Occupation Permit" measured, evaluated and issued the assessment rate bill within 60 workdays start from issuing date of "Occupation Permit".
- xiii. Long house and living house will be charged for measurement, evaluation and issue the assessment bill within 3 months start from measurement date.
- xiv. The "Minutes of Council Meeting" should be prepared and distributed within 7 workdays after meeting.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

All the student of Bachelor of Administrative Science (Hons.), Faculty of Administrative Science and Policy Studies are given six week for practical training. All the daily training are reported and summarized in the Log Book. There are about the description of jobs and tasks execute throughout training.

This chapter will discuss the works / tasks that have been learned and accomplished during my internship at Lawas District Council. There are several tasks that I was given such as filing and record letters / documents, management learning process and others.

2.1 Schedule of Practical Training

2.1.1 Week 1 (22nd July – 26th July 2013)

22nd July 2013 & 23rd July 2013

I was admitted to Hospital Daerah Lawas on 19th July 2013 until 22nd July 2013 and given sick leaves by Dr. Noryatini Binti Merali because of ill concerned.

24th July 2013

I reported myself to Lawas District Council. I had a meeting and a short briefing with supervisor in charge for my practical training, Mr. Abdul Zara Bin Hj Pangkat, Administration Assistance of Lawas District Council. He explains a little bit about the background of the organization, scope of works, duties and responsibilities in the organization. Then, he introduced me to staffs in administration section, Ms. Siti Nuraini and Mr. Seruzi. Besides that, Mr. Abdul Zara teaches me a little bit on how to 'open' and 'close' file in the file room. He also teaches me about to record letter 'in' and 'out' in the log book.

25th July 2013

I was taught by Ms. Siti Nurain how to record letter 'in' and 'out' and I recorded the letter by myself in the log book. Then, I learned about how to filing the letter into respective file in the file room. I was asked by Mr. Abdul Zara to file the letter into

their file in the file room. The files that I was filing such as '*Kementerian Alam Sekitar & Kesihatan Awam*', '*Jabatan Perkhidmatan Awam*', '*Kursus / Seminar*', '*Inventori & Asset*', '*MS ISO 9000 Audit & Kualiti Dalaman*', '*Aduan Awam*' and '*Pekeliling Jabatan Ketua Menteri*'. Each of file was named according to types of letter in the respective drawers. In addition, Mdm. Liew teaches me how to fax letter in her room.

26th July 2013

I had updated the old files that need to be closed and record it in the log book. When the file has reached the maximum capacity, it needs to be changed. Lastly, I tidy up the file room.

2.1.2 Week 2 (29th July – 2nd August)

29th July 2013

As usual, in the morning, I recorded the new letter 'in' into the respective file in the file room. The letter had been recorded by Ms. Nurain in the log book. The files that been filing such as '*Sukarelawan*' and '*Bangunan Aset MDL*'. Mr. Zulkifli Sahari, Secretary of Council, was asked me to book a flight ticket for him. In addition, Mr. Abdul Zara teaches me how to give feedback to complaint from publics through online. There is official website of Lawas District Council that called as '*Sarawak Tele-Khidmat*'.

30th July 2013

I am updating files in the file room. Then, I recorded and filing the new letter 'in' into their files such as '*Kursus / Seminar*' and '*Pejabat Daerah Lawas*'. I learned from Ms. Siti Nurain how to record letter 'in' / 'out' into Administration Department or known as HRM log book.

31st July 2013

Mr. Kamal Bakal from Evaluation Section had given me a task to distribute '*Borang Maklumat Rumah Kampung*' later to village around Lawas. After that, I was asked by Mr. Abdul Zara to record and file letter into their respective files such as '*Kursus / Seminar*', '*Pertubuhan Kelab*', '*Latihan & Bengkel Perancangan Strategik ICT*', '*Pelbagai Jabatan*', '*SESCO / PPLS*', '*KASKA*', '*Jabatan Perairan & Saliran*' and '*Pejabat Daerah Lawas / Residen Limbang*'.

1st August 2013

In the morning session, I checked and updated the contract payment with Mr. Faridzul Azli from Public Work Section. Then, I photocopied the contact agreement to three copies. Besides that, I was signed letter 'in' on behalf Mr. Abdul Zara.

2nd August 2013

I am continuing updating the files in the file room. I record and filing any file that not been record. Then, I tidy up the file room. In addition, I was asked by Mr. Abdul Zara to check email from official website. Then, I also respond complaint from publics through email. In the noon session, I going to SK. Long Sebangan with library staffs that leaded by Mdm. Noritah, Library Assistance of MDL to distribute the old books to students.

2.1.3 (5th August – 7th August)

5th August 2013

As usual, in morning session I will record new letter 'in' into the HRM log book. Then, I will file the letter into file room. Lastly, I was asked to photocopy a document and printing documents.

6th August 2013

Today, I am updating and compiling the files in file room and record any letter that not been recorded and filing it. Then, tidy up the file room. Next, I helping Ms. Farah, receptionist at the counter service to serve and answering call. Then, I record any complaints or damages from customer. Lastly, I was asked by Mr. Abdul Zara to make an official invitation letter for coming soon event and print it, then make a photocopy for the letter.

7th August 2013

I compiling and updating letter and filing in the file room. Then, I asked by Mr. Abdul Zara to type respond and invitation letter then print it. Lastly, I taught by Mr. Abdul Zara how to do minutes meeting and Mr. Abdul Zara have give me previous of minutes meeting for me to refer it.

8th August 2013 – 13rd August 2013

Eid Holiday - approved by Mr. Abdul Zara.

2.1.4 Week 4 (14th – 16th August 2013)

14th August 2013

I recording letter 'in' into the HRM's log book and filing the letter into their files in the file room. After that, I asked by Mr. Abdul Zara to make a reservation memo for meeting room on the white board.

15th August 2013

I compiling and record and file any letter that not yet filing in the respective files in the file room. Then, I checked the HRM's log book if there any letter 'in' not yet recorded. After Lastly, I was asked by Mr. Abdul Zara to fax the invitation letter. In noon session, I was photocopying and printing documents as asked by Mr. Hatta Gani.

16th August 2013

I instructed by Mr. Abdul Zara to record and file the letter / document in the file room. Then, I was checking if there any file that need to be closed. After that, I was helping the counter service in serving and answering calls from publics.

2.1.5 Week 5 (19th – 23rd August 2013)

19th August 2013

As usual I will record new letter 'in' into the HRM's log book before record and filing it into file room. After that, I checking and responding any complaint or email from publics towards any damages through official website. In addition, I was learning and updating the minutes meeting files. Then, I been asked to prepare the respond and invitation letters.

20th August 2013

In morning session, I continued to respond the email / complaint from publics through official website as asked by Mr. Abdul Zara and I recorded new letter 'in' into HRM log book. Next, record and filing letter into their file in the file room. In addition, I opening a new file and closing the old file. In noon session, I was helping Mr. Seruzi typing letter about the coming soon event.

21st August 2013

Today, as usual I had been asked by Mr. Abdul Zara to record, compile and filing the letter 'in' into the file room. Then, I was helping Ms. Farah at the counter service for serving and answering calls. In the noon session, I was asked by Mr. Kamis to check the contract agreement of customer and photocopy it. Lastly, I tidy up the file room.

22nd August 2013

I recorded the letter into HRM's log book before filing it into the file room. Then, I update and tidy up the file room. After that, I was photocopying the documents as asked by Mdm. Liew. In addition, Mr. Abdul Zara was taught me about Balanced Score Card evaluation and has given me Balanced Score Card book for me referred it.

23rd August 2013

I updating files in the file room and record new letter 'in' into the HRM log book. After that, I was photocopying document with Mr. Faridzul Azli. Then, I was asked by Mr. Kamal Bakal to print '*Perincian Setiap Rumah*' form and distribute that form to all villages around Lawas.

24th August 2013

I had attended the 'Gotong-Royong 1 Malaysia' or known as 'Tikus Gotong-Royong' that held by Lawas District Council. All staffs of Lawas District Council joining this program. The purpose for this activity is to clean all building under Lawas District Council supervision. After that, refreshment has been prepared for all staffs.

2.1.6 Week 6 (26th August – 30th August 2013)

26th August 2013

I asked by Mr. Roslan, staff of administration section to make an approval letter and print it. Next, I was record new letter 'in' into the HRM log book before filing it. After that, I was asked by Mr. Abdul Zara to fax a letter and photocopy document. Lastly, I checked the email and respond any email through official website.

27th August 2013

First of all, I been prepared invitation letters and print it. Then, I was record and filing new letter 'in' into HRM log book as asked by Mr. Hatta Gani and filing it into the file room. I had been asked by Mr. Kamis, Administration Assistance of MDL to photocopy document. Then, I was helping at the counter.

28th August 2013

I am updating files in the file room. Then, photocopy documents and do some printing jobs. After that, I been asked to check the contract agreement from Public Work Section and photocopy it. In addition, I was record new letter 'in' from Mdm. Liew into the HRM log book. Lastly, I was asked by Mr. Abdul Zara to fax letter to Limbang Resident.

29th August 2013

As usual, first thing I will record a new letter 'in' from Mr. Abdul Zara into the HRM log book and compiling the files in the file room. And then I was tidy up the file room. Next, I was asked by Mr. Abdul Zara to make a photocopy of a document and print it before. After that, I am helping Mdm. Nyau to clean meeting room that will be used soon.

30th August 2013

Today is the last day of my internship. Leftenan Kolonel Saiful Anwar (B), my internship supervisor visited me at Lawas District Council and had a short meeting with Mr. Abdul Zara. Then, I and other trainee (Mr. Faridzul Azli) been given final briefing from Mr. Abdul Zara and Mr. Kamis and Mr. Abdul Zara gives us the report and evaluation form. As acknowledgement, Mr. Zulkifli Sahari, Secretary of Council gives us certificate for having internship at Lawas District Council.

Figure 2.2.1: Types of Files

FAIL JABATAN	
MDL/SPT/URS/JAB/01	- JABATAN KETUA MENTERI (MESYUARAT BADAN BERKANUN)
MDL/SPT/URS/JAB/02	- LANDSKAP NEGARA
MDL/SPT/URS/JAB/03	- JKT. KPKT KUALA LUMPUR
MDL/SPT/URS/JAB/04	- PERKHIDMATAN AWAM (JPA)
MDL/SPT/URS/JAB/05	- PERUBATAN & HOSPITAL
MDL/SPT/URS/JAB/06	- PERTANIAN
MDL/SPT/URS/JAB/07	- BOMBA & PENYELAMAT MALAYSIA
MDL/SPT/URS/JAB/08	- PENILAIAN & PERKHIDMATAN HARTA (NAPIC)
MDL/SPT/URS/JAB/09	- PERUMAHAN
MDL/SPT/URS/JAB/10	- KERJA RAYA (J.K.R)
MDL/SPT/URS/JAB/11	- PEJABAT DAERAH LAMAS-RESIDEN
MDL/SPT/URS/JAB/12	- JABATAN PENGARAF & SALIRAN (DID)
MDL/SPT/URS/JAB/13	- JABATAN PENDIDIKAN
MDL/SPT/URS/JAB/14	-
MDL/SPT/URS/JAB/15	- BELIA DAN SUKAN

FAIL JABATAN	
MDL/SPT/URS/JAB/16	- POLIS DIRAJA MALAYSIA & TENTERA
MDL/SPT/URS/JAB/17	- KASTAM & EKS AIS
MDL/SPT/URS/JAB/18	- PENERANGAN MALAYSIA
MDL/SPT/URS/JAB/19	-
MDL/SPT/URS/JAB/20	- KEMENTERIAN PERDAGANGAN DALAM NEGERI & PENGGUNA
MDL/SPT/URS/JAB/21	- SESCO - PPLS
MDL/SPT/URS/JAB/22	- POS MALAYSIA BERHAD
MDL/SPT/URS/JAB/23	- IMMIGRESEN
MDL/SPT/URS/JAB/24	- LAPANGAN TERBANG (AIRPORT)
MDL/SPT/URS/JAB/25	- TELEKOM MALAYSIA BERHAD
MDL/SPT/URS/JAB/26	- RTM
MDL/SPT/URS/JAB/27	- PEJABAT PEMBANGUNAN SOSIAL (KPS)
MDL/SPT/URS/JAB/28	- LEMBAGA SUNGAI-SUNGAI SARAWAK
MDL/SPT/URS/JAB/29	- ABLI SEKITAR (NREB)
MDL/SPT/URS/JAB/30	- DEWAN BAHASA DAN PUSTAKA

FAIL JABATAN	
MDL/SPT/URS/JAB/31	- PUSTAKA NEGERI SARAWAK
MDL/SPT/URS/JAB/32	- MAMPU
MDL/SPT/URS/JAB/33	- JAIS- JABATAN AGAMA ISLAM SARAWAK
MDL/SPT/URS/JAB/34	- KEMENTERIAN ALAM SEKITAR DAN KESIHATAN AWAM (KASKA)
MDL/SPT/URS/JAB/35	- KEMENTERIAN PELANCONGAN SARAWAK
MDL/SPT/URS/JAB/36	- PERANGKAAH MALAYSIA (STATISTIC)
MDL/SPT/URS/JAB/37	- BIRO PENGADUAN AWAM
MDL/SPT/URS/JAB/38	- JABATAN SETIAUSAHA KEWANGAN NEGERI (Kem. Kewangan)
MDL/SPT/URS/JAB/39	- JABATAN PERBENDAHARAAN NEGERI
MDL/SPT/URS/JAB/40	- PELBAGAI JABATAN
MDL/SPT/URS/JAB/41	- UNIT PERANCANGAN EKONOMI/ KUALITI HIDUP
MDL/SPT/URS/JAB/42	- SARAWAK GAZETTE/ ORDINAN

FAIL PELBAGAI

MDL/SPT/URS/PBG/01	- PILIHAN RAYA UMUM
MDL/SPT/URS/PBG/02	- AHLI MAJLIS
MDL/SPT/URS/PBG/03	- PENINGKATAN KUALITI
MDL/SPT/URS/PBG/04	- STAF DAN PEKELILING JABATAN
MDL/SPT/URS/PBG/05	- KOMPUTER/ INTERNET/ LAMAN WEB
MDL/SPT/URS/PBG/06	- LESEN PENIAGA GETAH
MDL/SPT/URS/PBG/07	- 5S
MDL/SPT/URS/PBG/08	- MEMOHON TAJAAN PROJEK
MDL/SPT/URS/PBG/09	- STANDING ORDER
MDL/SPT/URS/PBG/10	- S.P.A (SUKARELAWAN)
MDL/SPT/URS/PBG/11	- KETUA MASYARAKAT & JKKK & RUKUN TETANGGA
MDL/SPT/URS/PBG/12	- PEKELILING JABATAN KETUA MENTERI
MDL/SPT/URS/PBG/13	- PEKELILING KASKA
MDL/SPT/URS/PBG/14	- PEKELILING SETIAUSAHA KERAJAAN SARAWAK
MDL/SPT/URS/PBG/15	- PEKELILING JABATAN KERAJAAN

FAIL PELBAGAI

MDL/SPT/URS/PBG/16	- PEKELILING KEMENTERIAN PERUMAHAN KERAJAAN TEMPATAN (KPKT)
MDL/SPT/URS/PBG/17	- NOTIS DAN PEKELILING PELBAGAI JABATAN
MDL/SPT/URS/PBG/18	- PENQANTUNGAN PENDAFTARAN SYARIKAT
MDL/SPT/URS/PBG/19	- BULETIN PBT – MAJALAH MAJLIS
MDL/SPT/URS/PBG/20	- LAWATAN ORANG KENAMAAN (VVIP-VIP)
MDL/SPT/URS/PBG/21	- BERPINDA TEMPAT KERJA (TRANSFER)
MDL/SPT/URS/PBG/22	- PERTUBUHAN & KELAB/PERSATUAN
MDL/SPT/URS/PBG/23	- STAR RATING PBT
MDL/SPT/URS/PBG/24	- ADUAN AWAM
MDL/SPT/URS/PBG/25	- SIDANG AKBAR & KERATAN AKBAR
MDL/SPT/URS/PBG/26	- HOTEL – SKIM PENGKELASAN
MDL/SPT/URS/PBG/27	- KPI (KEY PERFORMANCE INDICATOR)
MDL/SPT/URS/PBG/28	- KFA (KEY FOCUS ACTIVITIES)
MDL/SPT/URS/PBG/29	- HRMIS
MDL/SPT/URS/PBG/30	- KIK

FAIL PELBAGAI

MDL/SPT/URS/PBG/31	- DIALOG
MDL/SPT/URS/PBG/32	- PARTI POLITIK
MDL/SPT/URS/PBG/33	- B.O.S (BOARD OF SURVEY)
MDL/SPT/URS/PBG/34	- KENDERAAN MAJLIS (MOTOR VEHICLE)
MDL/SPT/URS/PBG/35	- NOTIS TENDER & KELULUSAN TENDER
MDL/SPT/URS/PBG/36	- SEKOLAH (WARDEN LALULINTAS)
MDL/SPT/URS/PBG/37	- MS ISO 9000 – AM
MDL/SPT/URS/PBG/38	- MS ISO 9000 – LATIHAN/ MESYUARAT/ SEMINAR
MDL/SPT/URS/PBG/39	- MS ISO 9000 – AUDIT DALAMAN (IQA)
MDL/SPT/URS/PBG/40	- MS ISO 9000 – KAJIAN SEMULA PENGURUSAN
MDL/SPT/URS/PBG/41	- MS ISO 9000 – CADANGAN PINDAAN
MDL/SPT/URS/PBG/42	- MS ISO 9000 – SENARAI INDUK/ EDARAN DOKUMEN TERKAWAL
MDL/SPT/URS/PBG/43	- MS ISO – SALINAN DOKUMEN BATAL
MDL/SPT/URS/PBG/44	- SUKAN (SPORT)
MDL/SPT/URS/PBG/45	- BENCANA ALAM

FAIL PELBAGAI

MDL/SPT/URS/PBG/46	- TEMPAHAN PADANG MAJLIS
MDL/SPT/URS/PBG/47	- TEMPAHAN DEWAN MASYARAKAT
MDL/SPT/URS/PBG/48	- LAMPU JALAN
MDL/SPT/URS/PBG/49	- BANGUNAN / ASET MAJLIS DAERAH LAWAS
MDL/SPT/URS/PBG/50	- KATALOG
MDL/SPT/URS/PBG/51	- BAZAAR
MDL/SPT/URS/PBG/52	- PERJUDIAN
MDL/SPT/URS/PBG/53	- SENARAI TUGAS STAF
MDL/SPT/URS/PBG/54	- KAWALAN DAN KESELAMATAN
MDL/SPT/URS/PBG/55	- MS ISO 9000- DOKUMEN KUALITI
MDL/SPT/URS/PBG/56	- INVENTORI DAN ASET (TANAH, BANGUNAN, GERAL KERETA DLL)
MDL/SPT/URS/PBG/57	- PEGUAMBELA DAN PEGUAMCARA MAJLIS
MDL/SPT/URS/PBG/58	- PINJAMAN KHAS
MDL/SPT/URS/PBG/59	- MAJLIS BERSAMA JABATAN (MBJ)
MDL/SPT/URS/PBG/59 (A)	- MAJLIS BERSAMA JABATAN (PIHAK PEKERJA)
MDL/SPT/URS/PBG/60	- ICT - (LATIHAN DAN BENCUK PERANCANGAN STRATEGIK ICT)

FAIL PELBAGAI

MDL/SPT/URS/PBG/61	- ONE STOP CENTRE
MDL/SPT/URS/PBG/62	- BERKONGSI SEMENTARA
MDL/SPT/URS/PBG/63	- SURAT PERJANJIAN (AGREEMENT)(MISC).
MDL/SPT/URS/PBG/64	- ASET SEKSYEN PENTADBIRAN

FAIL PUSAT SUMBER MANUSIA

MDL/SPT/PSM/X/01	- KURUS / SEMINAR
MDL/SPT/PSM/X/02	- ANUGERAH PEKHIDMATAN LAMA
MDL/SPT/PSM/X/03	- CUTI KEBENARAN MENINGGALKAN NEGERI
MDL/SPT/PSM/X/04	- NOTA PENYERAHAN TUGAS
MDL/SPT/PSM/X/05	- PEPERIKSAAN PERKHIDMATAN
MDL/SPT/PSM/X/06	- KEMUDAHAN TAMBANG PERCUMA
MDL/SPT/PSM/X/07	- PERJAWATAN
MDL/SPT/PSM/X/08	- PTK (PEPERIKSAAN PENILAIAN TAHAP KECEKAPAN)
MDL/SPT/PSM/X/09	- CARTA ORGANISASI
MDL/SPT/PSM/X/10	- BORANG PELEPASAN MASA BERTUGAS
MDL/SPT/PSM/X/11	- PERISYTIHARAN HARTA (STAF)
MDL/SPT/PSM/X/12	- TAKLIMAT / "MEETING"

FAIL PERAYAAN

MDL/SPT/URS/PRN/01	- HARI MAJLIS/PESTA LAWAS
MDL/SPT/URS/PRN/02	- HARI KEBANGSAAN
MDL/SPT/URS/PRN/03	- HARI KESIHATAN SEDUNIA
MDL/SPT/URS/PRN/04	- HARI PERKHIDMATAN AWAM
MDL/SPT/URS/PRN/05	- HARI KEPUTERAAN DYMM AGONG
MDL/SPT/URS/PRN/06	- HARI JADI TYT
MDL/SPT/URS/PRN/07	- HARI ALAM SEKITAR
MDL/SPT/URS/PRN/08	- PELBAGAI PERAYAAN DAN SAMBUTAN
MDL/SPT/URS/PRN/09	- HARI MINGGU BELIA
MDL/SPT/URS/PRN/10	- TAHUN MELAWAT MALAYSIA

FAIL JAWATANKUASA BAHAGIAN

MDL/SPT/URS/JKB/01	- J/K PEMBANGUNAN DAERAH
MDL/SPT/URS/JKB/02	- J/K TINDAKAN BAHAGIAN
MDL/SPT/URS/JKB/03	- J/K PENGESANAN KEBERSIHAN BAHAGIAN
MDL/SPT/URS/JKB/04	- J/K KUMPULAN KERJA PELANCONGAN BAHAGIAN
MDL/SPT/URS/JKB/05	- J/K KESELAMATAN BAHAGIAN
MDL/SPT/URS/JKB/06	- J/K KESELAMATAN JALAN RAYA BAHAGIAN
MDL/SPT/URS/JKB/07	- J/K PERUNDING MAJLIS DAERAH SELURUH MALAYSIA (JKPMD)
MDL/SPT/URS/JKB/08	- J/K KEUTUHAN PENGURUSAN PERINGKAT JABATAN
MDL/SPT/URS/JKB/09	- J/K SOSIAL BAHAGIAN LIMBANG

FAIL MESYUARAT

MDL/SPT/URS/MS/01	- JEMPUTAN & PANGGILAN MESYUARAT
MDL/SPT/URS/MS/02	- MINIT MESYUARAT PENUH MAJLIS
MDL/SPT/URS/MS/03	- MINIT MESYUARAT TENDER & SEBUTHARGA
MDL/SPT/URS/MS/04	- MINIT MESYUARAT JAWATANKUASA KERJA RAYA/KEJURUTERAAN.
MDL/SPT/URS/MS/05	- MINIT MESYUARAT JAWATANKUASA KEWANGAN & PERJAWATAN
MDL/SPT/URS/MS/06	- MINIT MESYUARAT PELANCONGAN & KEINDAHAN
MDL/SPT/URS/MS/07	- MINIT MESYUARAT JAWATANKUASA MAKSUD AM DAN LALULINTAS
MDL/SPT/URS/MS/08	- MINIT MESYUARAT JAWATANKUASA KESIHATAN DAN ALAM SEKITAR
MDL/SPT/URS/MS/09	- TINDAKAN DARI MINIT MESYUARAT.

FAIL SULIT

(DISIMPAN OLEH SETIAUSANA)

MDL/SPT/URS/SULIT/01	-	KELULUSAN TENDER
MDL/SPT/URS/SULIT/02	-	PELBAGAI
MDL/SPT/URS/SULIT/03	-	PERIHAL PENJAWATAN

FAIL RAHSIA

MDL/SPT/URS/RAHSIA/01	-	MINIT MESYUARAT
-----------------------	---	-----------------

Figure 2.2: Picture with Supervisor (Leftenan Kolonel Saiful Anwar)



Figure 2.3: Picture with Host Supervisor (Mr. Abdul Zara)



CHAPTER 3

ANALYSIS

3.0 Introduction

Analysis of training specifically focuses on one area of practical training. This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place and how students transforms knowledge gained at work place to reinforce understanding on the concepts learned in the classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

In Lawas District Council, the tasks given during my internship focuses on filing system and record management. Leadership also applied in the organization.

3.1 Filing System and Record Management

Filing refers to the activities involved in rough sorting documents, locating the proper folder for the document and placing the document in the folder. According to Mills and Stending Ford, *“filing is that science whereby we keep the incoming letters and copies of outgoing letters safe so that it may be used for future reference.”* Besides that, according to Agarwal and Kothari, *“filing is science whereby we keep the incoming letters and copies of outgoing letters safely so that they can be used easily whenever required.”* In modern organization, everyday many letters are received and many letters are sent out. It is necessary that these incoming letters and copies of outgoing letters have to be kept safe for future business reference. The filing system involves systematically classifying, coding, arranging and placing record in storage and facilitating their quick and easy retrieval when requested by a user. Record refers to informational documents used to carry out various functions, include forms, letters, memoranda, reports and manuals. Record management refers to the activities involved in controlling the life cycle of a record, beginning with its creation and ending with its ultimate disposition.

In Lawas District Council organization, all files, letters and documents of organization are filing based on the filing system and record management. There are providing one file room in administration section. All the letters or documents from all sections in the organization will be filed according to their own file in that room.

3.1.1 Method of Filing System

Two general filing methods exist which are alphabetic and non-alphabetic. The alphabetic method consists of three specialized indexing system which are filing by name, subject or geographic area. Meanwhile, non-alphabetic method is comprised of numerical and chronological indexing systems. Most of organization use one of the alphabetic indexing systems. Each of these three systems uses alphabetic sections (A, B, C, D etc.). Filing rules are used to determine the appropriate alphabetic section under which each record will be filed. Each system also uses two types of folders which are individual and miscellaneous for each alphabetic section. When a specified number of records usually five is filed under a particular category, a separate individual folder is then prepared. Both numeric systems use a numbering system. Numeric systems are used extensively for filing records that are numbered serially and for records on which the date is an important information item.

In Lawas District Council organization, all files are arranged according types of files. The types of files such as '*fail jabatan*', '*fail mesyuarat*', '*fail pelbagai*', '*fail sulit*', '*fail rahsia*', '*fail jawatankuasa bahagian*', '*fail sumber manusia*' and '*fail perayaan*'. Each of file are divided into several files and named by using codes. Coding system here also called as 'penjilidan' files. Files also arranged in respective drawer based on their own types.

3.1.2 Objectives of Filing System

There are several objectives of filing which are to keep the business letters and copies safe. Besides that, the objective of filing is to make them available easily and quickly for future. The other objective is to provide control over the record cycle that is the creation, utilization, storage, retrieval and disposition of records. Filing system also aimed to eliminate needless storage of duplicate records. In addition, filing is to reduce costs in each stage of the records cycle and helps to standardize procedures and equipment used in the records management program (Quible,Z.K, 1996).

The filing system and record management helps Lawas District Council more systematic in filing management. This system can makes the staffs easier in use or file the letters and documents for their current or future references. The systematic filing system can be proved when Mr. Abdul Zara asked me to filing / record all letters in the file room, its more easier for me to filing because all files already arranged according to their types of files.

3.1.3 Policies of Filing System

After the objectives of the filing system, general operating policies should be adopted. Policies are used to guide decision making about various aspects of the program. Because vague or ambiguous policies often result in ineffective or improper actions, policies should be clearly worded. For example, management's support is considered to be an integral organizational function. Each record of file created in the organization comes under the jurisdiction of the filing system,

therefore, subject to centralized control. The filing system shall operate under the procedures outlined in the filing system manual. Efficiency will have precedence over cost when making decisions about work flow.

3.1.4 Benefits and Essentials of Filing System

Filing system is give benefit to the organization which is filing can helps to *removes mutual misunderstanding*. With the help of filing, business letters are kept safe, therefore if in future is mutual misunderstanding. Besides that, filing *helps in complying the previous letters*. If there needs to refer the previous letters, the letters can be complied easily from old reference in files. In addition, filing also *keeps the important document safe*. Within the rules of the government it is very useful to keep important letter safe for long time. Lastly, filing *helps in planning*. It is important information is collected from old letters and records for future planning.

According to Sharma, essential of good filing system is for safety. The method of letter filing of every business organization should be such that it can keep business letters safe from sand, dust, water, fire, white ant, rats, insects etc. Filing also makes the employees easy which the letter filing system helps employees to do their work easily. Besides that, filing is promptness. This method should be such that the desired letter can be obtained without delay. In addition, filing system is less expenses which is not use much of money to record the files and it should be economical. Lastly, filing is good to take less space of organization by minimize the space in the office of the concern.

Another factor that affects the success of the record management program is the equipment used for storing records. When acquiring storage equipment, every attempt should be made to secure equipment that will be satisfactory for its intended use. Standardization of storage equipment, characteristic of centrally controlled programs, helps ensure similarity of equipment size, durability, capacity and design features. Of particular significance for storing vital and important records is the maximum temperature the equipment is able to withstand. Various criteria should be considered before deciding upon a particular kind of storage equipment, including the nature of the records being stored, including size, quantity, weight, physical composition and value. Next, the frequency with which records is retrieved. The length of time for records is stored in both active and inactive status. Last, the degree to which stored records should be protected.

3.2 Leadership in Organization

A common responsibility of administrative office managers indeed one of the most common is the supervision of subordinates (Quible, 1996). Supervision is comprised of several activities including those of a planning, organizing, staffing, directing and controlling nature. Many managers claim that their supervisory responsibilities are one of the more rewarding aspects of their job. The amount of leadership ability and skill the manager possesses affects greater leadership skill than other positions. According to Quible, leadership can be defined in many different ways, partly because it has been examined from the perspective of so many different fields of endeavour. Leadership is the ability to inspire people to

make a total, willing and voluntary commitment to accomplishing or exceeding organizational goals. The amount of leadership ability required of a supervisor, the number of individuals for whom the supervisor is responsible, the nature of the work performed by the subordinates, the background of the subordinates and the stability of the work unit.

During my internship in Lawas District Council, I personally could see the practicing a good leadership roles between supervisor and subordinates. Mr. Abdul Zara as assistance of administration in Lawas District Council has been showed his credibility as a supervisor.

3.2.1 Function of Supervision

According to Quible, "supervision involves five functions which are planning, organizing, staffing, directing and controlling". First function is *planning*. The amount of time that the supervisor's job is consumed by planning process is often directly related to the hierarchical level of his or her position. Higher-level supervisors spend more time in the planning function than lower-level supervisors. Furthermore, the plans developed by lower-level supervisors are usually for a shorter duration than those developed by higher-level supervisors. This is because the planning activities of the lower-level supervisors frequently involve implementing the goals and objectives developed by higher-level managers. Second function is *organizing*. The organizing function involves determining which of the subordinates in the work unit are best qualified for a particular job that has to be done and then assigning that job the appropriate individuals. Consequently, organizing involves developing a staff system that facilities the accomplishment of established plans. Another dimension of

the organizing function is the development of an environment in which subordinates can be productive and efficient. The supervisor is also responsible for developing effective work processes and procedures. Third function is *staffing*. The supervisor's staffing activities are quite extensive, however they are quite limited. Higher level supervisors frequently have considerable control over selecting new employees for their respective work units. Lower level supervisors, especially first level supervisors may not much control. A supervisory nature may involve orienting new employees, training new employees, retraining employees and counselling employees. Supervisors find their job easier when their subordinates are efficient and well trained. Fourth function is *directing*. Some of activities involved in the directing function include leading, motivating, developing and recognizing the efforts of subordinates. The directing function is concerned with the manner in which the supervisors relate to a subordinate on a person-to-person basis or to a group of subordinates on a person-to-group basis. To maximize the directing efforts, a supervisor must not only be concerned with the goals and objectives of the organization, but also with how well the needs of each subordinate are related to the organization's goals and objectives. Last function is *controlling*. The controlling involves comparing actual results with anticipated results. The activities in this function are likely to consume a considerable portion of the supervisor's time, especially when actual results are less than what was anticipated. The supervisor is responsible for taking corrective action to remedy these situations. The supervisor is also responsible for determining the validity of the standards that are used in the comparison process (Quible,Z.K, 1996).

These five functions of supervision are practicing successfully by leader in Lawas District Council. Mr. Abdul Zara as assistance of administration in the council

also as my supervisor for my practical training showing his credibility as a supervisor by using these five functions. Supervision of Mr. Abdul Zara comprised of several activities including those of a planning, organizing, staffing, directing and controlling nature. He can do an effective plan for upcoming event for organization. Next, organizing, he able to organize all events by appointing staffs to accomplish the organized activities. Besides that, the role of a good supervision as a leader in the organization also shows by Mr. Zulkifli Sahari (Secretary of Council). It can be proved when he supervised his subordinates in all sections to accomplish the task assigned. During 'Gotong-Royong 1 Malaysia', Mr. Zulkifli as the leader plays main role to accomplish this program according to the plans. He also supervised everyone and ensures they are doing their own task. In addition, Mr. Abdul Zara is able to control smoothly any problem that occurred in the organization. He will discuss with Mr. Zulkifli and Mr. Kamis before taking any action toward the problem occurred.

3.2.2 Characteristic of Effective Supervisor

Several characteristics of effective supervisors have been identified. First characteristic is *getting others cooperate*. The most important is the ability to gain cooperation of others. Supervisors find their jobs are exceedingly more difficult when their subordinates are uncooperative. An effective way to gain subordinates' cooperation is to make them aware that higher level management is dependent on them for their ideas and suggestions. Accepting but not using employees' ideas may be more destructive in the long run than if their ideas and suggestions were not accepted in the first place. Supervisors can also gain cooperation by providing as

much variety as possible in the daily routine. An effective supervisor is able to answer subordinates' questions. Second characteristic is *listening to others*. According to Quible, "a good supervisor is the willingness to listen to subordinates". Some supervisors have difficulty hearing out their subordinates, especially those for whom negative feelings exist. But unless subordinates are convinced their supervisors are willing to listen, the development of an effective interpersonal relationship may be difficult. Listening to a subordinate is not enough. The supervisor also must pay attention to or concentrate on what the subordinate has to say. Although the supervisor may have difficulty concentrating totally on what the subordinate is saying, concentration is crucial. Some supervisors are guilty of not listening to a subordinate who wishes to discuss a situation about which the supervisor and subordinate disagree. The supervisor gives the impression that the subordinate is not in a position to question or discuss the incident. Third characteristic is *delegating responsibilities*. A good supervisor will be able to delegate meaningful tasks to subordinates. Effective delegation helps extend the supervisors' capabilities, encourages team work and result in higher productivity. Fourth characteristic understands *subordinates*. A thorough understanding of their needs, drives, interests and attitudes is important. Without this background knowledge, a supervisor may have difficulty inspiring each subordinate to perform to the best of his / her ability. Supervisors who know and understand their subordinates well can assign them tasks they are sure to enjoy. Satisfied subordinates make the supervisor's job much easier and respond more effectively to their individual needs. Last characteristic is *treating others fairly*. The relationships between supervisors and subordinates have been damaged because of lack of fairness on the part of supervisor. A perceived lack of fairness is often as damaging to the relationship as

is a real lack of fairness. When the supervisor's personal feeling about subordinates sways the making of decisions, supervisors often have difficulty treating their subordinates fairly. Those subordinates for whom the supervisor has strong positive feeling are likely to receive favoured treatment, whereas those about whom the supervisor feels negatively are likely to be treated unfairly.

All characteristics above are practicing by supervisor in supervising their subordinates. It is important to getting others cooperate for a good supervision. In this organization, Mr. Abdul Zara will discuss with his subordinates before give a task to them. He able to cooperate with all subordinates from all sections. He also feels free to take subordinates' ideas and will consider to accept or not. Mr. Abdul Zara and Mr. Kamis always sharing their knowledge with the subordinates and it can be proved when they sharing their knowledge and experiences as senior staff with me during my internship. Next is listening to others. It is important to know what the subordinates' opinions or ideas because it may be help in accomplishing the task. In this organization, Mr. Zulkifli (Secretary of Council) will listen to any problem occurred in the organization and will bring that issue to meeting. I also can see Mr. Abdul Zara was a supervisor that able to listen any complaint from staffs or top management regards the organizational matters. He also a friendly supervisor which he able to be a friend with all staffs in all sections of organization. Then, it is important to be a good supervisor if he / she is good in delegating responsibilities. This characteristic has been practicing by Mr. Abdul Zara in delegate the tasks to the staffs. Before give a task to the staff, he will ensure if the task appropriate with the staffs' capability. During my internship, I was given tasks such as record and filing document in / out because I have learned this system in UiTM. He delegate the task based on the staffs' capabilities to accomplish the task. In addition, treating

others fairly is important to be a good supervisor. As assistance of administration in this organization, Mr. Abdul Zara able to treat fairly their staffs without any personal feeling in giving a task. Everyone in organization will give task based on their capabilities and do not bias. Lastly, understanding subordinates is important to know what the staffs' needs and problems regarding the organizational matters.

3.2.3 Special Skills of Supervisors

In addition to possessing the characteristics discussed in the preceding section, supervisors need certain skills. According to Steven L. McShane and Mary Ann Von Glinow, these include such skills as conceptual, human and technical, teaching, and communicating. These skills are often developed through supervisory training experiences made available to new supervisors or to supervisors who need or desire refresher training. First special skill is *conceptual skill* is vital attribute enables the supervisor to perceive quickly how one phenomenon may impact on impact on another phenomenon. Specifically, conceptual skills help the supervisor determine the full impact of a change or a variety of changes. Supervisors with well-developed conceptual skills are often able to eliminate situations that may later develop into problems. Second special skill is *human skill*. Without effective human skills, the supervisor is likely to alienate others with whom he or she must work. An understanding of human skills will give the supervisor greater insight into working effectively with each subordinate in each situation (Steven, L.M & Mary, A.V.G). Human skills can be learned either through on-the-job training or courses designed to help individuals improve their supervisory skills. The importance of human skills to supervisory success remains rather stable at all levels of the hierarchy and those at the upper level have comparable needs with regard to human skills. Third special

skill is technical skill in which the possession of technical skills is considered in selecting an individual for his or her first supervisory position. The supervisor needs technical skills to understand certain operations or tasks. The nature of technical skills the supervisor needs is determined by his or her areas of responsibility. The ever increasing technological nature of office functions increases the technical skills office supervisors need. *Technical skill* is important for supervisor to teach and train subordinates. Two important elements of teaching in which a supervisor should be skilled are demonstrating and explaining. In addition, skill in evaluating subordinates' performance is needed. Last special skill that a supervisor should have is *communication skill*. The effectiveness of the supervisor-subordinate relationship is heavily dependent on communication. Therefore, well-developed communication skills are needed if the supervisor-subordinate relationship is to be maximized. Effective communication, which depends so heavily on trust, also involves the ability to show empathy and concern for others. The supervisor can further strengthen the communication process by using a direct approach when it is appropriate and an indirect approach when it is appropriate. When dealing with a sensitive situation, the supervisor may wisely use an indirect approach when communicating with a subordinate (Quible,Z.K, 1996).

All these skills should be practiced in organization to smooth and effective the organizations' management. In Lawas District Council, Mr. Abdul Zara as the supervisor for my practical training has show a good communication skill. He able to communicate in understandable way for me in accomplishing a task or job. Besides that, he also communicated with other staff nicely and will try to understand what the needs by subordinates. In addition, he used to communicate well in delegating jobs to the subordinate and explaining the ambiguous task or job clearly.

CHAPTER 4

RECOMMENDATION

4.0 Introduction

This chapter will highlight the strength and weaknesses of the organization. The strength can be the ability for survival in operating the organization. The strength is also the strong side that makes the organization to be an excellent organization. Meanwhile, the weaknesses can be the problem occurs in the organization in accomplishing the mission or task. This weakness might be affected the short-term or long-term impact of organization. There also solution to improve the weakness of organization. The solution can be for short-term or long-term improvement.

In Lawas District Council, there is having both strength and weaknesses in this organization. The organizations are divided into seven sections and each section has their own responsibilities to do. During my internship, most of the tasks I was given are filing process. Besides that, I also involved in learning process about management of the organization.

4.1 The Strengths of Lawas District Council

Generally there are seven sections in the Lawas District Council. Each section plays an important role in carrying out specific function. Under each department also plays a role in carrying out specific task. Usually, there should have strength in an organization, same goes to Lawas District Council organization.

The first strength in Lawas District Council is cooperation among Councils' staffs in all sections. Everyone are friendly and able to cooperate with each other in accomplishing task given by top management. During organizing program '*Gotong-Royong 1 Malaysia*', all staffs are cooperated with each other to success this program. The top management are supervised their subordinates and also give cooperation. Besides that, Mr. Abdul Zara also give cooperation if there any staff needs help from him. During my internship in that organization, Mr. Abdul Zara, Mr. Kamis, Mr. Hatta in administration section are give cooperation in give and share experience in teaching and learning process for me.

The second strength is practicing a good filing system and record management. The filing system involves systematically classifying, coding, arranging and placing record in storage and facilitating their quick and easy retrieval when requested by a user. Record management refers to the activities involved in controlling the life cycle of a record, beginning with its creation and ending with its ultimate disposition. Lawas District Council has a good filing and record management by arranged and filing all documents in file room. In file room, there are have several drawers that located all files but they are named according to types of documents. This system makes me easier and faster in filing all the documents / letters because it is arranged according to their types of documents.

The last strength in Lawas District Council is practicing good leadership roles. A good leader plays vital roles to ensure the effectiveness and efficiency the organization. Mr. Zulkifli as Secretary of Council shows his leadership roles in leading the organization. He is able to lead the organization by directing and controlling his subordinates based on the power and authority given to him in order to develop Lawas town. Besides that, the leadership roles also show by Mr. Abdul Zara in administrating his subordinates. He is very commitment in every task and able to control any situation occurred in the organization. During my internship, he supervised me by teaching how to filing letters in / out, learning minutes of meeting, and responding complaint through online. He also communicates well with subordinates in delegating tasks or jobs.

4.2 The Weaknesses of Lawas District Council

Every organization have weaknesses appeared in operating the organization. The weaknesses sometimes can be affected to organization management. Besides that, the weaknesses can be a factor that contributes to failure the successful of the organization. There are several weaknesses in Lawas District Council.

The first weakness in the organization is attendances' problem among staffs. As stated in policy, the office hour started at 8 a.m. until 5 p.m. The problem here, some of staffs are coming late to the office at the morning. The top management of organization have not taking any action for this problem. Some of staffs were going back earlier than actual hour stated. Most of staffs going back at 4.15 p.m. without wait for 5.00 p.m. If this problem continuously happened, it will be affected the organization performance. The problem will affect the quality and productivity because it caused to delaying of submission of task or job given by top management.

The second weakness is centralization of responsibilities. In Lawas District Council organization, all of tasks or works are given to Mr. Abdul Zara and Mr. Kamis to accomplish it. As I mentioned by Mr. Abdul Zara during my internship, he is responsible to do a lot of works by itself that give by top management. In the same time, he responsible to do minutes of meeting, respond the complaint through online, organize upcoming event and monitor other sections. This weakness is overload of works that assigned by Mr. Abdul Zara and it is not fair for him. This problem also may affect the quality performance in administrating the organization.

The last weakness is limited space for file room. Since it only one file room in Lawas District Council, it makes the file room crowded with all documents from all sections. Even though the files in the file room is arranged nicely, it still crowded and difficult to open the drawers. Some of documents are keeping on the table because of limited space in the drawer.

4.3 Solutions for Improvement

Solutions are important to improve the problems occurred in the organization. The problems or weaknesses that occurred in the organization should be solved in order to improve the quality and productivity. Solutions also help to be effective and efficient organization.

For first weakness here is attendances' problem. The solution that I can recommend for this problem is introducing the thumb print system. Thumb print system is more effective to solve this problem because staffs cannot comes late or go back earlier than official hours. It also helps to top management to check the record attendant of staffs. Besides that, the organization should provide training for staffs to discipline those staffs who are having such problems.

Next problem occurred in Lawas District Council is centralization of responsibilities. If these problem continuos happen without taking any action, it is not fair for them. Here, I can recommend solving this problem by delegating tasks or works fairly. The top management should be able to delegate tasks based on the subordinates' capabilities. Besides that, the top management should recruit more staffs in order to reduce the workload.

Lastly, the weakness of Lawas District Council is limited space of file room. The best solution for this problem is providing a big file room for the organization. If there a big file room, it will be more space to put the drawers for files. It will be more comfortable for staffs to do filing works in that room.

CHAPTER 5

CONCLUSION

Lawas District Council is an organization that authorized by state to develop Lawas town. Besides that, this organization is responsible to provide facilities to publics in Lawas in terms of equipment for publics such as dustbin. They also provide fund for organize a project.

This chapter will summarize all chapters in practical training report. In chapter one including the background, mission and vision, functions, organizational chart, work of committee, members of council and client's charter of Lawas District Council. This chapter discuss about history of organization and also the scopes of work in organization.

In chapter two, it is about the schedule of my practical training. During my internship, I was given several types of work such as filing and record letters / documents. The works given to me is based on my knowledge during studying in UiTM. Mr. Abdul Zara, my supervisor was asked me to do filing works. Besides that, other staffs including Mr. Zulkifli, Mr. Kamis, Mr. Hatta and Mr. Kamal helps me during my internship.

In chapter three, it is about analysis of task given during practical training. This chapter discuss about the theory that I have studied in UiTM and apply that theory in the organization. The theory that I can applied for Lawas District Council are filing system and record management and leadership. These theories are applied in the organization which is the filing and record system was given to me

during my internship. The leadership roles were practicing by supervisor, Mr. Abdul Zara in leading the subordinates.

For fourth chapter, it is about the recommendation. This chapter include the strengths and weaknesses in the organization and also the best solution that I can recommend for improvement. The strengths in the organization are having a good cooperation among staffs and top management, effective filing system and good leaderships' roles. The weaknesses for this organization are attendances' problem among staffs of Lawas District Council, centralization of responsibilities and limited space for file room. Unfortunately, this all weaknesses occurred in organization can be solved by several recommendations such as provide training and recruitment.

As the conclusion, I have learned more knowledge and experience during my internship in Lawas District Council. Apart from that, I can improve my communication skills and learn how to be a worker in the future.

References

Sharma,S.K. (2008). *Handbook of Office Management a Modern Approach*.
Published Shree Niwas Publication. Pp. 14-17.

Quible, Z.K. (1996). *Administration Office Management an Introduction Sixth Edition*. Prentice Hill. Pp. 172-180.

Shane,M & Glinow,V. (2010). *Organizational Behavior: Emerging Knowledge and Practice for the Real World Fifth Edition*. McGraw Hill.

Lovelock, C & Wirtz, J (2007). *Service Marketing People Technology. Strategy 6th Edition*. Pearson. Prentice Hall.

Goetsch, D.L & Davis, S,B. (2006). *Quality Management Introduction to Total: Quality Management for Production, Processing and Service. Fifth Edition*. Pearson International Edition.

APPENDIX A

Figure 2.2.1: Types of Files in File Room

FAIL JABATAN	
MDL/SPT/URS/JAB/01	- JABATAN KETUA MENTERI (MESYUARAT BADAN BERKANUN)
MDL/SPT/URS/JAB/02	- LANDSKAP NEGARA
MDL/SPT/URS/JAB/03	- JKT. KPKT KUALA LUMPUR
MDL/SPT/URS/JAB/04	- PERKHIDMATAN AWAM (JPA)
MDL/SPT/URS/JAB/05	- PERUBATAN & HOSPITAL
MDL/SPT/URS/JAB/06	- PERTANIAN
MDL/SPT/URS/JAB/07	- BOMBA & PENYELAMAT MALAYSIA
MDL/SPT/URS/JAB/08	- PENILAIAN & PERKHIDMATAN HARTA (NAPIC)
MDL/SPT/URS/JAB/09	- PERUMAHAN
MDL/SPT/URS/JAB/10	- KERJA RAYA (J.K.R)
MDL/SPT/URS/JAB/11	- PEJABAT DAERAH LARAS/RESIDEN
MDL/SPT/URS/JAB/12	- JABATAN PENGARAIAN & SALIRAN (DID)
MDL/SPT/URS/JAB/13	- JABATAN PENDIDIKAN
MDL/SPT/URS/JAB/14	- "
MDL/SPT/URS/JAB/15	- BELIA DAN SUKAN

FAIL JABATAN	
MDL/SPT/URS/JAB/16	- POLIS DIRAJA MALAYSIA & TENTERA
MDL/SPT/URS/JAB/17	- KASTAM & EKSAIS
MDL/SPT/URS/JAB/18	- PENERANGAN MALAYSIA
MDL/SPT/URS/JAB/19	- "
MDL/SPT/URS/JAB/20	- KEMENTERIAN PERDAGANGAN DALAM NEGERI & PENGGUNA
MDL/SPT/URS/JAB/21	- BESCO - PPLS
MDL/SPT/URS/JAB/22	- POS MALAYSIA BERHAD
MDL/SPT/URS/JAB/23	- IMMIGRESEN
MDL/SPT/URS/JAB/24	- LAPANGAN TERBANG (AIRPORT)
MDL/SPT/URS/JAB/25	- TELEKOM MALAYSIA BERHAD
MDL/SPT/URS/JAB/26	- RTM
MDL/SPT/URS/JAB/27	- PEJABAT PEMBANGUNAN SOSIAL (KPS)
MDL/SPT/URS/JAB/28	- LEMBAGA SUNGAI-SUNGAI SARAWAK
MDL/SPT/URS/JAB/29	- LEMBAGA SUMBER ASLI DAN ASLI SEKITAR (NREB)
MDL/SPT/URS/JAB/30	- DEWAN BAHASA DAN PUSTAKA

FAIL JABATAN	
MDL/SPT/URS/JAB/31	- PUSTAKA NEGERI SARAWAK
MDL/SPT/URS/JAB/32	- MAMPU
MDL/SPT/URS/JAB/33	- JAIS- JABATAN AGAMA ISLAM SARAWAK
MDL/SPT/URS/JAB/34	- KEMENTERIAN ALAM SEKITAR DAN KESIHATAN AWAM (KASKA)
MDL/SPT/URS/JAB/35	- KEMENTERIAN PELANCONGAN SARAWAK
MDL/SPT/URS/JAB/36	- PERANGKAIAN MALAYSIA (STATISTIC)
MDL/SPT/URS/JAB/37	- BIRO PENGADUAN AWAM
MDL/SPT/URS/JAB/38	- JABATAN SETIAUSAHA KEWANGAN NEGERI (Kem. Kewangan)
MDL/SPT/URS/JAB/39	- JABATAN PERBENDAHARAAN NEGERI
MDL/SPT/URS/JAB/40	- PELBAGAI JABATAN
MDL/SPT/URS/JAB/41	- UNIT PERANCANGAN EKONOMI/ KUALITI HIDUP
MDL/SPT/URS/JAB/42	- SARAWAK GAZETTE/ ORDINAN

FAIL PELBAGAI

MDL/SPT/URS/PBG/01	- PILIHAN RAYA UMUM
MDL/SPT/URS/PBG/02	- AHLI MAJLIS
MDL/SPT/URS/PBG/03	- PENINGKATAN KUALITI
MDL/SPT/URS/PBG/04	- STAF DAN PEKELILING JABATAN
MDL/SPT/URS/PBG/05	- KOMPUTER/ INTERNET/ LAMAN WEB
MDL/SPT/URS/PBG/06	- LESEN PENIAGA GETAH
MDL/SPT/URS/PBG/07	- 5S
MDL/SPT/URS/PBG/08	- MEMOHON TAJAAN PROJEK
MDL/SPT/URS/PBG/09	- STANDING ORDER
MDL/SPT/URS/PBG/10	- S.P.A (SUKARELAWAN)
MDL/SPT/URS/PBG/11	- KETUA MASYARAKAT & JKKK & RUKUN TETANGGA
MDL/SPT/URS/PBG/12	- PEKELILING JABATAN KETUA MENTERI
MDL/SPT/URS/PBG/13	- PEKELILING KASKA
MDL/SPT/URS/PBG/14	- PEKELILING SETIAUSAHA KERAJAAN SARAWAK
MDL/SPT/URS/PBG/15	- PEKELILING JABATAN KERAJAAN

FAIL PELBAGAI

MDL/SPT/URS/PBG/31	- DIALOG
MDL/SPT/URS/PBG/32	- PARTI POLITIK
MDL/SPT/URS/PBG/33	- B.O.S (BOARD OF SURVEY)
MDL/SPT/URS/PBG/34	- KENDERAAN MAJLIS (MOTOR VEHICLE)
MDL/SPT/URS/PBG/35	- NOTIS TENDER & KELULUSAN TENDER
MDL/SPT/URS/PBG/36	- SEKOLAH (WARDEN LALULINTAS)
MDL/SPT/URS/PBG/37	- MS ISO 9000 – AM
MDL/SPT/URS/PBG/38	- MS ISO 9000 – LATIHAN/ MESYUARAT/ SEMINAR
MDL/SPT/URS/PBG/39	- MS ISO 9000 – AUDIT DALAMAN (IQA)
MDL/SPT/URS/PBG/40	- MS ISO 9000 – KAJIAN SEMULA PENGURUSAN
MDL/SPT/URS/PBG/41	- MS ISO 9000 – CADANGAN PINDAAN
MDL/SPT/URS/PBG/42	- MS ISO 9000 – SENARAI INDUK/ EDARAN DOKUMEN TERKAWAL
MDL/SPT/URS/PBG/43	- MS ISO – SALINAN DOKUMEN BATAL
MDL/SPT/URS/PBG/44	- SUKAN (SPORT)
MDL/SPT/URS/PBG/45	- BENCANA ALAM

FAIL PELBAGAI

MDL/SPT/URS/PBG/16	- PEKELILING KEMENTERIAN PERUMAHAN KERAJAAN TEMPATAN (KPKT)
MDL/SPT/URS/PBG/17	- NOTIS DAN PEKELILING PELBAGAI JABATAN
MDL/SPT/URS/PBG/18	- PENGANTUNGAN PENDAFTARAN SYARIKAT
MDL/SPT/URS/PBG/19	- BULETIN PBT – MAJALAH MAJLIS
MDL/SPT/URS/PBG/20	- LAWATAN ORANG KENAMAAN (VVIP.VIP)
MDL/SPT/URS/PBG/21	- BERPINDA TEMPAT KERJA (TRANSFER)
MDL/SPT/URS/PBG/22	- PERTUBUHAN & KELAS/PERSATUAN
MDL/SPT/URS/PBG/23	- STAR RATING PBT
MDL/SPT/URS/PBG/24	- ADUAN AWAM
MDL/SPT/URS/PBG/25	- SIDANG AKBAR & KERATAN AKBAR
MDL/SPT/URS/PBG/26	- HOTEL – SKIM PENGKELASAN
MDL/SPT/URS/PBG/27	- KPI (KEY PERFORMANCE INDICATOR)
MDL/SPT/URS/PBG/28	- KFA (KEY FOCUS ACTIVITIES)
MDL/SPT/URS/PBG/29	- HRMIS
MDL/SPT/URS/PBG/30	- KIK

FAIL PELBAGAI

MDL/SPT/URS/PBG/46	-	TEMPAHAN PADANG MAJLIS
MDL/SPT/URS/PBG/47	-	TEMPAHAN DEWAN MASYARAKAT
MDL/SPT/URS/PBG/48	-	LAMPU JALAN
MDL/SPT/URS/PBG/49	-	BANGUNAN / ASET MAJLIS DAERAH LAWAS
MDL/SPT/URS/PBG/50	-	KATALOG
MDL/SPT/URS/PBG/51	-	BAZAAR
MDL/SPT/URS/PBG/52	-	PERJUDIAN
MDL/SPT/URS/PBG/53	-	SENARAI TUGAS STAF
MDL/SPT/URS/PBG/54	-	KAWALAN DAN KESELAMATAN
MDL/SPT/URS/PBG/55	-	MS ISO 9000- DOKUMEN KUALITI
MDL/SPT/URS/PBG/56	-	INVENTORI DAN ASET (TANAH, BANGUNAN, GERAL KERETA DLL)
MDL/SPT/URS/PBG/57	-	PEGUAMBELA DAN PEQUAMCARA MAJLIS
MDL/SPT/URS/PBG/58	-	PINJAMAN KHAS
MDL/SPT/URS/PBG/59	-	MAJLIS BERSAMA JABATAN (MBJ)
MDL/SPT/URS/PBG/59 (A)	-	MAJLIS BERSAMA JABATAN (PIHAK PEKERJA)
MDL/SPT/URS/PBG/60	-	ICT - (LATIHAN DAN BENJUK PERANCANGAN STRATEGIK ICT)

FAIL PUSAT SUMBER MANUSIA

MDL/SPT/PSM/X/01	-	KURUS / SEMINAR
MDL/SPT/PSM/X/02	-	ANUGERAH PEKHIDMATAN LAMA
MDL/SPT/PSM/X/03	-	CUTI/KEBENARAN MENINGGALKAN NEGERI
MDL/SPT/PSM/X/04	-	NOTA PENYERAHAN TUGAS
MDL/SPT/PSM/X/05	-	PEPERIKSAAN PERKHIDMATAN
MDL/SPT/PSM/X/06	-	KEMUDAHAN TAMBANG PERCUMA
MDL/SPT/PSM/X/07	-	PERJAWATAN
MDL/SPT/PSM/X/08	-	PTK (PEPERIKSAAN PENILAIAN TAHAP KECEKAPAN)
MDL/SPT/PSM/X/09	-	CARTA ORGANISASI
MDL/SPT/PSM/X/10	-	BORANG PELEPASAN MASA BERTUGAS
MDL/SPT/PSM/X/11	-	PERISYTIHARAN HARTA (STAF)
MDL/SPT/PSM/X/12	-	TAKLIMAT / "MEETING"

FAIL PELBAGAI

MDL/SPT/URS/PBG/61	-	ONE STOP CENTRE
MDL/SPT/URS/PBG/62	-	BERKONGSI SEMENTARA
MDL/SPT/URS/PBG/63	-	SURAT PERJANJIAN (AGREEMENT)(MISC).
MDL/SPT/URS/PBG/64	-	ASET SEKSYEN PENTADBIRAN

FAIL PERAYAAN

MDL/SPT/URS/PRN/01	- HARI MAJLIS/PESTA LAWAS
MDL/SPT/URS/PRN/02	- HARI KEBANGSAAN
MDL/SPT/URS/PRN/03	- HARI KESIHATAN SEDUNIA
MDL/SPT/URS/PRN/04	- HARI PERKHIDMATAN AWAM
MDL/SPT/URS/PRN/05	- HARI KEPUTERAAN DYMM AGONG
MDL/SPT/URS/PRN/06	- HARI JADI TYT
MDL/SPT/URS/PRN/07	- HARI ALAM SEKITAR
MDL/SPT/URS/PRN/08	- PELBAGAI PERAYAAN DAN SAMBUTAN
MDL/SPT/URS/PRN/09	- HARI MINGGU BELIA
MDL/SPT/URS/PRN/10	- TAHUN MELAWAT MALAYSIA

FAIL MESYUARAT

MDL/SPT/URS/MS/01	- JEMPUTAN & PANGGILAN MESYUARAT
MDL/SPT/URS/MS/02	- MINIT MESYUARAT PENUH MAJLIS
MDL/SPT/URS/MS/03	- MINIT MESYUARAT TENDER & SEBUTHARGA
MDL/SPT/URS/MS/04	- MINIT MESYUARAT JAWATANKUASA KERJA RAYA/KEJURUTERAAN.
MDL/SPT/URS/MS/05	- MINIT MESYUARAT JAWATANKUASA KEWANGAN & PERJAWATAN
MDL/SPT/URS/MS/06	- MINIT MESYUARAT PELANCONGAN & KEINDAHAN
MDL/SPT/URS/MS/07	- MINIT MESYUARAT JAWATANKUASA MAKSUD AM DAN LALULINTAS
MDL/SPT/URS/MS/08	- MINIT MESYUARAT JAWATANKUASA KESIHATAN DAN ALAM SEKITAR
MDL/SPT/URS/MS/09	- TINDAKAN DARI MINIT MESYUARAT.

FAIL JAWATANKUASA BAHAGIAN

MDL/SPT/URS/JKB/01	- J/K PEMBANGUNAN DAERAH
MDL/SPT/URS/JKB/02	- J/K TINDAKAN BAHAGIAN
MDL/SPT/URS/JKB/03	- J/K PENGESANAN KEBERSIHAN BAHAGIAN
MDL/SPT/URS/JKB/04	- J/K KUMPULAN KERJA PELANCONGAN BAHAGIAN
MDL/SPT/URS/JKB/05	- J/K KESELAMATAN BAHAGIAN
MDL/SPT/URS/JKB/06	- J/K KESELAMATAN JALAN RAYA BAHAGIAN
MDL/SPT/URS/JKB/07	- J/K PERUNDING MAJLIS DAERAH SELURUH MALAYSIA (JKPMD)
MDL/SPT/URS/JKB/08	- J/K KEUTUHAN PENGURUSAN PERINGKAT JABATAN
MDL/SPT/URS/JKB/09	- J/K SOSIAL BAHAGIAN LIMBANG

FAIL SULIT

(DISIMPAN OLEH SETIAUSAMA)

MDL/SPT/URS/SULIT/01	- KELULUSAN TENDER
MDL/SPT/URS/SULIT/02	- PELBAGAI
MDL/SPT/URS/SULIT/03	- PERIHAL PENJAWATAN

FAIL RAHSIA

MDL/SPT/URS/RAHSIA/01	- MINIT MESYUARAT
-----------------------	-------------------

APPENDIX B

Figure 2.2.2: Supervisor and Host Supervisor



Figure 2.2.3: Host Supervisor at Lawas District Council (Mr. Abdul Zara)



APPENDIX C

2.2.3: Approval Letter and Certificate of Practical Training

Ketua Pusat Pengajian Sains Sosial
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Kota Samarahan
Jalan Murutek
94300 Kota Samarahan,
Sarawak
(u.p. Encik Fadzil Hidayat Merican War Merican
Penyelaras Latihan Praktikal Program AM228)

Tel: 082-677275
Faks: 082-677320 / 677300

Tuan

**KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN
PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN
PENGAJIAN POLISI (FSPPP)**

NAMA PELAJAR: SITI FATIMAH BINTI MORSIDI (201563655)

NO KAD Matrik:

KOD PROGRAM:

Dengan hormatnya permohonan tuan menerusi surat bil. 100-417785 (FSPPP/146) bertarikh
10 Julai 2013 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / TIDAK BERSETUJU** untuk menerima pelajar berkenaan dari Fakulti kami bagi menjalani latihan praktikal di organisasi kami mulai **23 Julai 2013** hingga **30 Ogos 2013** berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih

Yang benar

Tampanan Pegawain Cop Organisasi

ZULKIFLI BIN SAHARI
Setiausaha

Mejlis Daerah Lawas

* Potong mana yang tidak berkenaan





MAJLIS DAERAH LAWAS

SIJIL PENGESAHAN

Dengan ini disahkan bahawa

SITI FATIMAH BINTI MORSIDI

**Dengan jayanya menjalani Latihan Praktikal
(Amali)**

Program Sarjana Muda Sains Pentadbiran

PADA

22 JULAI 2013 - 30 OGOS 2013

DI MAJLIS DAERAH LAWAS

ENCIK ZULKIPLI BIN HAJI SAHARI

SETIAUSAHA

MAJLIS DAERAH LAWAS

