



UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATION SCIENCE AND
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BACHELOR OF ADMINISTRATIVE SCIENCE
(HONOURS)

AM228

TOPIC

OVERVIEW PAPERWORK AND TASK OF
PROGRAMMED

SUPERVISOR

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2012471688

THE DECLARATION

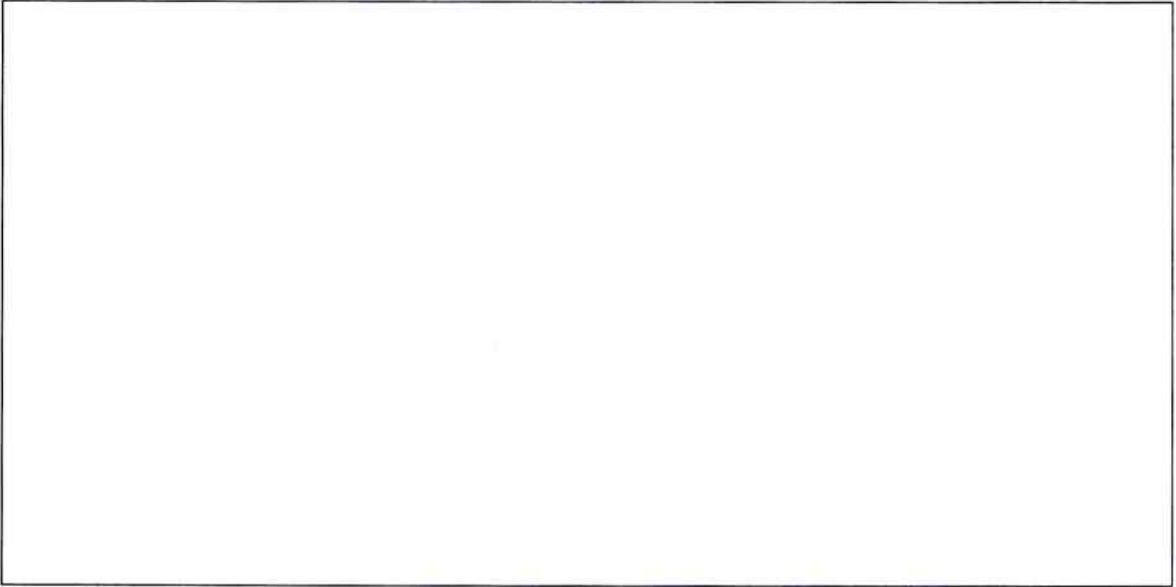
Declaration

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

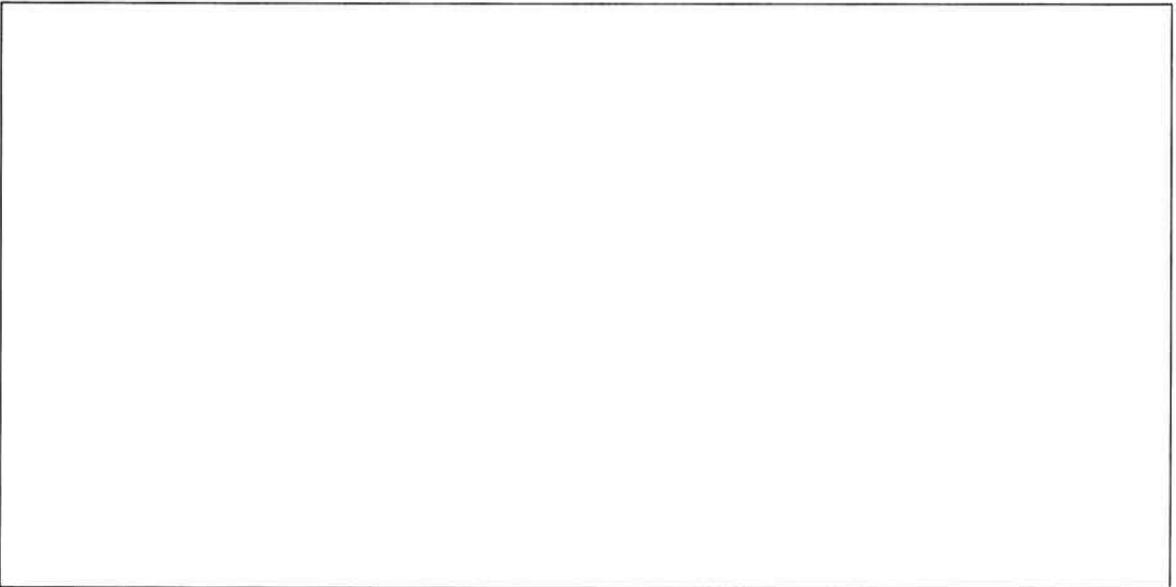
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Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE INDUSTRIAL REPORT BY THE SUPERVISOR

Madam Arenawati Sehat binti Haji Omar

I have reviewed the final and complete industrial Report and approve the submission of this report for evaluation

ACKNOWLEDGEMENT

Completing the task is a challenging experience throughout my PJJ student, but its results and help many parties end can be prepared as well. Express grateful to my first one and only creator, god Almighty gives me strength and inspiration blessing for industrial assignments this report.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 INTRODUCTION OF THE ORGANIZATION Religion and counseling divisions

BAKA stand *BAHAGIAN AGAMA DAN KAUNSELING* (religion and counseling division) is a branch of governance RMP (Royal Malaysian Police) management division is focusing on efforts to improve the quality of life through the mastery of knowledge and human development (Hashim Haron, 2007). The function of the department are as follows: -

- a) Planning and carrying out missionary strategy, development, family and community welfare and management of mosques or prayer for the people of the RMP.
- b) Providing missionary program modules, development, family and community welfare and management of mosques and prayer for the people of the RMP.
- c) Will identify training needs and conduct talks, lectures, workshops, seminars in an effort to build a civilization with Islamic holdings.
- d) Also provides a network of cooperation with other government and private agencies in regulating the missionary program, family development, welfare and family development, counseling.

1.2 Introduction of Miri District Police Headquarters

Miri District Police Headquarters is a government security building located in the middle of Miri city and the office is near the stadium and next to the Imperial Palace hotel building. It is also easy to find or deal with cause is located center of the Miri City. Miri also has nicknamed oil city and are the second largest town in Sarawak

The initial project began in the mid-70s and was completed in late 1976 on a site of approximately 1.8 acres. Miri District Police Headquarters opened in January 1982. Miri District Police Office is located middle in the city area and density of population and rapid development, the existence of Miri District Police Headquarters course will bring the message of hope for people in this area because it can ensure the safety of your family and property their riches.

There was also a lot of convenience to the public and members of the lives in Flat and barrack inside and public found in Miri District Police Headquarters such as the place of prayer for the Muslim prayer, Surau al-Taqwa, parking, offices and office of management and more existing facilities.

Miri Police Headquarters has the strength members and officers and public administrative assistant about 883 members, including 43 senior officers, members and a total of 883 members attended a public administrative assistant 77member. Miri District Police Headquarters are headed by District Police Chief with the rank of Assistant Police Commissioner namely Mr. Gan Tian Kee and Deputy Police Chief Superintendent of Police Mr. Stanley Jonathan Ringgit. There are seven main sections representing each of the Department Head of Regional Management, Public Order

Chief, Chief of the Criminal Investigation Division of the Regional, District Special Branch Chief, Chief District Narcotics Division, Head of Regional Logistics Division and Head of the Criminal Investigation Division commercial.

1.3 HISTORY

Religion and Counseling Division (BAKA), Miri District Police Headquarters: Religion and Counseling Division of the Royal Malaysia Police or Police BAKA abbreviations have been approved establishment in accordance with the Warrant Number K41 Year 2007 dated 3 April 2007 (Hashim Haron, 2007). Police BAKA placed under the Secretariat-General of Police. It is divided into three units, namely

- a) Religion Unit,
- b) Counseling unit
- c) Administrative unit.

It operates in almost all levels of the team include the level Bukit Aman, contingent, area, Brigade General Operations Force, Police Training Institute, Marine Base, the Federal Reserve and the Air Base.

Historical Background: The importance of religious knowledge and counseling has long been recognized by the leadership of the police since the 1980s. Accordingly, this knowledge is applied in the basic training course syllabus policing the police. In addition, the Unit Religious and Counseling Unit also established but on a smaller scale, in which Religion Unit became part of the small units in police training institutions and police formations and Counseling Unit also at Disciplinary Division Bukit Aman. Counseling Unit, established in August 16, 1996 in The Discipline, Bukit Aman was later

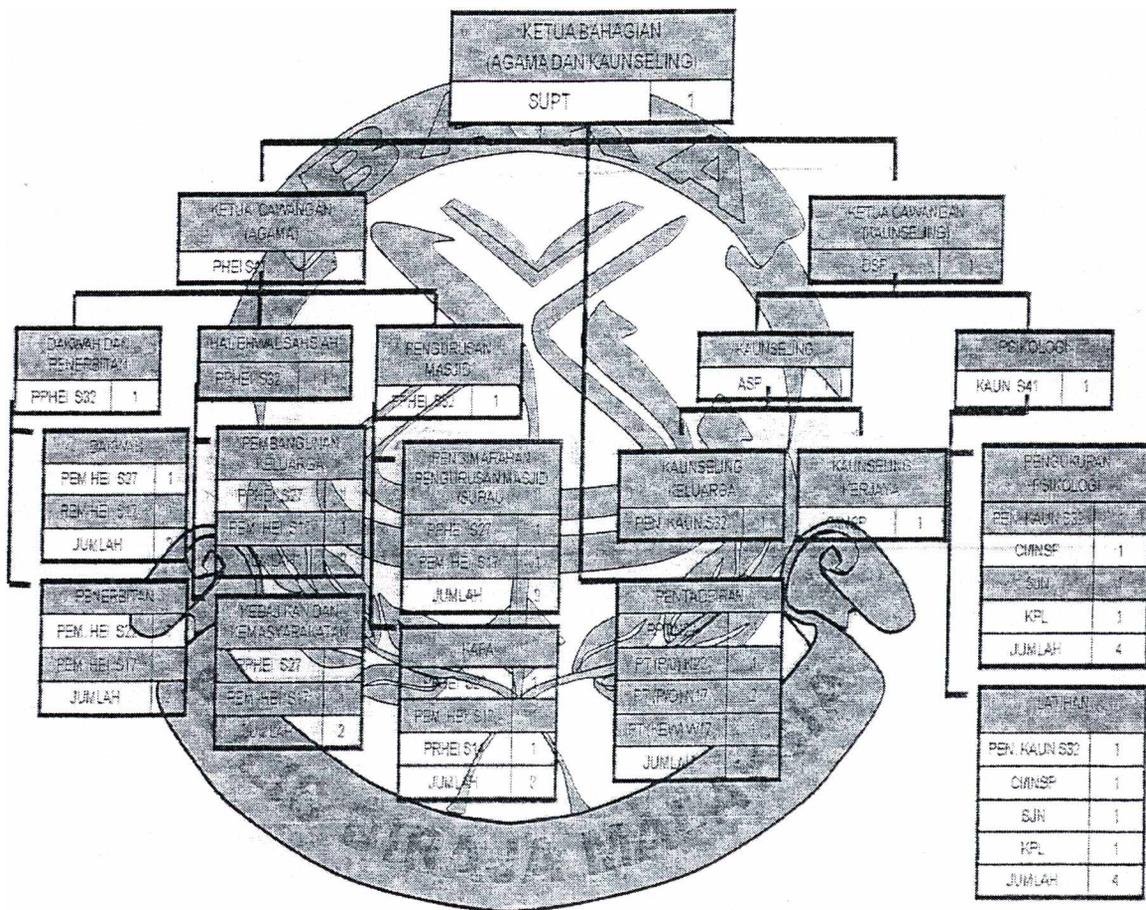
restructured into Psychology and Counseling Branch police in 2002 and placed under the control of the Training Division, Bukit Aman.

The restructuring was made because of the stigma that exists in Part Disciplinary counseling where more focused on corrective approach, while disciplinary approach of punishment. BAKA more focused approach that exists in a larger scale, realized gains and Report Commission to improve the management of the Police (Chapter 13, Proposal 10, page 433) on May 13, 2005, which among other things suggest Religion Unit was established for the purpose of spiritual development and moral policeman (Hashim Haron, 2007).

It is also a follow-up request for 537 posts and Counseling Psychology Branch Police have forwarded to the Public Service Department on 28 May 2005. Due to the two units Religion and Counseling Unit has existed in the Police, they both put together to form BAKA, for strengthen the integrity of the police with values in producing a better quality of police.

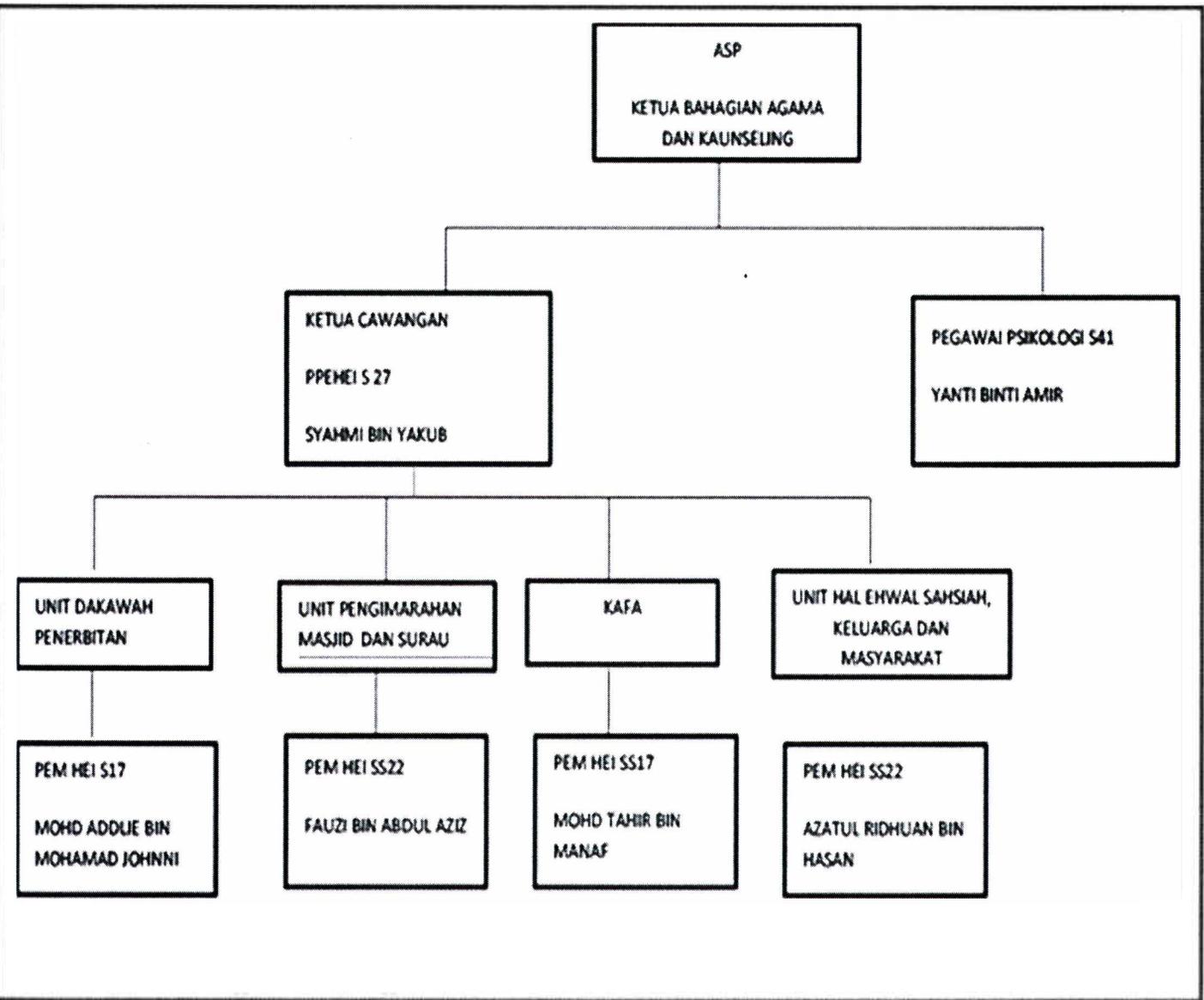
1.5 CHART OF BAKA CONTINGENT

CARTA ORGANISASI BAHAGIAN AGAMA DAN KAUNSELING
(BAKA) KONTINJEN SARAWAK



INGKAT	SUPT	DSP	ASP	DMNSP	SUN	KPL	JUM	PHE S41	PPHEI S32	PPHEI S27	PENHEI S22	PENHEI S32	PERHEI S34	KAUN S41	KAUN S32	PRT N27	PRT N22	PRT N17	PRT N12	PRT N11	JUM	BE
AGAMA							1	1	3	5	1	6	1								17	
KAUNSELING	1	1	1	3	2	2	9							1	3						4	
IRAN																1	1	2	1		5	
	1	1	1	3	2	2	10	1	3	5	1	6	1	1	3	1	1	2	1		25	

1.6 CHART OF BAKA Miri District Police Headquarters



1.7 THE FUNCTION OF THE BAKA (RELIGIOUS AND COUNSELING DIVISION)

1. Focuses on efforts to improve the quality of life through the mastery of knowledge and development of Islam
2. Identify training needs and hold talks, lectures, workshops, seminars, Symposium and Convention in an effort to build a civilization with Islam as well as promote counseling services to staff of the Royal Malaysian Police. (RMP)
- 3 .Planning, coordinating and providing counseling individuals and groups which includes 4 aspects:
 - a) Growth/Development
 - b) Prevention
 - c) Intervention
 - d) Recovery
4. To provide guidelines and documentation as well as set the policies with regard to services and counseling team.
5. Plan and implement psychology tests and do research, analysis, interpretation and survey.
6. as a reference and consultant in the field of counseling.

7. Provide training opportunities and the implementation of training programmed in the field of consultation and counseling through smart partnership with other ministries, private agencies, and institutions of higher learning.
8. Save all files and records in respect of counseling for the purposes of follow-up and collection of statistics.
9. Get the recognition of "Personnel" whose activities are psychological and counseling.
10. Monitoring to ensure that ethical aspects and counseling practice standards at every level implementer with complied
11. Plan and implementation counseling programs and activities to all officers for counseling and advisors to enhance professionalism and the quality of the counseling team.

1.8 THE VISION

The Main Enforcement Agency with Integrity, Competent and Committed To Work with the Community

1.9 THE MISSION

Catalyst to build a citizen's police integrity, ethical and quantity of In terms of spiritual, mental and moral police in realizing the vision through:

- Implement workplace culture as a prayer and trust-based and principles of Islam Hadhari;
- A culture of counseling and self-reflection as a source of excellence

1.10 THE OBJECTIVES

- a) Formatted competent leadership and quality and utilizing character, integrity, professional, competent and knowledgeable based on the principles of Islam Hadhari.
- b) Ensure utilizing enhanced productivity by using fully self-potential positively and proactive through Islam, morality and counseling.
- c) To increase quality of discipline based on the work ethic of a noble and excellent.
- d) To stabilize all aspects of self and career development utilizing to achieve a more positive level of thought the production of professional work and quality.
- e) Identify the issues and current challenges related to professionalism in the field of religion and counseling
- f) Identify direction in planning efforts in the interest of religion and counseling.
- g) Provide public exchange of information and skills sharing expertise among academicians and experts in the field of religion and counseling

1.11 ROLE AND FUNCTION

RELIGIOUS AND COUNSELING DIVISION

The role and function of other BAKA is focusing on efforts to improve the quality of life through the mastery of knowledge and human development (*Hashim Haron, 2007*). Besides, BAKA design strategies and carry out missionary, family development, welfare and community as well as the management of mosques or prayer for the people of the RMP (Royal Malaysian Police). For that BAKA provide program module missionary, family development, welfare and community as well as the management of mosques and prayer for the people in the IPD MIRI police.

Then BAKA will identify training needs and conduct talks, lectures, workshops, seminars in an effort to build a civilization that rolled with Islamic holdings. In addition, BAKA IPD MIRI also had a network of cooperation with other government and private agencies in regulating the missionary program, family development, welfare and family development, counseling and management of mosques / surau for the citizens of the RMP (Royal Malaysian Police).

The objectives and goals of the program are to build the character that is noble, reputable, qualified, professional and skilled dedication and wisdom in all ranks of the police. Besides BAKA will ensure citizens can RMP (Royal Malaysian Police) improve productivity utilize their potential in a positive and proactive approach to religion. As a result it can improve the quality of discipline based on work ethic pure and bright and

can enhance all aspects of personal development and career police citizens to achieve a more positive thoughts, income and quality of professional work.

1.12LIST OF TASK

Religious and counseling division

CHIEF OF RELIGIOUS BRANCH

- a) Leading and supervising Branch Religion at the district level so according to established plan
- b) Implement policies and strategy missionary, family development, welfare and community as well as the management of mosques and prayer
- c) Responsible for the coordination and implementation of the programs implemented at the district level
- d) Be responsible for administration and finance religious branches at district level
- f) Implement modules missionary program, family development, welfare and social and management of mosques and prayer
- g) Led the official ceremony to commemorate the official ceremony of Islam and religious
- h) Coordinator and the success of each part of the module

Personality ordination Unit

- a) Implement programs and missionary activities, development, family welfare and community
- b) Provide estimates of provisions for missionary family development, welfare and community
- c) Ensure all missionary activities, family welfare and community development carried out in accordance with the rules and guidelines set
- d) Led a prayer for formal occasionsM
- e) Organize courses, workshops, seminars and programs for the greatness of Islam that has been designated by the department

KAFA Unit

- a) Implementing policies and strategies mosque and prosperity program KAFA district level
- b) Implement modules and curriculum KAFA
- c) Collaborate with other agencies in the management of FARDHU AIN
- d) Plan for religion class program and FARDHU AIN

preaching and publishing will publish pamphlets, and articles that contain an element of propaganda for Islam and distributed to target group. That also content articles and pamphlets reading material is not limited to only those Islam information. Publications produced by this unit also has issued a circular to publications advice and counseling, assisted by counseling unit for circulation of these materials.

Clean the mosque will be held every Friday evening every week was conducted by the prosperity mosques and surau. The activities organized to maintain the cleanliness of Prayer ALtaqwa IPD Miri and foster families' friendship between police IPD Miri

Every week on Thursday will hold a judicial and discussions on religious matters and accompanied by PERKEP IPD Miri lead by Personality ordination Unit

c) Periodic Activities

Activities periodical is an annual event designed by BAKA each year. It is among the most important activity to ensure the pulse traveling in IPD MIRI religious program. Of this periodic activity, the researcher made questionnaire study on the effectiveness of a religious program in IPD Miri. This is because of the regular program there is a list of names kept by the BAKA that allows researchers to distribute questionnaires

Activities that were implemented during 2014 (especially Islam festivals)

Celebration of the birthday of Prophet Mohammed

Maal Hijrah for celebrating new calendar of Islam

Council thanksgiving police day

Al-quran recitation at the district / contingent

Festival of Raya Aidiladha day

1.15 DIVISION BY ZONE

Religion and counseling organization division has been divided into 3 zones to monitor and controlling zone set by headquarters. BAKA Miri District Police Headquarters was chosen as the center in northern Sarawak zone that aims to help headquarters in a task and current direction.

Division by zone of BAKA (RELIGION AND COUNSELING DIVISION) south zone, middle zone, north zone

a) **north zone** (IPD Kuching, Samarahan, Lundu, Bau etc)

IPD Kuching leader this zone

b) **middle zone** (IPD Sibul, Kapit ,Song, Saratok, Sarikei etc)

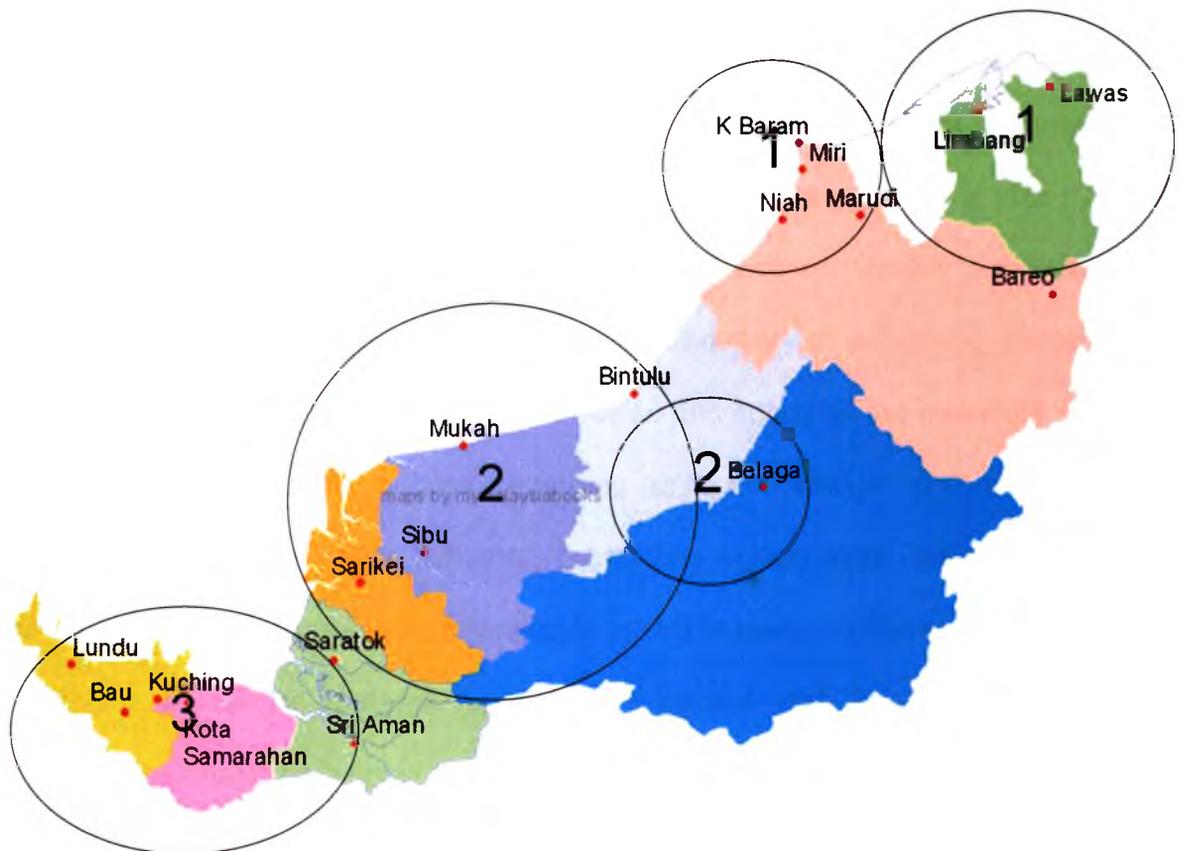
IPD Sibul leader of this zone

c) **south zone** (IPD Miri, Limbang, Lawas, etc)

IPD Miri leader of this zone

1.16 Division by zone of BAKA (RELIGION AND COUNSELING) south zone, middle zone, north zone

1. North zone
2. Middle zone
3. South zone



CHAPTER 2

JOB DESCRIPTIONS

2.1 INTRODUCTION OF CURRENT JOB DESCRIPTION

I have worked in the police IPD Miri Sarawak as assistant affairs Islam S17 of 13 April 2009. I have served nearly five years and put in charge of religion and counseling in preaching and publishing unit. As an officer in the unit I was given the task in terms of preaching and publishing. This unit acts published treatise, article and others to convey information and input-input preacher. Publication ingredients Islamic da'wah is also the duty of this unit. To produce an Islamic wares publishing unit will identify publishing materials to be published. Unit will design an in BAKA frequency of publishing, content (scope) and writing articles. All articles will be reviewed and edited all the materials that will be published. In published articles regarding unit will design and technical specifications page make-up like a "column", typesetting layout, fonts, images, color and so on for publishing material to be released to attract readers. Unit will manage the work of printing an Islamic material for da'wah purposes and for official events department. Finally, this unit will ensure that publications issued administered to target.

The main preparing and planning module for modules of da'wah workshop seminar courses and seminars da'wah islam. The module will be designed and implemented in accordance with specifications provided by headquarters contingent Sarawak. Government and other agencies are welcome to cooperate private module. Provide equipment requirement and seminar workshops or courses

2.2 LIST OF REFERENCE

NO	DESCRIPTION	WORK
1.	DA'WAH	<ul style="list-style-type: none"> • Assist officers in management, administration and implementation of the missionary program • Assist the Officer in conducting a workshop or seminar. • Provide help all requirements and equipment for every missionary implemented program • Assist officials in coordinating programs and missionary activities pursued at the local contingent • Assist officials in coordinating the programs and activities undertaken at the level of procedure contingent • Assist in monitoring and supervising the activities undertaken missionary • Organize courses, workshops, seminars and programs of Islam.

NO	DESCRIPTION	WORK
2.	PUBLISHER	<ul style="list-style-type: none"> • Help to designing and publishing materials that characterized Islam as da'wah materials • .Help to provide officials in planning and budget allocation for the annual publication of material for da'wah purposes • Help identify materials published, frequency content and make edits material before publication published • Help run printing jobs Islamic publications for (da'wah) purposes and for official events department • Distributes publications issued to the target set

2.3 MODULE AND OBJECTIVES PROGRAMMED

The major task of my unit is proposed to implement the module program of seminars, workshops, forums and course.

2.4 UNIT MODULE

UNIT	MODUL
DA'WAH AND PUBLISHER	<p>Module Da'wah: Da'wah Module is structured to ensure that training is designed to provide an understanding to the officers and members of the police on the matter, the basic principles of Islam and the Muslim leadership in order to produce citizens who have police identity as a Muslim. It suits the vision and mission of</p>

the establishment of BAKA to strengthen the integrity of the force in carrying out everyday tasks.

General Objective: It exposes students to the basic concepts in Islam that can be used as a guide. In addition, it can improve the skills,

Citizen police in carrying out their duties. There can produce high integrity leadership to uphold again credibility team.

Module Content: This module contains information relating to the fundamental principles of Islam, the importance of moral values and the concept of leadership in Islam. This module consists of three units, namely:

- Unit 1: Understanding Islam
- Unit 2: Leadership Islam
- Unit 3: Application of Values
- Unit 4: Build Yourself
- Unit 5 :Prayer workshop quality and importance of charity

Each Unit consists of topics on the key issues that have been identified. Meanwhile, each title contains suggestions for teaching and learning activities as deemed appropriate for implemented where participants are encouraged to participate in any open discussion and sharing of experiences or opinions.

Include

Publish material of da'wah such as article, news, browser and more

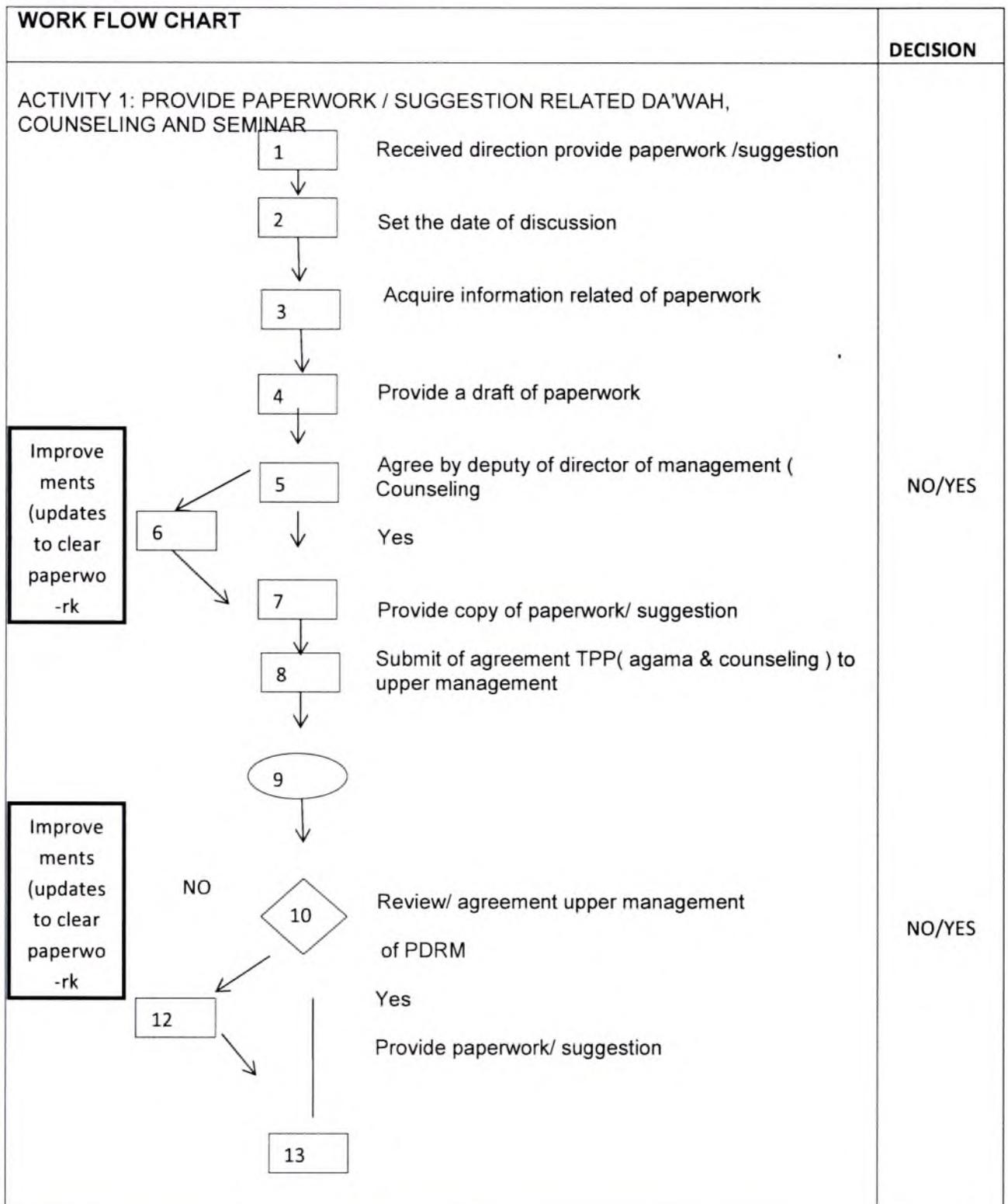
Unit will manage the work of printing an Islamic material for Da'wah purposes and for official events department.

2.5 TASK PROCESS

ACTIVITY 1: PROVIDE PAPERWORK/ SUGGESTION RELATED DA'WAH AND COUNSELING

TASK PROCESS	Approving officer
<ol style="list-style-type: none"> 1. Received direction provide paperwork /proposal 2. Set the date of discussion 3. Acquire information related of paperwork /suggestion 4. Discussion of the related preparation of proposal 5. Provide a draft of paperwork Agree by deputy of director of UPPER management (TPP) (agama & Counseling 6. updates to clear paperwork/suggestion 7. Submit to the Chief BAKA (Part Religion and Counseling) to be taken to the police superiors for review / approval 8. Submit to the Chief BAKA(Part Religion and Counseling Unit) to be taken to the police superiors for review / approval 9. Updating and refining the paper / proposal 	<p>CHIEF OF RELIGION AND COUNSELING UNIT</p> <p>CHIEF OF RELIGION AND COUNSELING UNIT CHIEF OF RELIGION AND COUNSELING UNIT CHIEF OF RELIGION AND COUNSELING UNIT CHIEF OF RELIGION AND COUNSELING UNIT</p> <p>CHIEF OF RELIGION AND COUNSELING UNIT ADMIN OFFICER</p> <p>CHIEF OF RELIGION AND COUNSELING UNIT</p> <p>CHIEF OF RELIGION AND COUNSELING UNIT</p>

2.6 WORK FLOW CHART FOR ACTIVITY 1



2.8 OBJECTIVE FOR ACTIVITY 1

The process is intended to follow the procedure of preparation of paperwork associated with the module missionary as my job. Running so smoothly executed before it is applied as a program for the participants, especially members of PDRM (Royal Malaysian Police)

2.9 ACTIVITY 2: MANAGING PROGRAM OF SEMINAR / WORKSHOP / FORUM / COURSE

Action	Approving officers
<ol style="list-style-type: none"> 1. receive instructions provide professional development program of preaching and counseling 2. Get on the charging program 3. meetings and discussions to prepare papers / proposals 4. determined date, time, place the speakers and the implications of energy finance 5. present draft papers / proposals for feedback and approval 6. prepare the minutes dissociates concept paper agreed by the Head of Breed (Section Religion and Counseling) for approval 7. To establish a program committee 8. The committee provides a checklist of tasks 9. Discussion meeting for the distribution of tasks 10. The Committee monitors the progress of each task by using a checklist 11. implement the program as planned <p>WORK PROCESS</p> <ol style="list-style-type: none"> 12. Distribute the form of a joint program evaluation 	<p>This stage are determined yes or no to proceed</p>

<p>13. Provision of post-mortem analyzes fund program evaluation form</p> <p>14. provide full report for the information of the head BAKA program (part of the Religion and Counseling)</p>	
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2.9.1 Activity 2 MANAGING THE PROGRAM BRANCH OF RELIGIOUS SEMINAR / WORKSHOP FORUM / COURSE

ACTION

1. Obtaining information

This activity is important for the proposed proposal for the proposed title for a program implemented according to the needs and current situation of member of police who will follow the course

2. Hold meetings and discussions

In this activity is to provide a discussion chaired by Chairman of the BAKA division of religion and counseling. This process aims to present and discuss topics with related units. All units will be involved in the process of managing the program as contained in the proposal and suggestion

3. Specify the date, time and place

The goal is to come up with a date and time that a program created to implement. Decisions will be made to determine when and where the program was proposed to be implemented

4. Submit papers / proposals for feedback and approval Chief BAKA (RELIGION AND COUNSELING DIVISION)

The papers will be reviewed and analyzed before implementation by BAKA chairman and officers (Upper management). The party responsible for editing the correct deficiencies and weaknesses input content and methods of implementation of the program described in the proposal

5. Comes minute free paper / proposal for notification and approval of the chairman BAKA

(RELIGION AND COUNSELLING DIVISION)

Prior to approval and modification paperwork proposal is the process in this action. Free minutes modified paperwork as approval and notification BAKA head, as an example of a proposal, the participant's time frame and so on.

6. Establish a program committee

Committee for the implementation of the program will be established and the committee members selected for the program proposed in the proposal / recommendation. The committee will consist of a number of officers and employees of religious division and counseling

7. Provides a checklist of tasks

This is the process for assigning responsibilities to the officers involved in this proposal paperwork. The list will be given to ensure that there is no deficiency in the implementation of the program paperwork

8. Meeting to discuss the distribution of tasks

This meeting is intended to distribute the tasks and discuss the officers involved in the paperwork. Assignments will be distributed and discussed as appropriate and deliver every point responsibilities experts involved with the program or module paperwork, as example program committees equipment, food preparation, etc.

9. To monitor the progress of the committee assignments

To aims ensure that every member of the committee to carry out the responsibilities entrusted to the success of the program.

10. Implement the program

The program will be implemented after all processes have been validated and submit by officers and chief BAKA. Implementation of the program will be coordinated by the head BAKA and patron of the program was among police officers. Implementation of a program is the real purpose of religion and counseling part in providing input and conveying preaching and counseling to the participants involved

11. Distribute goods to the form program evaluation

Distributed evaluation forms are intended to identify respondent's participants in the effectiveness of the programs organized by the Division of Religion and Counseling. The form also gives opportunity to participants to provide opportunities for participants to propose their comments and suggestions.

12. Organize and analyze post-mortem evaluation form

An evaluation form from participants is very important to know subsequently responder analyze and make a post mortem. This process is to improve the program's strengths and weaknesses implement. Proposal and comments from participants will be analyzed and processed to be implemented for the next program. Respondents of participants is KPI to determine the successful program smoothly or not to give a missionary input and counseling to participants

13. The program provides full reports for information Chief

Completion of the program of the last process is intended to make a full report on the programs implemented. The full report will be sent to the Head of Religion and counseling division for notification and follow-up.

2.9.2 OBJECTIVE OF THE PROGRAM

Objectives of the program and the module is to ensure that members of RMP (Royal Malaysian Police) morality values and Islamic culture in the work culture and life

CHAPTER 3

ANALYSIS OF TASK

3.1 Introduction

Analysis of task specially focuses on one are of task as covered and reflection of my personal like challenges and strengths during my job to making proposal till succeed of implemented of program such as Seminar, workshop, courses and forum

As the implementing unit da'wah in police agencies, working together with the community police under the Police is to implement the program and client modules that provide input of da'wah to them. Implementing this program has its own challenges and problems. As public workers carrying out this task i have to face a situation like decision making, collaborative effort, and strength and patience capabilities. To ensure the success of the program modules da; wah should be prepared to provide the budget, to handling, controlling and organizing in the process of providing paperwork, before the program starts, when it implement program and after the program was implemented.

3. 2 Challenges

a) Budget / finances

During the implementation of program modules da'wah to citizens in IPD Miri police in particular. Budget is a necessary element for the success of programs such as seminars, courses, workshops, and lectures. In a program organized by my unit get budget is always a challenge I faced. Budget given by IPK Sarawak (HQ) is given but divided into all IPD every area in Sarawak but not always sufficient.

As we know, Sarawak is the largest state in Malaysia and each district has at least 1 or 2 District Police Headquarters who has the strength member base on the needs of each area. Budget will be given a base on the needs in each region and in accordance Zone which has been appointed. For budget appropriation for implementing the program throughout years .Budget it will be distributed according to the southern zone (IPD Kuching, Samarahan,Lundu, Bau etc)., (IPD Sibu as a center zone, Mukah, Kapit etc.), for the area, the northern zone IPD Miri, Lawas ,Limbang Bintulu etc. and so on. We are placed in this zone as a center in the northern zone

The budget provided will be distributed from Headquarters for the southern zone and the rest is managed by IPD management Miri. To compete in securing financial resources is a challenge for me, because other branches such as branch welfare, discipline also has a module and implement the program, then it is up to management and supervisor to approve and provide budget to the Division of Religion and Counseling

b) Authority / power

The top is a supreme power and class upper management. superiors in IPD Miri is composed of IPD Miri police chief, deputy police chief IPD Miri, Miri IPD management division chief. Application for program implementation will be monitored by the upper management and patron of the program module of our division, composed of police officers, as support for superior strength paperwork who will agree to provide budget or financial resources to make the implementation of the program. But the head of religion and Counseling just supporters of paperwork did not have the authority to withdraw

funds or facilities for the implementation of the program, only upper management who approve and command and facilities.

b) Bureaucracy

Paperwork process is a challenge for me, because the process that needs to be addressed is the red tape bureaucracy. According to the flow chart the processing been adjusted as best as possible but bureaucracy is an element which slows down the process of paperwork

c) Cooperation and monitoring

Assistance given by the headquarters IPK Sarawak part of religion and counseling and BAKA IPD Miri in implementing the program module in each zone that was targeted is not completed. Checking made by the headquarters for surveyed to be done only once a year. The committee members have been assigned and appointed sometimes less work together to ensure the success of team building programs.

d) Time frame

System down or slow the lack of network system and also in the late processing to send the draft paperwork and a full report to the Headquarters part of religion and counseling. Provision for program module of religion and counseling take part long period of waiting for approval from upper management, for example paperwork has been approved but must wait the prescribed budget. Sometimes the program had to be postponed in accordance with the approval date will be renegotiated.

e) Lack of equipment and facilities

I also had to contend with providing facilities for programs such as the choice of the program implemented, because the PA system, and facilities for the implementation of the program. Council provided a place for the program often do not have the equipment and is not maintained equipment such as loudspeakers, Speaker and screen monitor. If the program is carried out outside the headquarters should add further costs.

3.3 Strengths**Power / authority**

Extra power for this program is supported by upper management. Instruction by memo signed by upper management that facilitate the outside and in an organization with other agencies. In addition, when the directive was signed by upper management attend their obligations issued for a portion of our program except with some reason and show cause why could not attend.

Collaboration

Collaboration with other branches is also a task force to assist me in making the program and paperwork. Collaborated with branches in IPD Miri like branches welfare public affairs, besides these programs are usually reserved for collaborate with other departments and agencies such as Baitulmal Sarawak, Islamic Development Department of Malaysia and others. It can also help in terms of financial and program continuity, in addition to inputs from agencies they can be applied in their programs.

Contribution

Contributions are usually channeled indirectly and directly for adding requirements mainly for budget and finance program. Direct contributions are usually donated by NGO official, Baitulmal Sarawak, and private agency. There is also an indirect contribution in terms of financial and logistic personnel who contributed sincere from the public, police officers, committees generally Miri mosques.

Action

Additional powers of disciplinary branch also help again in progress program. IPD disciplinary branch MIRI will take appropriate disciplinary action to the participants and members who did not attend the program. Books attendance will be submitted to this branch for information and necessary action.

CHAPTER 4

RECOMMENDATION

4.1 Introductions

In his chapter, I will discuss how to improve my current job in my organization. It will highlight the strength of job or tasks assigned during working as I discussed in chapter 3 and provide solution for improvement

4.2 Practical and theoretical Aspect

Total quality management

a) Can be applied in my job in making the program module da'wah of the application of the subject, i.e. knowledge about how to improve our program objective for the target group of customers for the citizens of Police, besides Total quality management has given knowledge how to process a task by using a systematic problem solving approach in accordance with the system and program of action to follow what is contained in the flow chart. Knowledge about problem solving for issues like getting an unexpected budget and finance for the program and run my equipment problems such as equipment and facilities for the program, I will try to communicate with other government agencies such as jabatan penerangan department, for help in preparing the equipment.

b) There was also subject of **Principle and practice of management**, this subject important to apply their knowledge in a working environment in which planning, controlling, communication, and decision making. A specific task of implementing the program module preacher planning is important to be applied in the checklist paper

work program. All these elements are important for me to apply this subject in communication and controlling, communication between upper management level as well as the members involved. In the success of this program is the basis for the success of paperwork that can be implemented and make the right decisions in respect of my job.

c) Subject **Ethics** is what I have learned from the study of morality, good, bad, right wrong in human conduct and behavior amoral sense and moral issues. Ethic deals with human relation. What I learned about ethics can be applied in objective paperwork and programs, as well as my preaching unit assigned to provide exposure to the da' wah and ethic for the citizens police practices, particularly in the life and work culture.

d) **Human resource management** is important in management functions in organizations. Benefit recognize employer, responsibilities in an organization to ensure the organization. Here are some of important assets and to promote effective management and effectiveness. In daily tasks taught me so conductive and productive environment again mostly in the handling program and implement programs such as workshops and lectures course.

e) **Management information system** also teach me how to manage information system such as when a system is down or the lack of network and slow when send the draft of paperwork to Headquarters IPK contingent Sarawak. It is a worldwide approach to organization that seeks to create business value early in an economic world that is largely flat, borderless and cyber-connected. Learning this subject helps me a lot in using computers, emails, network and making me aware software with new dynamics.

f) Subject of **e-governance** helps a lot in my daily tasks as a function of medium fast access to information and present mainly in the draft paperwork for the program. E-government provides many useful inputs such as information, application web site, e-mail and website in *pdrm.gov.my HRMIS* as an example. Its use is very effective in my weekly assignments convey information about the articles and pamphlets on the program branches in IPD Miri and sent a memo to participants. Further facilitate e-governance enable me do the assignment effective and innovative in the government system.

g) **Organizational behavior** can apply to my working environment important cause understanding the behavior of an organization. I have learned topics such as organization as a system, job satisfaction, supervision, leadership, motivation, and change process and stress management. Automatically applying me provide a basic framework in understanding the behavioral aspects of management enable me to be sensitive and aware of develop effectiveness as members of an organization and aware of the human aspect.

i) **Industrial Relation** encompass a set of priority and, both inside and an outside the workplace, concerned with determining and regulating employment relationship. It is making and administering of the institution and rules of work regulations and the most important is cooperation between employer and employees. Show for example teamwork between Headquarters IPK Sarawak to the aid of various terms in order to improve their programs. Team building and employees can employers created when IPK headquarters request for sending of our unit for a large-scale program to help the committee and secretariat at the contingent and the State in generally.

CHAPTER 5

CONCLUSION

In conclusion, there were many things that I have learned and instructive experience during the almost 5 years of my job at the top of religion and counseling IPD Miri. The whole of my job was very interesting, instructive and challenging. Through my job, I have experience which developed and improved my functional and soft skills in several aspects. Most of my jobs were focusing on publishing and implementing programs for senior police da'wah module. In chapter 1 summarizes the background, history, religion and counseling Division (BAKA)

In chapter 1 summary regarding my own background Organizational BAKA my unit and PDRM. In that chapter show such as objective, mission and vision of the organization, the task of every unit, organization structure, activities per unit function and role of each unit.

In chapter 2, summarize more to the job description of my official duties as an officer of da'wah and publishing units within the organization. It also describes the module implemented as well as proposals for programs such as seminars, workshops and lectures course, most of the in this chapter is the process of starting a program module missionary, a checklist for the process module until the program finishes draft. Objective program for each module also described and it is at once so I am more alert about a checklist of paperwork so that it is more organized and effective. Most of the draft paperwork and implement the program of module give me knowledge and learned about communication, handling, organizing and planning. By chapter 2 is the reference

point me to implement a module da'wah coming as my reference it more efficiently and effectively.

In chapter 3, Analysis of conducted based on the direct and indirect experienced during my assignment in formulating and implementing the program paperwork. Assignment to draft paperwork and placed in da'wah and publishing unit has given me the responsibility for handling this task. Many of my earliest experiences and lessons I worked for almost 5 years I served in this unit .Program implemented is scalable program made almost once a month throughout the year. In implementing this program, I learned and gained experience because there are challenges and strength. Challenges are always things that I experienced from the beginning to till end, but there are challenges along the positive fact that the task force of strength that helped in my job.

In chapter 4, highlight recommendation and suggestion to improve my current jobs and provide solution for improvement and highlight the strength and challenges of job or assigned with demonstration of practical and theoretical aspects as how I relate parts of concepts learned in the classroom at the workplace and how I transform knowledge gained workplace.

From my experience working my job in implementing programs for senior police IPD Miri and I learned a lot of useful experience. Among positive fact is improving quality of my work as an executive agency da'wah in IPD Miri. I have served nearly five years in IPD Miri and what I learned is that in management, how to manage the program and process of paperwork. In addition, I also learned to improve leadership

skills as although not directly in the conduct of my job. Input ethic has also played a role in the culture of applicable work and my job as disciplined and alert about the time frame according to a checklist of tasks contained in the flow chart. Furthermore it creates team building progress amongst other units in the division of religion and counseling and at the same time fostering relationship.

In addition I also learned how to communicate and monitoring as an example in the meeting and discussion with upper management and the head of religion and counseling division, part gamma and counseling. Additionally improve my communication skills when I met with outside agencies such as Baitulmal, NGOs, etc. YAPEIM. There are also aiming to request to work together to implement programs of da'wah for good and mutual benefit.

During my missionary task of implementing this program also I have learn how to planning, controlling, organize and decision making. In my, planning to draft paperwork regularly and follow the procedure. Controlling, I apply for program monitoring committee assignment as in charge of the program. I learned in organizing analyze the post mortem conducive weather program or not. In decision making me learn to handle challenges in implementing the program throughout my assignment program from start to finish paperwork draft program. The strength of much help also in progress like power and authority contributions and so on in the task execution program for community of police in Miri particularly.

The bachelor of administration Science learn that I have now in UiTM is related much of my job as a civil servant because most of the subject that I have learned are

relate to the public administration I'm strongly suggest most of staff to attend a right seminars, courses and workshops on related basis of their job which can help them to improve their knowledge and skills I order to achieve its goal and objectives.

BIBLIOGRHAPHY

*Bachelor of Administrative Science (Hons) PDFPrintE-mail Written research by
Asiya(2009)*

*Establishment accordance with the; Warrant Number K41, 3 April 2007 published: Baka
bukit Aman*

ONLINE SOURCES

<http://www.islam.gov.my/category/jabatan/bahagian-agama-dan-kaunseling-baka-polis-diraja-malaysia-pdrm>

www.rmp.gov.my

APPENDIX



KERTAS KERJA

**BENGGEL SOLAT BERKUALITI
DAN
KEPENTINGAN ZAKAT**

TARIKH CADANGAN:

06 & 07 Mei 2014

MASA :

0800 HRS - 0500 HRS

TEMPAT :

Ruai Kenyalang, IPD Miri

ANJURAN BERSAMA :

Bahagian Agama & Kaunseling

Ibu Pejabat Polis Daerah Miri

&

Baitulmal Cawangan Miri



1.0 TUJUAN

Kertas Kerjas bertujuan untuk memohon kelulusan daripada Ketua Polis Daerah Miri bagi melaksanakan Bengkel Solat Berkualiti dan Kepentingan Zakat kepada anggota polis yang beragama Islam Ibu Pejabat Polis Daerah, Miri.

2.0 MUQADDIMAH

Pelaksanaan program Bengkel Solat Berkualiti dan kepentingan zakat ini bertujuan untuk meningkatkan ilmu berkenaan dengan cara dan kaedah yang betul dalam menunaikan solat bermula dari bawah yakni bermula dari bab bersuci sampai ke bab solat dan juga betapa pentingnya ibadah zakat kepada warga PDRM khususnya untuk warga IPD Miri. Program ini juga akan memberi pendedahan kepada peserta betapa pentingnya solat dalam kehidupan seharian.

Solat merupakan rukun iman yang kedua dan ianya adalah ibadah yang sangat penting dalam kehidupan kita sebagai seorang muslim. Solat adalah wasilah komunikasi atau perhubungan antara kita sebagai seorang muslim. Solat adalah wasilah komunikasi atau perhubungan antara kita dengan Allah s.w.t. Oleh itu, ada dua aspek penting yang dapat dilihat dalam ibadah solat. Solat terlalu penting hingga ia tidak boleh ditinggalkan sama sekali dalam apa jua keadaan. Solat terlalu penting kerana pada saat seseorang sedang solat, beliau sedang berkomunikasi dengan Allah hingga perhubungan itu tidak boleh diganggu atau terganggu oleh yang lain.

Zakat merupakan rukun Islam yang ketiga, zakat menurut bahasa beerti bersih dan suci. Ia membawa makna pembersihan dan kesuburan kerana dengan mengeluarkan zakat maka harta pencarian dan simpanan menjadi bersih. Bersih daripada sesuatu yang haram dimiliki, iaitu hak-hak orang lain yang telah diwajibkan kita mengeluarkannya, serta hasil pencarian dan pendapatan tersebut akan diberkati Allah.

Memandangkan pentingnya ibadah solat dan zakat, Bahagian Agama Dan Kaunseling (BAKA) IPD Miri akan mengadakan Bengkel Solat Berkualiti (T.O.T) dan juga kepentingan zakat. Tujuan Bengkel tersebut adalah bagi memperkasakan kefahaman kepada pegawai, pegawai rendah polis dan pegawai awam dalam ibadah terutamanya bab solat, thaharah dan kepentingan zakat mengikut mazhab syafie dan akidah Ahli Sunnah Wal Jamaah (SUNNI). Besar harapan Bahagian Agama Dan Kaunseling (BAKA) IPD Miri agar Bengkel Solat Berkualiti dan Kepentingan Zakat dapat diadakan dengan jayanya.



3.0 OBJEKTIF

- 3.1 Memberi Kesedaran dan pengetahuan kepada peserta terhadap pentingnya solat dan ibadah zakat dalam kehidupan dunia dan juga akhirat.
- 3.2 Memperkasakan kefahaman warga PDRM dalam bab solat ,thaharah dan kepentingan zakat berdasarkan akidah Ahli Sunnah Wal Jamaah.
- 3.3 Meningkatkan kerjasama di antara anggota polis dan BAKA.
- 3.4 Menggalakkan semua anggota polis dan kakitangan awam yang beragama islam menyertai aktiviti-aktiviti yang dilaksanakan.
- 3.5 Membangunkan kekuatan ummah dan mepeperluaskan ajaran islam

4.0 TARIKH, MASA DAN TEMPAT PROGRAM

Tarikh	:	06 & 07 Mei 2014
Masa	:	0800 am - 0500 ptg
Tempat	:	Ruai Kenyalang, IPD Miri

5.0 KUMPULAN SASARAN

PDRM (Inspektor hingga Konstabel) dan pegawai awam IPD Miri .

6.0 CADANGAN TENTATIF PROGRAM

Sila rujuk lampiran 1

7.0 ANGGARAN PERBELANJAAN

Sila rujuk lampiran 2

8.0 GERAK KERJA

Sila rujuk lampiran 3

9.0 JAWATANKUASA PELAKSANA

Sila rujuk lampiran 4



10.0 PENUTUP

Sebagai harapannya pihak penganjur mengharapkan mendapat kelulusan dari pihak tuan bagi tujuan tersebut disamping melaksanakan tuntutan agama. Segala komitmen yang tuan berikan amatlah dihargai.

“ Komuniti Sejahtera, Komitmen kami”

Disediakan oleh :

(MOHD ADDLIE BIN MOHAMAD JOHHNI) S17
PEMBANTU HAL EHWAL ISLAM
BAHAGIAN AGAMA DAN KAUNSELING
IPD MIRI

Disemak oleh,

(YANTI BIN AMIR) S41
PEGAWAI PSIKOLOGI
BAHAGIAN AGAMA DAN KAUNSELING
IPD MIRI



ATURCARA

HARI PERTAMA

- 0800-0830 : PENDAFTARAN PESERTA
- 0830-0845 : TAKLIMAT KURSUS
- 0900-1000 : **CERAMAH I (BAITULMAL CAWANGAN MIRI)**
- 1000-1030 : MINUM PAGI
- 1030-1230 : **CERAMAH II (BAITULMAL CAWANGAN MIRI)**
- 1230-1400 : SOLAT ZOHOR BERJAMAAH & MAKAN TENGAHARI
- : REHAT
- 1400-1530 : **CERAMAH III (BAITULMAL CAWANGAN MIRI)**
- 1530-1700 : SOLAT ASAR BERJAMAAH/ MINUM PETANG/BERSURAI

HARI KEDUA

- 0800-1000 : **CERAMAH 4 / THOHARAH (TEORI & AMAL)**
- 1000-1030 : MINUM PAGI
- 1030-1130 : **CERAMAH 5 / SOLAT (TEORI & AMAL)**
- 1130-1230 : **MAJLIS PENUTUPAN**
- KETIBAAN PERASMI PROGRAM
 - SESI BERGAMBAR
 - ALUAN Pengerusi Majlis
 - BACAAN DOA
 - UCAPAN PENGHULU KURSUS
 - UCAPAN PERASMIAN
 - PENYAMPAIAN SIJIL DAN CENDERAHATI
 - JAMUAN (MAKAN TENGAHARI/SOLAT ZOHOR BERJAMAAH)

**ANGGARAN PERBELANJAAN**

BIL	PERKARA	JUMLAH (RM)
01	1.1 Jamuan a) Minumpagi (45 peserta termasuk urusetia X RM 3.00 X 2 Hari) b) Makan Tengah hari (45 peserta termasuk urusetia X RM 15.00 X 2 Hari) c) Minumpetang (45 peserta termasuk urusetia X RM 3.00 X 1 Hari) d) Air mineral 2 kotak (kecil)	 RM270.00 RM675.00 RM135.00 RM 20.00
02	Hadiah dan Cenderahati 2.3 Saguhati Penceramah a) Penceramah (JAIS) b) Penceramah (Baitulmal) c) Cenderahati Perasmian Penutupan Program d) Cenderahati kepada Baitulmal e) Sijil (folder)	 (RM120 X 2 jam = RM 240.00) BAKIM RM100.00 BAKIM BAITULMAL CAWANGAN MIRI
03	Anggaran perbelanjaan tidak diduga	RM 300.00
	JUMLAH KESELURUHAN	RM 1,740.00



GERAK KERJA

Mengadakan Perbincangan



Mendapatkan persetujuan daripada KPD



Mendapatkan dana



Gerak Kerja





PERKARA	TINDAKAN	CATATAN
1. MENYEDIAKAN PETUGAS : i) Pembaca doa ii) Juru gambar iii) Pengacara Majlis	BAKA	
2. JEMPUTAN i) Penetapan bilangan tetamu ii) Hantar Surat-menyurat/kad jemputan iii) Terima jawapan kehadiran tetamu	BAKA	
3. JAMUAN i) Pembekal ii) Tempat Jamuan i) VIP ii) Urusetia iii) Peserta iii) Menyediakan Refreshments i) Mineral water untuk penceramah dan VIP		
4. PERSIAPAN i) Persiapan tempat kursus ii) Back Drop iii) Kerusi peserta kursus, VIP (ketika kursus dan penutupan), meja dan lain-lain lagi.	KEM KOM	
5. SIARAYA i) Jumlah mikrofon yang diperlukan ii) Tentukan petugas/juruteknik	CAWANGAN KOMUNIKASI	
6. ATURCARA / MC / TEKS UCAPAN i) Menyediakan Aturcara Majlis ii) Menyediakan Teks ucapan perasmian	BAKA	
7. SAMBUTAN / PROTOKOL	BAKA	
8. KEWANGAN (BAKIM)		



i) Cenderahati perasmian	BAKIM	
9. AUDIO VISUAL i) Skrin ii) LCD iii) Komputer iv) Kamera	CAWANGAN KOMUNIKASI	



JAWATANKUASA PELAKSANA

PENAUNG

YDH ASP G/13014 Zamry Bin Alli
Ketua Bahagian Ketenteraman Awam
Ibu Pejabat Polis Daerah Miri

PENASIHAT

Puan Yanti Bin Amir
Pegawai Psikologi
Bahagian Kaunseling S41

Ustaz Syahmi Bin Yakub
Penolong Pegawai Hal Ehwal Islam S27
Bahagian Agama

PENYELARAS PROGRAM

Mohd Addlie bin Mohamad Johnni
Pembantu Hal Ehwal Islam S17

SETIAUSAHA

Ustaz Fauzi Bengan
Pembantu Hal Ehwal Islam S22

AJK JAWATANKUASA

Ustaz Mohd Tahir Bin Manaf
Pembantu Rendah Hal Ehwal Islam S17
&
Kakitangan Baitulmal Cawangan Miri

APPENDIX 2



BUKU PENDAFTARAN

SENARAI NAMA PESERTA BENGKEL SOLAT BERKUALITI

SIRI SIRI 03/2014

TENTATIF PROGRAM



BENGGEL SOLAT BERKUALITI DAN KEPENTINGAN ZAKAT 2014

TARIKH: 06 MEI 2014 (SELASA)

TEMPAT: RUAI KENYALANG IPD MIRI

**KAMI DARIPADA BAHAGIAN AGAMA DAN KAUNSELING DENGAN
KERJASAMA BAITULMAL CAWANGA MIRI DAN BAKIM PDRM MIRI
MERAKAMKAN UCAPAN JUTAAN TERIMA KASIH ATAS SOKONGAN DA
KESEMPATAN BERSAMA-SAMA MEMERIAHKAN KURSUS II**

**TIDAK LUPA KEPADA SESIAPA YANG TERLIBAT SECARA LANGSUNG
MAHUPUN TIDAK LANGSUNG DALAM MEMASTIKAN KEJAYAAN SEMINAR INI,**

ATURCARA

HARI PERTAMA

0800-0830	:	PENDAFTARAN PESERTA
0830-0845	:	TAKLIMAT KURSUS
0900-1000	:	CERAMAH I(BAITULMAL CAWANGAN MIRI)
1000-1030	:	MINUM PAGI
1030-1230	:	CERAMAH II (BAITULMAL CAWANGAN MIRI)
1230-1400	:	SOLAT ZOHOR BERJAMAAH & MAKAN TENGAHARI
	:	REHAT
1400-1530	:	CERAMAH III (BAITULMAL CAWANGAN MIRI)
1530-1700	:	SOLAT ASAR BERJAMAAH/ MINUM PETANG/BERSURAI

HARI KEDUA

0800-1000	:	CERAMAH 4 / THOHARAH (TEORI & AMAL)
1000-1030	:	MINUM PAGI
1030-1130	:	CERAMAH 5 / SOLAT (TEORI & AMAL)
1130-1230	:	MAJLIS PENUTUPAN
	-	KETIBAAN PERASMI PROGRAM
	-	SESI BERGAMBAR
	-	ALUAN Pengerusi Majlis
	-	BACAAN DOA
	-	UCAPAN PENGHULU KURSUS
	-	UCAPAN PERASMIAN
	-	PENYAMPAIAN SIJIL DAN CENDERAHATI
	-	JAMUAN (MAKAN TENGAHARI/SOLAT ZOHOR BERJAMAAH)

OBJEKTIF KURSUS

1. Memberi Kesedaran dan pengetahuan kepada peserta terhadap pentingnya solat dan ibadah zakat dalam kehidupan di dunia dan juga hari akhirat
2. Mempekasakan kefahaman warga PDRM dalam bab, solat, thaharah dan kepentingan zakat berdasarkan akidah Ahlul Sunnah wal Jamaah
3. Meningkatkan kerjasama di antara anggota polis dan BAKA
4. Mengalakkan semua anggota polis dan kakitangan awam yang beragama Islam menyertai aktiviti-aktiviti yang dilaksanakan
5. Membangunkan kekuatan ummah dan memperluaskan ajaran Islam

“SOLAT ITU MEMBERI KETENANGAN, KETENANGAN PULA ADALAH BENIH KEPINTARAN DAN KEPINTARAN PULA HASILNYA KECEMERLANGAN”



CAWANGAN AGAMA BAHAGIAN AGAMA DAN KAUNSELING (BAKA)
BAHAGIAN AGAMA DAN KAUNSELING (BAKA)
IBU PEJABAT POLIS DAERAH MIRI

APPENDIX 3

BORANG PENILAIAN

A. MAKLUMAT PEMOHON

NAMA PROGRAM _____

TARIKH PROGRAM _____

TEMPAT PROGRAM _____

B. TANDAKAN GRED PENIALAIN ANDA MENGIKUT SKALA PENILAIN BERIKUT

1	2	3	4	5
AMAT TIDAK MEMUASKAN	TIDAK MEMUASKAN	SEDERHANA	MEMUASKAN	AMAT MEMUASKAN

BAHAGIAN A : PENGURUSAN PROGRAM

A1	JANGKAMASA PROGRAM	1	2	3	4	5
A2	PENNYEDIAAN NOTA KULIAH	1	2	3	4	5
A3	KELENGKAPAN/KEMUDAHAN BILIK KULIAH	1	2	3	4	5
A4	KECEKAPAN PENGENDALIAN PROGRAM	1	2	3	4	5
A5	SAJIAN MAKANAN/ MINUMAN	1	2	3	4	5

BAHAGIAN B : PENILAIAN PENCERAMAH

SLOT : _____	TAJUK CERAMAH: _____ NAMA PENCERAMAH: _____					
1	PENYEDIAAN YANG RAPI	1	2	3	4	5
2	PENYAMAPAIAN YANG BERESAN	1	2	3	4	5
3	BAHASA YANG DIGUAKAN MUDAH DIGAHAMI	1	2	3	4	5
4	MENJAWAP PERSOALAN YANG DIKEMUKAN DENGAN BAIK	1	2	3	4	5
5	BERUPAYA MENARIK MINAT PESERTA	1	2	3	4	5

SLOT : _____	TAJUK CERAMAH: _____ NAMA PENCERAMAH: _____					
1	PENYEDIAAN YANG RAPI	1	2	3	4	5
2	PENYAMAPAIAN YANG BERESAN	1	2	3	4	5
3	BAHASA YANG DIGUAKAN MUDAH DIGAHAMI	1	2	3	4	5
4	MENJAWAP PERSOALAN YANG DIKEMUKAN DENGAN BAIK	1	2	3	4	5
5	BERUPAYA MENARIK MINAT PESERTA	1	2	3	4	5

BAHAGIAN D: KESULURUHAN PROGRAM**KOMEN DAN CADANGAN:**
