



UNIVERSITI TEKNOLOGI MARA
KAMPUS KOTA SAMARAHAN

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

ADS666 PRACTICAL TRAINING

SOCIAL WELFARE DEPARTMENT
(JABATAN KEBAJIKAN MASYARAKAT NEGERI SARAWAK)

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

Students of Bachelor in Administrative Science (Hons) or AM228 of UiTM Samarahan, Sarawak are required to attend a practical training with any organization that chooses by the student themselves. In order to complete this subject, I decided to do my practical training at Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS) within 6 weeks, starting from 22 January 2014 until 28 February 2014. All of students are provided with log book to be filled in with their tasks during practical training every day from Monday until Friday. This chapter will summarize about the background of the organization, mission, vision, motto, client charter, organization structure, and also list of their policy especially in Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS).

1.1 HISTORY OF ORGANIZATION

In March 1993, Social Welfare Department has been upgraded from the Welfare he Ministry of Social Development Sarawak. The function of this department has been developed and placed as important agencies under the Ministry of Social Development and Urbanization Sarawak. In the beginning, the Welfare Division was established to address the welfare by taking over the function from Sarawak Welfare Council in General Assistance by assisting victims of disasters, as well as expand

its charitable activities by providing the necessary services in accordance with the changing times.

Development of the Department of Social Welfare in detail as follows:

Year of establishment

- 1965 : Ministry of National Youth Culture**
- 1966 : Welfare Division**
- 1975 : Ministry of Welfare**
- 1984 : Ministry of Social Development**
- 1993 : Department of Social Welfare**

The Welfare Department was enacted under the Constitution of Malaysia, in Table 9 List With or concurrent list and therefore in the state, the Department of Social Welfare has been declared as an agency responsible for such things as the following:-

1. Coordination of all Policies and Activities relating to Welfare Services
2. Charitable Trusts (excluding Muslim Charitable Trusts)
3. Care and Counselling Service for Juvenile Delinquents
4. Protection of Women and Young Girls
5. Protection of Welfare of Children and Young Persons in need, and prevention of Child Abuse
6. Adoption of Children

7. Rehabilitation and Welfare of Disable and Vagrants
8. Coordination and Supervision of Activities of Voluntary Organizations
9. Relief and Rehabilitation of Victims of Natural and Civil Disasters
10. Administration of Old Folk Homes
11. Supervision of Care Centre

Social Welfare

Welfare is defined as "a system of social services and institutions organized and planned, designed to help individuals and groups to achieve the standard of living, health standards, social and personal relationships that allow them to build capacity and promote the well-being of harmony based on the needs of the family and society"

Social Works

In performing their duties and responsibilities, the Department of Social Welfare use social work as an approach toward achieving social welfare. Social work is defined as "a professional activity that helps individuals, groups or communities to enhance or improve their capacity to meet social needs and create conducive conditions to achieve that goal"

1.2 MISSION, VISION, MOTTO OF ORGANIZATION

MISSION:

Providing Quality of Welfare Services for Those People Who Needs

VISION:

Agency as a Leader in Welfare Services for People's Welfare

MOTTO:

Humanity in Giving Welfare Services

1.3 CLIENT CHART

Every organization have their own client charter in order to make sure that all the services are fulfil by the staff and same goes to Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS). We are committed to provide quality and friendly in service to our target groups regarding each of following departments:-

1. The Socio-Economic Management and Assistance

- Approval monthly payment within 30 days from the date the application is received
- Early Disaster Relief will be extended during the first visit made

2. Care, Protection and Rehabilitation of Children

- Initial investigation cases of children made immediately within 24 hours of receipt

3. Development and Empowerment Group Targets Productive

- Grant Approval launch within 2 months from the date the application is received

4. The Care and Protection of Senior Citizens

- Approval of Application for Admission to the Institution within 45 days from the date the application is received
- Preliminary investigations carried Domestic Violence cases within 24 hours after receiving complaints

5. Recovery and Empowerment of Persons with Disabilities (PWDs)

- OKU card processing within 14 days from the date the application is received

6. Development Community and Voluntary Welfare Association (NSA)

- State grants approval within 3 months from the date the application is received.

7. Recovery Young Offenders

- Social Report prepared within 30 days from the date of the charge received from the Police / Cour

1.4 POLICY IN ORGANIZATION

1.4.1 Policy for Persons with Disabilities

1.4.2 Social Policy

1.4.3 Policy for the Elderly

1.4.4 National Child Policy Child Protection Policy

1.4.1 POLICY FOR PERSON WITH DISABILITIES

INTRODUCTION

The persons with disabilities (PWDs) are part of the community. Therefore, society. Rights-based approach or rights-based and should be used to ensure the protection of the interests and welfare of disabled people.

DEFINITION

Handicapped is a person with a disability long-term physical, mental, intellectual or sensory when faced with obstacles may not be able to participate fully and effectively in society.

STATEMENT OF POLICY

Disabled policy basis of equality of rights and opportunities for disabled people to participate fully in society. This also gave importance to human rights such as dignity, respect and independence to enable them to live independently

POLICY OBJECTIVES

Disabled Policy sets out four objectives:

1. Recognition and acceptance of the principle that disabled people have equal rights and opportunities for full participation in society
2. Eliminate discrimination against any person on account of his disability
3. Educate and raise public awareness about the rights of disabled people.

STRATEGY

Disabled under the Policy Strategy is divided into 15 areas as follows:

1. Advocacy

- Raising awareness and positive attitudes towards disabled people in the community through an effective program.

2. Accessibility

- Ensure the provision of barrier-free environment (barrier-free), including those in and out of buildings, workplaces, neighborhoods and public spaces.
- Improve the provision of public transport accessible and
- Encourage the provision of and access to information and communication technology (ICT).

3. Health

- Improving health services including prevention, detection and early intervention (primary care) and
- Improving the quality of medical services for the disabled (secondary and tertiary care)

4. Recovery

- Improve the effectiveness and expand existing programs for disabled rehabilitation.
- Creating a new rehabilitation program for the disabled in accordance with the current development.

5. Education

- Improving disabled access to education at all levels, including lifelong learning.

6. Employment

- Open up more job opportunities and encourage employment of disabled people in all sectors of employment.
- Promoting self-employed disabled persons (self-employed) and independent.

7. Personal Safety and Social Protection

- Protecting the disabled from all forms of exploitation, violence and abuse.

- Enhance services and facilities for the disabled are eligible and needy.

8. Support Services

- Strengthening mechanisms of support services tailored to the needs of disabled people.
- Encourage the production and sale of artificial devices and support affordable disabled.

9. Social

- Improve facilities and encourage the participation of disabled people in social activities.

10. Human Resource Development

- Develop the capacity and provide adequate trained human resources as well as providing services to the disabled.
- Develop capacity of non-governmental organizations (NGOs) representing the interests
- Increase the participation of disabled people in the planning process and decision making.

11. Community Involvement

- To encourage the involvement of volunteers in program development disabilities.
- Establish and strengthen multi-sector and multi-disciplinary collaboration network.
- Encourage private sector participation in corporate social responsibility.

12. Research and Development

- To promote research and development of disabled and disseminate research findings for the improvement actions.
- To strengthen coordination mechanisms of implementation, monitoring and evaluation of programs disabled.

13. Housing

- To promote universal design in the construction of the house and surrounding areas.
- Provide opportunities for the disabled to own a home.

14. Disabled children

- Best interests in mind (best interest) for children with disabilities in all development programs, advancement and empowerment of people with disabilities.

15. Disabled Woman

- Best interests in mind (best interest) to women with disabilities in the program development, advancement and empowerment of people with disabilities.

1.4.2 NATIONAL SOCIAL POLICY

Dasar Payung that covers the philosophy and various national social development policies of the Constitution, National Principles, Vision 2020 and the country's international commitments. Social Policy (NSP) is a social development policy based on moral values and human capacity to achieve social cohesion and stability, national resilience and well-being of Malaysians who developed and established.

POLICY STATEMENT

DSN (*Dasar Sosial Negara*) is the basis of the social development values and increase human potential to achieve social cohesion and stability, national resilience and well-being of Malaysian society developed and established.

STATEMENT GOAL

Creating a Malaysian society that developed and established by each member of the community the opportunity to develop their potential to the optimum in the environment based healthy social traits united, resilient, democratic, moral, tolerant, progressive, compassionate, fair and consistent with the goals of Vision 2020.

BACKGROUND OF NATIONAL SOCIAL POLICY

1990 : The discussion of social issues and the need for National Social Policy

1996 : The establishment of a Cabinet Committee to Combat Social Problems (CCESP)

1998 : NDPC discussed the need for an NSP

: EPU requested MNUSD the NSP

- 1999** : MNUSD workshops DSN
- : Appointment of SAP consultants
- 2002** : SAP consultants produced a draft of the NSP
- : Special Task Force in MNUSD
- : NSP, machinery performance and approach presented to CCESP
- 2003** : NSP was approved by the Cabinet (February 19)
- : NSP officially launched (August 19)

NATIONAL SOCIAL POLICY OBJECTIVES

General Objectives

- To ensure that every individual, family and community, regardless of ethnicity, religion, culture, gender and political affiliation and regions can participate and contribute to national development and well-being continuously

Specific Objectives

- Ensure that the basic needs of the individual, family and community are
- Develop and empower people throughout life
- Strengthening and developing social support systems and social services
- Generating multi-sector synergy

OBJECTIVE 1

Ensure The Basic Needs Of The Individual, Family And Community

They include: -

- The basic requirements are adequately
- Physical environment that is healthy, clean, safe and people friendly
- Social environment that emphasizes good values
- Opportunities to improve the quality of life
- Family life and society as well as the rights of citizens
- Other necessities of life appropriate to the current situation

OBJECTIVE 2

Develop and Empower People for Life

- Without distinction of gender, ethnicity and physical ability to utilize and enhance the resources and the optimum at each stage of the life cycle

OBJECTIVE 3

Consolidate and Social Support System Developing and Social Services

Strengthen and add:

- Social support systems such as family systems, ethnicity, religion, social organizations and others in the community
- Social service delivery in all sectors involved in social services

OBJECTIVE 4

Multi-Sector Synergy EARN

- Cooperation between different fields within and between the public, private and voluntary sectors should be strengthened to create synergy and resources in the community to secure social services for all members of society, based on the concept that social development is a shared responsibility.

1.4.3 POLICY FOR THE ELDERLY

INTRODUCTION

Malaysia can be a united and tolerant, with a society that has self-confidence, moral values and ethical, progressive and prosperous, and be able to play the role of ensuring the well-being of all communities.

To achieve this goal, it should be created a society that is caring and thoughtful, with a social system that emphasizes universal needs, the welfare of the people of terraced family system strong and established to enhance and strengthen ongoing basis.

Consequently, the elderly who are part of the society and the nation, admittedly has a lot of experience and skills. They have contributed over the years and still has the potential to contribute to family, community and country. Therefore it is appropriate that they get the attention, respect and care to ensure their well-being.

DEFINITION

The elderly are defined as those aged 60 years and above. This definition is based on the definitions made in "World Assembly on Aging in 1982" in Vienna.

POLICY

Nation to create the prosperous community seniors, dignified, possessed as well as to high, by optimizing the potential, as well them and they determine besides being given the opportunity to enjoy all the care and protection as a member of the family, and community

OBJECTIVES

- Enhance the respect and dignity of the elderly in the family, community and country.
- Developing the potential of older people so that they remain active and productive in the country's development, and creating opportunities to help them continue to live independently.
- Encourage the creation and provide certain facilities to ensure the care and protection of the elderly towards their wellbeing.

STRATEGY

- Self-respect and dignity
- Enable the elderly to live with respect and dignity, and safe and free from oppression and persecution

- Determining the elderly are treated fairly and equitably regardless of age, gender, ethnicity, religion, disability or other conditions, regardless of their ability to contribute
- Enabling the elderly to enjoy the opportunity to realize their optimum potential
- Help the elderly gain access to educational resources, cultural, spiritual and recreational facilities in the community.

INDEPENDENCE

- Ensuring that the elderly can meet basic needs through source of income, family and community support and self-help
- Help the elderly get the opportunity to continue to serve and contribute to the nation
- Ensuring that the elderly can enjoy a safe and easy to adapt in line with the ability to change
- Enable older people to continue living with their families and communities as long as possible
- Provide early preparation to the elderly to plan contributions based on the expertise and capabilities steadily towards national development.

DISCLOSURE

- The elderly play in society and participate actively in the formulation and implementation of policies related to their well-being and pass on knowledge and skills to the younger generation

- Provide opportunities for older people to contribute to the community on a voluntary basis in accordance with their capabilities and interests
- Encourage the elderly to form societies or organizations to carry out activities for their well-being.

CARE AND PROTECTION

- To create facilities for the care and protection of the family and society in accordance with the system and the values of society
- Help the elderly to health care to help them to maintain or restore their physical, mental and emotional health to an optimum level and prevent the infection of the disease
- Enabling the elderly to benefit service institutions providing care, protection and social and mental stimulation in a safe and comfortable
- Help the elderly to social and legal services for the development of individual autonomy, protection and care
- Securing senior citizens enjoy the basic rights of individuals while in the care and treatment with respect to their dignity, beliefs and needs of their
- Establish a comprehensive social security system to guarantee a stable income and welfare of the elderly.

RESEARCH AND DEVELOPMENT

- To promote research on the elderly for the purpose of gathering information for use in planning development programs of the elderly

- Creating an Advisory and Consultative Body Elderly to help coordinate and identify the needs to make, the activities for the elderly.

POLICY ACTION PLAN OF OLD posts

- Implementation of programs and activities related to the elderly by individuals and groups, voluntary organizations, local communities, government agencies and the private sector based on the National Policy for the Elderly.
- To ensure the successful implementation of the National Policy for Older concerted efforts and comprehensive to be taken by the relevant agencies, including: -

i) Education

Education facilities and training should be provided to enable the elderly to attend courses and further education to enable them to develop their potential to the optimum. The school curriculum should include family life education to the younger generation to understand and appreciate the elderly.

ii) Employment

Seniors are encouraged to continue to contribute to national development through employment based on their experience and their skills. In this way, they can live independently in terms of income and well-being.

iii) Participation in Society

The elderly are encouraged to participate in family activities and community organizations, to enable them to play a role in family and society as well as to interact with them.

iv) **Leisure**

Appropriate facilities should be provided for the elderly carry out recreational activities in the areas of housing, recreation and sports centers.

- **Transport**

The public transport system must provide suitable facilities to enable older people to move from one place to another with ease.

- **Housing**

The houses are available and will be built should include suitable facilities for the elderly to enable them to live more comfortably.

- **Family Support Systems**

To ensure that the elderly continue to live with the family, a support system for families to be established in residential areas to assist families in caring for the elderly. Certain incentives should be introduced to support the family members who care for elderly resume their roles.

- **Health**

Medical facilities and appropriate health and specifically for the elderly should be provided to ensure that their health is perfect.

- **Social Security**

A comprehensive social security scheme to guarantee the future of the elderly should be provided.

- **Media**

To raise awareness of the elderly people, the print and electronic media should play a more active role.

- **Research and Development**

These studies should be undertaken to obtain information to enable better planning can be implemented for senior citizens.

- Social Welfare Department under the Ministry of Women, Family and Community identified as the agency responsible for the coordination of the implementation of the action plan.

1.4.4 Policy National Child Protection

INTRODUCTION

- Children are important to the country's human capital. Human capital can be developed to an optimum level by providing a safe and conducive environment. Accordingly, the protection of children from neglect, abuse, violence and exploitation is an important aspect and should be given priority.
- Thus, the child protection policy is necessary at this time to encourage all agencies, organizations and community members to give priority to the protection of children as a shared responsibility. This policy is consistent with the philosophy of the Convention on the Rights of the Child (CRC) and the Children Act 2001, which also emphasizes the principle of protection to the child's best interest them.

DEFINITION

- Children are defined as a person under the age of 18 years as stipulated in the Children Act 2001. Protection of children refers to the strategies and activities to prevent and respond to neglect, abuse, violence and exploitation of children.
- Neglect refers to the continuous and serious failure to provide basic physical, emotional and development in terms of health, education, emotional development, nutrition, shelter and safe living for children. Neglect can expose children to all kinds of dangers, including threatening them.

- Child abuse is a serious violation or infringement of the rights of children to grow in a healthy and dignified as well as a risk in their survival. Abuse can be categorized into physical, emotional, sexual and neglect.
- Physical abuse by the Children Act 2001 was when a child is physically injured causing a visible injury on any part of the child's body as a result of force or the use of agents inflicted on the child's body.
- Emotional abuse in the Children Act 2001 is when a child is emotionally injured that cause interference which can be seen on the mental or emotional functioning of the child as a mental or behavioral disorder, anxiety, depression, withdrawal and delayed development.
- Sexual abuse pursuant to the Children Act 2001 was when a child is sexually abused if he takes part, either as participants or observers, in any activity that is sexual in nature for any purpose or sexual exploitation by any for the sexual gratification of that person or another person.
- Violence refers to any act with intent to cause harm of any kind physically and emotionally for the child.
- Exploitation refers to the use of children in activities that enable others to benefit in terms of financial, sexual, political and other interests that could threaten the physical and psychological well-being or survival of children.

POLICY STATEMENT

- Child Protection Policy is a policy that includes a statement of the principles of child protection in line with the Convention on the Rights of the Child (CRC) and the Children Act 2001. Policy focuses on advocacy, prevention, support and research and development for the protection of children.

STATEMENT OF GOALS

- In particular, the Child Protection Policy aims to ensure every child to protection from neglect, abuse, violence and exploitation. This policy is also a catalyst for awareness and commitment from all parties, including every member of the community in protecting children.

OBJECTIVES

- Policy for Child Protection Country setting 7 key objectives as follows:
 - i. increase the awareness and commitment of many of the efforts to protect children as a shared responsibility;
 - ii. creating a safe and child-friendly;
 - iii. Promote the organization related directly and indirectly to children creates child protection policies of each organization;
 - iv. protect all children from any form of neglect, abuse, violence and exploitation;
 - v. set only appropriate individuals alone can deal directly with the children;

- vi. increase support services to address the neglect, abuse, violence and exploitation of children; and
- vii. increase research and development to improve the protection of children.

STRATEGY

- To achieve the above objectives, 11 strategies were formulated based on four main areas, advocacy, prevention, support and research and development. These strategies are as follows:

i. Advocacy

- Adopt and promote awareness of the importance of the responsibility to protect children of all walks of life including smart partnerships (smart partnership) with the media and non-governmental organizations (NGOs), including the private sector and civil society organizations.
- Ensure that those who deal directly with children able to identify and report cases of neglect, abuse, violence and exploitation.
- Ensuring children and the community and legal practitioners, students majoring in law, educators, social workers, doctors, members of the enforcement (such as police officers and immigration), drivers of public transportation (such as buses and taxis) and security guards given understanding of children's rights under the Convention on the Rights of the Child (CRC) to focus on the aspect of protection.

- Encourage the provision of a safe and healthy environment for children. Encourage every organization to establish policies and regulations on the protection of children.

ii. Prevention

- Establishing an early warning mechanism and strengthening child protection mechanisms at national and international levels.
- Provides basic knowledge to children to enable them to protect themselves from neglect, abuse, violence and exploitation and to identify risky situations for them.
- Creating a system of screening, recognition and training for those who work directly with children

iii. Support Services

Expanding and improving counseling services to victims, families, adult offenders, child offenders and the community.

Increase and expand health services and protection to victims and families.

iv. Research and Development

Encourage research and development of child protection and disseminate research findings to improvement actions.

1.5 ORGANIZATIONAL CHART (Refer to next page)

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

During 5 weeks of my practical training in Department of Social Welfare and specialized under Section of Administration and Financial, I have been exposed with the tasks that handle by this unit. Besides, I also gain many experienced that I never got during class. Therefore, in this chapter, I will summarize my daily activities extracted from the practical training log book according to the tasks in the section which I am attached to.

2.1 FIRST WEEK (22 January 2014- 24 January 2014)

DATE/ DAY	EXACT NATURE OF WORK DONE
22.01.2014 Wednesday	On 22 January 2014, I was attend my first day of practical training at Department of Social Welfare of Sarawak(JKMNS). I arrived on 8.00 a.m and then met with Madam Julia Othman, the person who in charges the trainee under Human Resources Department. Then, she asked me to choose the section that I will be working on during my practical training. I had choose under Section of Financial and Administration. Then, I was reported myself to my supervisor, Madam Wellda. After met all the staff under my section, Madam Wellda instructed me to study about “ <i>Perintah Perintah Am dan Arahan Pentadbiran</i> ”. After lunch, she was instructed me to stamp the Payment Voucher of year 2013. Then, I was instructed

	by Madam Wellda to fax letter to KPWKM. Then, she asked me to send an email to KPWKM for the confirmation so that, the KPWKM did not misleading the information. Af 3.00 p.m, I was reviewing the JPKA 2013 report. Then, at 4.30 p.m, Madam Wellda instructed me to send email to JKMM before I going back at 5.00 p.m
23.01.2014 Thurs	Early in the morning, I received order from Madam Wellda to photocopy 4 set of minute paper. Then, she instructed me to review " <i>Laporan Maklumbalas Audit 2013</i> ". After lunch, I still review the report for the whole day until I went home at 5.00 p.m.
24.01.2014 Friday	For the whole day, I was studied about the " <i>Perintah Perintah Am dan Arahan Pentadbiran</i> " that instructed by Madam Wellda.

2.2 SECOND WEEKS (27 January 2014-30 January 2014)

DATE/ DAY	EXACT NATURE OF WORK DONE
27.01.2014 Monday	At 8.30 a.m, Madam Wellda told me to fax letter to UPAK. Then, she instructed me to check and balance " <i>Laporan Perbelanjaan Bulanan Disember (akb 2013)</i> ". After Lunch, I was instructed by Madam Fazila to update file of Department's Transportation and updating file of " <i>Pentadbiran Am</i> ".At 5.00 p.m, I went home.
	On this day, I arrived at the office at 8.00 o'clock as usual. Then, at 10.30

<p>28.01.2014</p> <p>Tuesday</p>	<p>a.m, I received order from Madam Fazila to update the file for <i>“Laporan Penyesuaian vot/Hasil Amanah di Ibu Pejabat”</i>.After finish updated the file, Madam Wellda instructed me to stamp <i>“Laporan Harian BV 381”</i>and did filing for that document. Then, after lunch, Madam Wellda instructed me to update the Transportation’s Department file. Before went back, I was instructed by Madam Fazila to update the file <i>“Surat Pekeliling/Pekeliling Kontrak Perbendaharaan”</i>.</p>
<p>29.01.2014</p> <p>Wednesday</p>	<p>In the morning, I was instructed by Madam Fazila to update file <i>“Suruhanjaya Pencegahan Rasuah Malaysia (SPRM)</i>.After lunch, I studied about the <i>“Perintah Perintah Am dan Arahan Pentadbiran”</i>for the whole time until 5.00 p.m. Then, I went back.</p>
<p>30.01.2014</p> <p>Thursday</p>	<p>On this day, I had learnt a lot of new task from the staff in my section. At 9.30 a.m, Madam Wellda asked me to photocopy official letter. After that, PuanFazila instructed me to update <i>“Kew.Pa.7 (Senarai Aset Alih Kerajaan) pegawai”</i>. In the same time, she exposed to me with that document and taught me how to update the list of assets. After lunch, I continue with updating the file <i>“Kew.Pa.7</i>. At 5.00 p.m, I was going back.</p>

2.3 THIRD WEEK (3 February 2014 – 7 February 2014)

DATE/ DAY	EXACT NATURE OF WORK DONE
03.02.2014 Monday	On this day, I still focus on updating file Kew.Pa.7 until lunch time. After lunch, I received an order from Madam Wellda to organize the file section in her room. Then, before went home, Madam Wellda asked me to shred the unused paper/documents.
04.02.3014 Tuesday	In the morning, I still continue updating the file of Kew.Pa.7. Then, I received an order from Madam Wellda to photocopy letter <i>of Mesyuarat Jawatankuasa Pengurusan Kewangan dan Akaun</i> , minute meeting and <i>Laporan Suku Tahun ke-4 JKMNS</i> ". Then, Madam Fazila asked me to update the file of "WaranPeruntukan".I was instructed by Madam Fazila to update file for " <i>Pengurusan Tanah-Tanah Persekutuan</i> " and file <i>Agihan/Pindah/tambahperuntukan</i> ". After finish updating the file,Madam Wellda asked me to photocopy " <i>Surat Pekeliling Pesuruhjaya Tanah</i> and " <i>Surat Pembelian Tanah</i> ". Then, after lunch, she instructed me to fax the letter to KPWKM and JKMM. Before going back, I was instructed to photocopy Transportation Letter.
05.02.2014 Wednesday	In the morning, I was attended the meeting under Section Financial and Administration. After lunch, I was instructed by Madam Rugayah to organize and update file for " <i>Baucer Bayaran 2013</i> "
06.02.2014	On this day, I started my work by organized the file of " <i>Baucer Bayaran 2013</i> " who instructed by Madam Rugayah. Then, after lunch, I received

Thursday	instruction from Madam Wellda to photocopy the letter which related to the Transportation Department. After finish updating that file, she instructed me to update file of <i>“Program YB Menteri”</i> . Then, I went home at 5.00 p.m.
07.02.2014 Friday	In the morning, I was attend one of the program under Department of Social Welfare at Surau Istiqomah. This program organized by Section of Financial and Administration. This program was for celebrating <i>Maulidur Rasul 1435H</i> . This program ended at 12.00 p.m. After lunch, I was instructed by Madam Rugayah to organize and did filing for <i>“Baucer Bayaran 2013”</i>

2.4 FOURTH WEEK (10 February 2014 – 14 February 2014)

DATE/ DAY	EXACT NATURE OF WORK DONE
10.02.2014 Monday	In the morning, I received an order from Miss Azlin to photocopy letter in order to compile “Maklumbalas Audit 2013”. Then, after lunch, Madam Fazila instructed me to update the minute file <i>“Laporan Penyesuaian Vot”, Laporan Buku Tunai Cerakinan”, Nazirah Kewangan”, “Jawatankuasa Kewangan Jabatan”, “KWSP”, “Panjar/ Penubuhan Akaun” and “Laporan Audit”</i> . I finish updating the file before went home at 5.00 p.m
11.02.2014	In the whole day, I continued with updating file that instructed to me. In the same time, Miss Azlin instructed me to photocopy letters of

Tuesday	<i>“Maklumbalas Audit 2013”.</i>
12.02.2014 Wednesday	I was arrived at the office at 8.00 a.m. Then, I was instructed by Madam Rugayah to update file of <i>“Baucer Bayaran 2013”</i> . After finish updated the file, Madam Felina was instructed me to fax the letter to JKMB Kapit and photocopy the letter to Assistant Director. After lunch, Madam Fazila instructed me to update file of <i>“Laporan Audit”</i> , <i>“Jawatankuasa Kewangan Jabatan”</i> and <i>“Laporan Penyesuaian Vot”</i> . I finish with the task before 5.00 p.m. Then, I went home.
13.02.2014 Thursday	In the morning, Madam Wellda instructed me to do photocopy for the letter of minute meeting. After lunch, Mr.AbangRoslan instructed me to do <i>“Penemuan Audit”</i> based on <i>“Laporan Audit”</i> file for the past one year. I did the tasks until 5.00 p.m. then I went home.
14.02.2014 Friday	On this day, I continue with <i>“Penemuan Audit”</i> which instructed by Mr.AbangRoslan. After lunch, he instructed me to do the presentation slide for <i>“Penemuan Audit”</i> for the next department meeting.

2.5 FIFTH WEEK (17 February 2014 – 21 February 2014)

DATE/ DAY	EXACT NATURE OF WORK DONE
Monday 17.02.2014	For the whole day, I was instructed by Mr.AbangRoslan to do <i>“Kajian Penyelenggaraan Kenderaan Jabatan di Pejabat HQ”</i> .
Tuesday 18.02.2014	On this day, I still continued with the “Kajian Penyelenggaraan Kenderaan Jabatan di Pejabat HQ” .
Wednesday 19.02.2014	In the morning, I was instructed by Mr.Roslan to do the letter for <i>“Syarat Spesifikasi Pembekal”</i> .
Friday 21.02.2014	I was arrived at the office at 8.00 a.m. In the morning, I was instructed by Mr. Isa to do “Pelarasan Rekod bagi peruntukan Bantuan for all division in Sarawak. After lunch, I continued with the tasks given by Mr. Isa

2.6 SIXTH WEEK (24 February 2014 – 28 February 2014)

DATE/ DAY	EXACT NATURE OF WORK DONE
Monday 24.02.2014	In the morning, I continued with the file for <i>“Pelarasan Rekod bagi Peruntukan Bantuan Negeri Sarawak”</i> which instructed by Mr. Isa. After lunch, Mr.Roslan instructed me to stamp <i>“Retan Minyak Smartpay”</i> . Then, I was instructed by Miss Azlin to fax the letter of <i>“LarianKesihatan MAKSAK Perkhidmatan Awam”</i> to every schools around Petra Jaya area.

<p>Tuesday 25.02.2014</p>	<p>In the morning, I went to the court to hear the proceeding process on the young offender. The proceedings take place in Mahkamah Majistret Seksyen 3. We waiting for Puan Kursia, the PKM's officer in JKM Kuching before entering the proceeding hall. The proceeding end at 12.00 p.m. and I went back at Department of Social Welfare. After lunch, Madam Fazila instructed me to update the following file:</p> <ol style="list-style-type: none"> 1) KWSP 2) Perwakilan Kuasa Khas 3) Elaun-Elaun Am 4) Bil Telefon/Internet/Fax/Pos 5) Laporan Penyesuaian Vot/ Hasil Amanah di JKMB <p>At 5.00 p.m, I went home.</p>
<p>Wednesday 26.02.2014</p>	<p>On this day, I was updated the file of BV 381 from April 2013 to December 2013. After lunch, Madam Wellda instructed me to Photostat <i>“Laporan Pengauditan Susulan Terhadap Program Skim Bantuan Kebajikan Masyarakat Berdasarkan Laporan Ketua Audit Negara”</i>.</p>
<p>Thursday 27.02.2014</p>	<p>In the morning, I was instructed by Madam Sharifah to update list name for <i>“Larian Kesihatan MAKSAK Sarawak 2014”</i>. After lunch, I still continu with the tasks given by Madam Sharifah.</p>
<p>Friday 28.02.2014</p>	<p>On this day, I still continue updated the lists name for <i>“Larian Kesihatan MAKSAK 2014”</i>. After lunch, I was instructed by Madam Wellda to update and get feedback from the organization which involved in MAKSAK's program by calling them.</p>

2.7 SUMMARY FOR THE WHOLE PRACTICAL TRAINING

As a practical student, I have learned many lessons during my practical work in Section of Administration and Financial unit as I can absorb what I have learned in the class to the work. It shows how I can learn something new in a new environment of work and how work has been done in there. Besides that, I can manage and divide my time between the work and also the proposed project that need to be done on time. This is where the teamwork is needed as we can finish the report on time. Moreover, I can see and understand how the cooperation happens between the employer and employer which they can manage it without arising into the problem. Moreover, in this practical training, I can see what are my strength and weakness that will help me in the future. I also have meet new people and being introduced to other section in Section of Administration and Financial unit in order to learn their task and duties. This is all the advantage that I get from having the practical training and enjoying all the fun that I get from there.

CHAPTER 3

TASK ANALYSIS

3.0 INTRODUCTION

This chapter will analyze the report of practical training, in which concentrate on the every area of task being done as covered in the practical training log book. Thus, this chapter also discussing on the application of the theoretical aspect that has been covered in the classroom into the workplace, within the period of practical training is being held.

This aspect also will be explained in detail by comparing the knowledge that had been learned in various subjects during class with the real-life situation of the organization. During my 6 weeks practical training at Department of Social Welfare at Sarawak, I have been attached to Section of Financial & Administration.

3.1 TASK ANALYSIS

During my practical training at Department of Social Welfare, I have given some of the task that gives me a new work experience and real perspective about the organization movement and it is because, the practical training was very important for me as part of the adaption process and also gives some experience to me about the condition in office and the workplace especially from the aspect of organization behavior, work task, office management and office equipment. Besides, this internship also give me a chance to applied what has be learned in classroom into practical during carried out the task that has been given.

While I have assigned the task, I realize that the task given is related with what I have learned in classroom such as when some of the task given are required me to use office equipment such as computer, telephone and photocopy machine. However, all of the task that assigned are very useful for me as a part of learning process and gain

some of experience that I never get when in the classroom and give clear view when working in the future.

Even though, during the practical training I was assigned into the financial unit, but I'm still can relates all task given with administration field, such as key-in the data, examine the financial data, filling data, attending into the staff meeting and so on.

During my practical training there are few task given to me which for my opinion was significant and related to what I have learned during class session. In this chapter, task analysis I will focus on three work activities which significant and related much to my scope of study in classroom.

3.1.1 Updating “*Baucer Bayaran 2013*”

For the task of updating “*Baucer Bayaran 2013*” file I was instructed to ensure that all the payment voucher for all sort of activity which clearly involves the finance activity in the department. All the voucher must be recorded and for every transaction made there must have receipt to show the tangible evidence where the fund or the allocation of budget given to the department are being use in right way. The payment voucher “must be signed by a duly authorized officer by the Controlling Officer as confirmed payment to be made. (MOF)

For the payment voucher it must have two (2) officer in charge sign the payment voucher as the witness of the payment voucher release and the transaction made. This is to ensure that the transaction is clear and binding all the rule and regulation set by the headquarters in spending the budget wisely. The officer that needs to certified the payment voucher must be two different officers in order to create separation of duties..

The “*Baucer Bayaran 2013*” file need to be updated on time because the government auditors will come to make audit activity. By having the payment voucher file it can record the money transaction and to avoid corruption and misuse of fund. The payment voucher must be tally to the allocation of budget given to the department in implementing and carry out their activities in the **Jabatan Kebajikan Masyarakat Negeri Sarawak (JKMNS)**.

3.1.2 Create “*Penemuan Audit*” report.

For my second task, I was instructed by En. Abg Roslan to make a report based on the Audit Report 2013. The report is named *Penemuan Audit*. The purpose of the report is to identify the common problem which rise in the finance department and often mention by the auditor during audit session which were conducted on monthly basis and also on yearly basis. This is also to highlight the main problem which need serious and fast action to be taken by the all the **Jabatan Kebajikan Masyarakat Negeri Sarawak**.

The report is used to be presented during the annual JKMNS meeting which was held in Riverside Majestic Hotel Kuching. Another purpose for the report is to gather solution from all the meeting member regarding the problem occurs in the department. Therefore they could encounter the problem and hopefully it could lessen the audit issue in next audit session. By having the discussion they could detect the factor which contribute to the problem and solve it from the roots itself. “Penemuan Audit” could help to make the work in the JKMNS run smoothly and can provide better services to the people and the country.

From the task that has been assigned to me, show me how importance of office management and administration process in an organization and it shows that how management plays their roles in handling and administrates all the matters in systematic ways to ensure the efficiency. So that, in this practical training, I have discovered some of the concept that related with the task that has assigned to me where it related with I have learned in classroom in term of concept and theoretical. Here is some of the concept which I can relate to the task that has been conducted by me.

3.1.3 *Updating Kew.Pa-7 (Senarai Aset Alih Kerajaan) Pegawai*

For this task I was guided by Puan Fazila. She had taught me about the importance of the asset management to be carried out in the office including all government office. the list of government asset such as office inventory such as table, chair, printer and etc need to be updated every year. Every asset that comes into the office for the purpose of the office usage needed to be register so they know how much is the total inventory currently in the office. They need to register every asset that are in the office to make it easier for them to minimize the whole-life cost, including the operation, maintenance and replacement or disposal of each asset in the system.

For the task, I need to update all the asset under all the officer within our department. For example under Puan Fazila how many chair and table are still under her name and whether the asset had gone under someone else? By having this record it will made it easier to detect where the asset had gone in order to prevent the asset from being stolen or lost. Every asset was given a label in order for the officer to recognize it well and every asset had different label to differentiate it from one and another.

Not only inventories, the list also include the office equipment, pantry equipment and also Equipment used for filing such as:

- a) Filing Cabinet - It is used to keep flat files and suspension or hanging files
- b) Steel Cabinet - It is used to keep big files that need to be locked up
- c) Filing shelves - It is used to file box files

From the task that has been assigned to me, show me how importance of office management and administration process in an organization and it shows that how management plays their roles in handling and administrates all the matters in systematic ways to ensure the efficiency. So that, in this practical training, I have discovered some of the concept that related with the task that has assigned to me where it related with I have learned in classroom in term of concept and theoretical. Here is some of the concept which I can relate to the task that has been conducted by me.

3.2 PUBLIC FINANCE AT THE WORKPLACE/PUBLIC SECTOR.

The public sector finance focuses on the area of the spending by public. According to The Hoover Commission, USA 1949, reported that public sector finance, involving the machinery and methods by which, funds, for the support and public service raised, spent and accounted for is core modern government. There are six importance of public financial management in Malaysia:

3.2.1 *Avoid Over Spending*

Public financial management is an importance tools in order to avoid from wastage in fund utilization. It was the role of the audit to ensure that the financial officers execute duties according to the prescribe rules or procedures. However, auditing is to ensure that the public fund is spent in the correct way to fulfill the aspiration of the people. This I could see during my attachment at Section Financial and Administration whereby, every cash flow will be record with the purpose they spend the money.

3.2.2 *Avoid Fraud and Misuse of Public Fund*

Through their accounting statement and auditing system, public finance management needs to ensure that any transactions are recorded and arranged properly. So that, any deviation could be detected easily and corrective measures can be taken. During my practical training, every financial statements will be record in file and will be update from time to time. So, in the future, they can refer to the file easily because the documents always in updating mode.

3.2.3 *Meeting National Objectives*

Third importance of public financial management in Malaysia is regarded to the meeting national objective. National objectives could be achieved through managing budget effectively and efficiently. Budget is a component in public sector finance and its acts as the government policy statement and every action taken must be aligned to reach the objectives.

In addition, it also ensures that the budgets for the certain programs or projects are used effectively and efficiently. Same goes with my section whereby, every programs that will be organized by every section, their financial statement/budget will be sent to the Section of Financial and Administration to be process. We can ensure that every budget approved will be spend wisely.

3.2.4 *Systematic Financial Statement*

In term of systematic financial statement, public finance management needs to list out and arrange revenues and expenditure systematically. It was state under section 97 of Federal Constitution which is, all collected revenue must be placed in a fund group called consolidated fund. So, all the expenses of the government need to be record in details. The systematic financial statement will be used in order to ensure the financial statement of the organization being record properly. So, in the future, when the audit come, my Section of Financial and Administration always in ready mode.

3.2.5 *Tax System Needs To Be Administered Accurately*

Next importance of public financial management in Malaysia is about tax. Tax is the main revenue for government and therefore, government has to establish a tax system that follows the good principles a practices. However, public finance needs to administer public debt efficiently and should nor burden to the economy.

3.2.6 *Efficiency and Effectiveness*

Efficiency is the workplace is the time it takes to do something and the employees and managers have to complete their tasks in the least amount of time possible with the least amount of resources possible by utilizing certain time-saving strategies. During my attachment at Section of Financial and Administration, in order to improve the

efficiency, the section having the meeting with staff in order to outlined ways to implement efficiency in the workplace.

I could see that, every staff have their own tasks which every tasks need to do in systematic ways to ensure the effectiveness and efficiency can be achieved and result the quality in work. During my practical training, I also could see that every mistakes that done by the staff will be remark and correct.

3.3 Communication in Organization

Communication refers to the process by which information is transmitted and understood between two or more people (Mcshane, S. L., & Von, G. M., 2010). In any organization or department, the communication skill and process are very important same goes to Section of Financial and Administration in Department of Social Welfare Sarawak.

In this section, the communications between the staff are good in terms of delegating the tasks. The understanding for both parties needs to be achieved in order to ensure both parties to get the right information. My supervisor also practiced the good communication skill when she delegate the tasks to me. When, there are some tasks that I did not understand, I will asked her and she responded me with the complete description.

CHAPTER 4

STRENGTH AND WEAKNESSES

4.0 Introduction

In this chapter, I will discuss on the strength of my job or the tasks assigned during my practical training at and specialized under Section of Administration and Financial as discussed in chapter 3. This chapter also will show the solution and recommendation for benefit of organization. According to my observation during practical training, I have got an experienced and feels how the real working environment from the aspect of organization behavior where it required me to become more discipline in the aspect of attendance, appearance and cooperation. In there, I also practice on how to follow the rules and regulation that has been implementing in this organization.

During my practical training, it help me more in order to improve my social and interaction skills between the staff and top management in this organization and they also share with the experience that they have in order to let me gain more knowledge and information from them especially with the senior staff.

4.1 Strength

4.1.1 Active Communication Interaction

Working in any organization will need a good in term of communication in order to operate their business. Working either private sector or public sector will require staff for having an active interaction with the public and same goes to Department of Social Welfare. They cannot escape from this active role in public sector, which to have an active interaction with the public because they are always dealing with the public.

Besides, working in this office also may require the active interaction and very well in communicating among the staff as the daily routine need them to work together. For example in order to deliver the necessary information for the staff especially among the staff in the same department in my case in Section of Administration and Financial this is to ensure that all the staff receive the information correctly and can perform their task smoothly. Moreover my section deals with grants and records all the finance activity they need to communicate so the work instruction would be clear to all the staff. As we know that, active communication is usually involved in the work place and public relation itself. This organization will give tremendous effort in order to deliver the information needed because this element should be apply in this office in order to continuing to serve with the public.

4.1.2 Real Working Environment

The students enable to be exposed with the working environment in real perspective from the aspect of organization behavior, task assigned, and workflow procedure and office system through this industrial training. As we know that, the real working was totally different situation that student should know and they able to feels what the real working actually from this training. The student will able to adapt and have got a view about the real working world that will enter after their graduation later.

4.1.3 Systematic Administration System

Any organization needs to have a good systematic administration system to make sure that any transaction will be run smoothly without any problems. It is importance because by having this, the organization will bring a good performance and productivity in order to serve the customers. Other than that, the administration also has been delegate into unit which plays their own role such as administration unit, financial units, human resource unit, and auditing unit and so on.

In Department of Social Welfare, they also have delegate into several units, which is human resources unit, schools management unit, ICT and information management unit, development and supply unit, organization and financial management unit, organization counselor and academic management unit. All of this unit that has been delegate will ensure that the administration process will be easy to be managing.

4.1.4 Gaining New Experience and Knowledge.

In order to face the real working world, the student especially should having a lot of experience and knowledge that can helps them more ready to get into real working environment. The industrial training in this organization was giving me a new experience and knowledge which related to my syllabus which what was learning in the studies such as management, customer service, organization behavior, human resource management and so on. Through this training also, exposed me to used the office equipment such as computer, Photostat machine and else. Besides, I also was experience on how to deal with people using the phone in the office and it was teach me on how to communicate with the other staff in other area with proper and formal way.

4.2 Weaknesses

4.2.1 Lack of Facilities and Equipment

Facilities and equipment is most important thing that any organization should be more concerned because it may contribute to the successful of the organization itself. The problem that occurs in Department of Social Welfare is lack of needed facilities and equipment in the office. One of the factor that influence of this problem, may be in term of the facilities or equipments that needed for the usage of daily work may be costly in nature, as a result it will be difficult for the office to request higher budget on buying certain equipment or facilities, with the limitation of allocation to the office annually. In this Department of Social Welfare, they are lack in term of photocopy machines which proven not enough to cater the need of the need of the staffs in making copies for the forms and important record keeping. This is because buying a photocopy machine may be costly with such limitation amount of allocation on the office every year. With lack of facilities or equipment available in the office, this may slower the daily working process in Department of Social Welfare

4.2.2 Unstructured Task Assigned

The purpose of the practical training is to gain the knowledge that related to the syllabus that have been learned in studies and to feels the real work situation. So that, as the organization selected, they should know that, their responsibilities to make sure that the practical student will treat according to what related to their course or syllabus in studies. Although, the task assigned to me are considered good, however the

task or training program that conducted to me are not well very structured and coordinated properly. This is due to no proper task schedule given for me during 6 weeks practical training which sometimes I don't have any work for the whole day

4.2.3 Work Overload and Lack of Staff in the Organization

Any organization should have enough staff with the balance of work given. As we know that, Department of Social Welfare is very important especially to the schools because they are one of the organizations that control the schools in term of budget and activities related to the school. The office building also shared with other government organization such as registration office.

In this organization, they are having a lot of work and sometime they need to borrow the clerk from schools in other to help them to settle down the work. By borrowing this clerk, it will help the organization to reduce the overload of work. The effect of this, the office become crowded and cause a little bit of uncomfortable for the staff there because sometime they become so noisy. Besides, the spaces of the office are not so big, and it makes the staff feel uncomfortable by doing their task or job.

4.3 Recommendations for Improvement

Under this section, it will discuss more on the improvement that should take action by Department of Social Welfare in order to enhance their performance which following their strength and weaknesses in the organization to perform better.

4.3.1 Proper Training Module

Department of Social Welfare should provide a proper training to the training students and it is because, the training module can become guideline for the host supervisor in giving the instructions according to the period of practical training. By having this training module, it will help the process of training run smoothly. In this module, it includes the job description of each session or department and who can give the command in that unit and so that, it will reduce the dependency of host supervisor in making decisions. Thus, this organization also should bring the practical student going outstation at the other place.

The outside duty can be one of the training programs that relevant for practical training student because the real working environment especially in public sector required their officer to work outside from their office. One of the reasons is to make the student feels and exposed about the different type of duty and more challenges. By having this training module is essential for the office itself that not only for the current use, also for the other student who will be attached to this office in the future.

4.3.2 Planning Training Schedule

Department of Social Welfare should provide planning training schedule for practical students where the planning schedule will benefit the students in other to manage their working time effectively during practical training in this organization. In addition, the planning training schedule will allow the students or organization staff to make the reference easily the module or task they will be done during the practical training.

4.3.3 Extend the Time for Practical Training.

In other to gain more knowledge, uitm should extend the period of time for the practical training. This is because; the six weeks of practical training are really not enough for the student to gain more of experience and knowledge from the aspect of the real working environment in this organization and be exposed with more task that need to be assigned. Otherwise, the faculty also should implement the new policy to ensure that every student will follow practical training program in organization for at least one semester. By having long period of time, the student will be exposed with more knowledge and experience when they following practical training.

4.3.4 Cooperation between UiTM and Organization

In order to make this practical training to run smoothly, UiTM also should take initiative by establishing good cooperating with the organization because, it will give advantages for those students that having the practical training. The cooperation will giving the real perspective and knowledge because both of the parties can change an idea and opinion in order to providing most suitable training program for practical students from the aspect of task assigned, management and the other duties during the practical training.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter will summarize all the discussion in each chapter in the report by mainly concentrate on the main points.

5.1 Summarize on Each Chapter

5.1.1 Introduction of the Organization

On this chapter 1, it was discussing on the background of the organization and the detail of the organization is being introduced. This chapter was consisting about the background of Department of Social Welfare in general such as mission, vision, slogan, motto, client charter, organization structure, and list of education officer served at Department of Social Welfare. By having the information of this organization in chapter 1, it was helping me to identify about the background of the organization itself that I can define its nature of work based on the information provided.

5.1.2 Schedule of Practical Training

Chapter 2, it was discussed on my daily activities and job done in the Department of Social Welfare specialized under Section of Administration and Financial. The summary of my daily job as reflected from my practical logbook in listed in the table form. Thus, in this chapter also, every daily activities or task that I do is listed on this chapter that shows on how my work was normally done in this office.

The practical logbook is being supervised not only my host supervisor but also by my lecturer in evaluating my current progress in this organization.

By having this kind of logbook, I'm able to organized and record every work or task given during my practical training attachment in an organized way and it was giving me a lot of knowledge in order to organize my schedule and also my record management of information. In addition, this logbook was giving me some sort of discipline in recording my work activities and it is because, the logbook keeps the date and main activity that has been done in office and also include the type of task that assigned to me. After completing my task or job given, the supervisor will check and signed my logbook. The importance of signed by supervisor is to proof to the lecturer that we have attend and complete the task given in the practical training every day.

5.1.3 Analysis

The chapter 3 was discussing on the analysis that the main tasks assigned to me during the practical training where I have learn a lot of knowledge that related with my lesson n the classroom. As what can I seen, the industrial training is the best way in order to exposed the students with the real working environment before enter into the real working world. Through this practical training, I can gain more knowledge and information on how the real working looks like for example, when I was there, I was learn on how to record the information, keep the data to the system, filling system and so on.

Furthermore, this practical training was giving me an opportunity to increase my social skill through the strengthen relationship with the staff from the organization and also to the other department in this organization. It is because when we enter into any organization, we will face various kinds of staff that make us to use the communication skill to communicate with them. From my analysis in this chapter 3, it can show that how much theoretical aspect that I learn in the classroom is applicable in my practical training attachment in sixth week's time.

5.1.4 Recommendation

The chapter 4 discussing about the strengths and weaknesses the task given and organization which based on my observation and experience while training there. Even though, there having the strength and weaknesses in this organization, but in this chapter also provided some solution that necessary to the organization that give benefits for the organization and improve the organization efficiency. During my practical training in this organization, I'm able to know and feel the office environment such as the office layout and cooperation among staff between each other and different department in this organization. Even though, they are having different department but they need each other and it is because, each task that has assigned by staff are related between each other where it was shows that the important of two ways communication.

5.2 Overall Summary

As a conclusion, my practical training attachment in Department of Social Welfare specialized under Section of Administration and Financial starting from 22 January 2014 until 28 February 2014 is considered to be very valuable period for me. During sixth weeks of practical training, that was giving me a lot of experience and real situation in the Department of Social Welfare such as about organization background, vision, mission, objectives as well as how actually the organization operates to achieve its own objectives. The most important thing for the practical training that student undergo it is the valuable experience on how actually the theory that was learn in the class is being applied during the practical training.

Therefore, form this practical training can be conclude that the aims of sending the student for practical training is for give expose for the student itself to the real career world situation by gained precious experience and knowledge from this practical training. Even though, the time of period of practical training was very short which is sixth week only, but the student can gain a lot of knowledge and benefits from that and it was served as the platform for the student to enhance it ability, knowledge of the task, commitment and responsibility, cooperation, aptitude, adaptability, personality and discipline.

For instance, during the practical training, self confidence was enhanced by the doing the task given as a new experience that they do not do before. I'm realize after having this practical training, I have experiencing some changes in myself whereby my communication skills are slowly improved and of course I cannot experience these changes without any supports from the staffs who always teach me everything about the administrative line and the public relations with the public.

However, with this practical training attachment, I can measure my readiness level to work in the workplace after getting a job and preparing for far more serious challenges that requires both physical and mentally readiness. In short, Department of Social Welfare specialized under Section of Administration and Financial can be one of the best places for the UiTM students especially Bachelor of Administrative Science students to get used with the administrative line deeper. So that, I'll recommend this place as a starting line to give preparation for students in becoming the administrative officers in the future.

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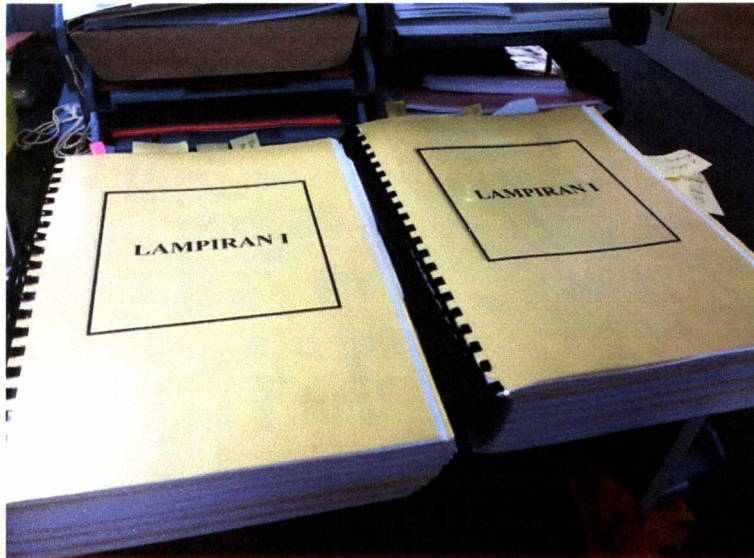


I was received my practical training certificate

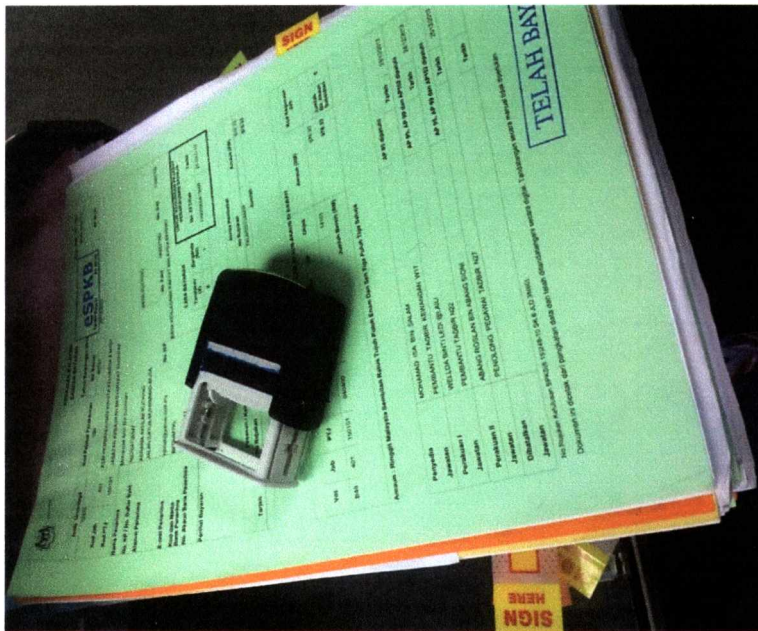


Final Day of Practical Training at Department of Social Welfare

APPENDICES



Audit File 2014 that need to be synchronize



Payment Voucher that need to be stamp as certified