



Universiti Teknologi MARA

**Faculty of Administrative Science & Policy Studies
Bachelor in Administrative Science (Honors)**

ADS666:

PRACTICAL TRAINING

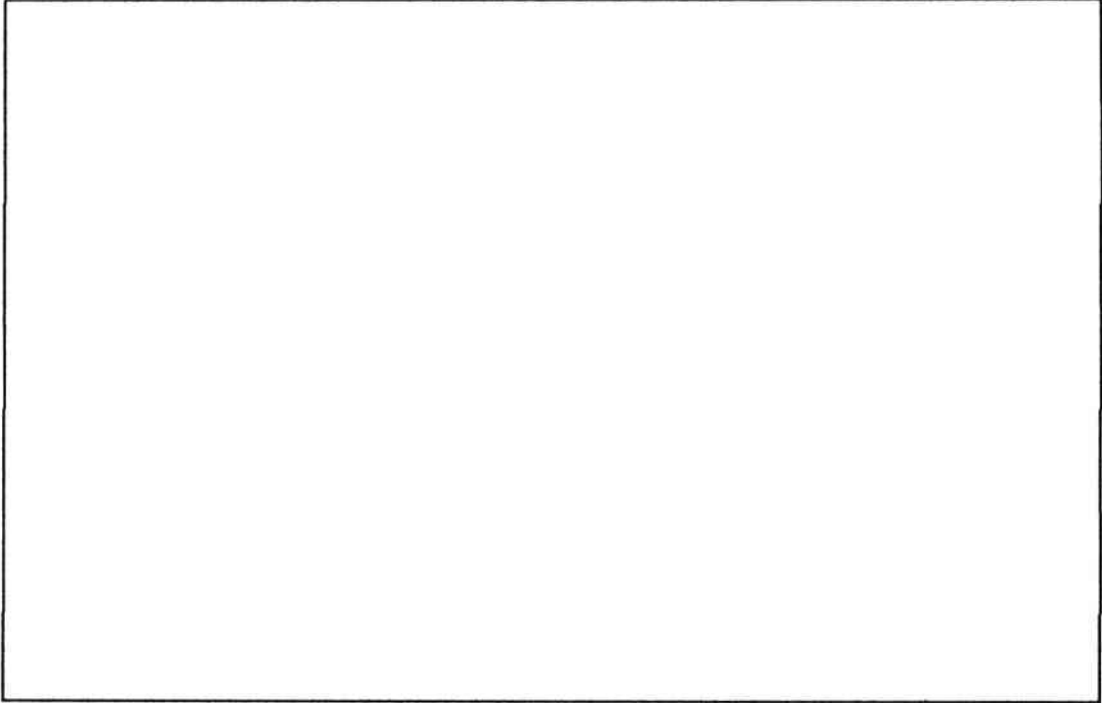
**Database Systems at
Registry of Societies (ROS) Malaysia, Sarawak**

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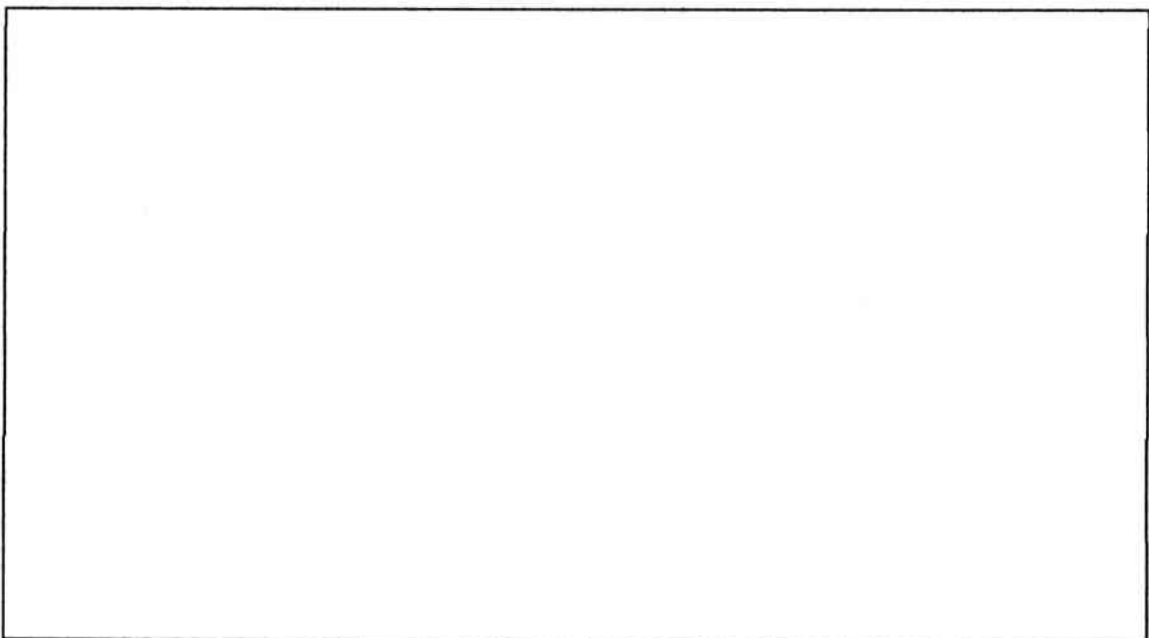
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Supervisor's Comments

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Moderator's Comments

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Acknowledgement

I praise to the Almighty God for giving the strength and patience to complete the practical training report: Database system in Registry of Society (ROS), Malaysia.

With this opportunity, I would like to thanks Madam Arenawati Sehat Omar as my practical training report and also Mr. Fairuz Hidayat Merican as the lecturer-in charge of, ADS666: Practical training, and as both of them had give me a lot of guidance on completing the practical training report. I would also like to thank both of them for kindness and efforts in guiding, advising and sharing information with me in my way to complete this practical training report.

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Lastly I would like to apologize for any weaknesses or mistakes that I have made throughout the process of making this practical training report into reality and I hope that in future, the work will be able to be improved.

Declaration

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

Signed

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TABLE OF CONTENT

| CONTENT | PAGE |
|---|-------------|
| Chapter 1: Introduction | |
| 1.0 Introduction to Registry of Society (ROS) Malaysia, Sarawak | 1 |
| 1.1 Registry of Society (ROS) Malaysia, Sarawak History | 2 |
| 1.2 Registry of Society (ROS) Malaysia Background | 3 |
| 1.3 Function of Registry of Society (ROS) Malaysia | 4 |
| 1.4 Objective, Mission and Vision of Registry of Society (ROS) Malaysia, Sarawak | 5 |
| 1.4.1 Objective | 5 |
| 1.4.2 Vision | 5 |
| 1.4.3 Mission | 5 |
| 1.5 Organization Chart Registry of Society (ROS) Malaysia, Sarawak | 6 |
| Chapter 2: Schedule of Practical Training | |
| 2.0 Practical Training Task | 7 |
| 2.1 Week 1 of Practical Training Task | 7 |
| 2.2 Week 2 of Practical Training Task | 10 |
| 2.3 Week 3 of Practical Training Task | 13 |
| 2.4 Week 4 of Practical Training Task | 15 |
| 2.5 Week 5 of Practical Training Task | 18 |

Chapter 3: Analysis

| | | |
|---------|---|----|
| 3.0 | Analysis of Registry of Societies (ROS) Malaysia, Sarawak Database System | 22 |
| 3.1 | Definition of SWOT Analysis | 23 |
| 3.2 | Definition of Database System | 24 |
| 3.3 | Database system in Registry of Societies (ROS) Malaysia. | 25 |
| 3.3.1 | 'e-ROSES' database system | 26 |
| 3.3.1.1 | SWOT Analysis on 'e-ROSES' database system | 28 |
| 3.3.2 | 'e-POSE' database system | 30 |
| 3.3.2.1 | SWOT Analysis on 'e-POSE' database system | 32 |
| 3.3.3 | 'e-urusan kaunter Sarawak' database system | 34 |
| 3.3.3.1 | SWOT Analysis on 'e-urusan kaunter' database system | 36 |
| 3.3.4 | 'Smart Click' database system | 38 |
| 3.3.4.1 | SWOT Analysis on 'Smart Click' database system | 39 |

Chapter 4: Recommendations

| | | |
|-----|--|----|
| 4.0 | Recommendations on Registry of Societies (ROS) Malaysia, Sarawak | 42 |
| 4.1 | Enhancement of Innovative & Creative Circle in Registry of Societies (ROS) Malaysia, Sarawak | 44 |
| 4.2 | Organization expansion for Registry of Societies (ROS) Malaysia, Sarawak | 46 |

| | | |
|-----|--|----|
| 4.3 | Motivate the Registry of Societies (ROS) Malaysia, Sarawak employees for the usage of the own branch-produce database system | 48 |
| 4.4 | Online database system | 50 |
| 4.5 | Public participation in e-ROSES database system | 51 |

Chapter 5: Conclusion

| | | |
|-----|------------|----|
| 5.0 | Conclusion | 52 |
|-----|------------|----|

List of references

Appendices

Chapter 1: Introduction

1.0 Introduction to Registry of Society (ROS) Malaysia, Sarawak

Industrial practical training is compulsory for final year students of Universiti Teknologi Mara (UiTM). The students were given autonomy to choose any public or private sector organization as their industrial practical training place. And as for me, I had chosen Jabatan Pendaftaran Pertubuhan Malaysia, Cawangan Sarawak which also known as Registry of Societies (ROS) Malaysia, Sarawak Branch. The organization situated at Second Floor, Block E, Queen's Court, Jalan Wan Alwi, 93350, Kuching, Sarawak. The industrial training practical period started from 30 January 2012 and ended 2 March 2012.

The Registry of Societies (ROS) Malaysia is a department under the Ministry of Home Affairs handling non-governmental organisations and political parties. In Section 2 of the Societies Act 1966, a society is defined as any club, partnership or association that consists of seven (7) or more persons, whatever its nature or object, whether temporary or permanent, but does not include bodies that require registration under any written law, such as companies, cooperatives, trade unions, parent-teacher associations and sports bodies.

1.1 Registry of Society (ROS) Malaysia, Sarawak History

Laws relating to societies in Sarawak were first introduced by the Brooke administration in 1870 to curb illegal societies known as 'Secret Hueh'. The laws were later repealed and replaced by Order No S-1 (Societies) 1927 and Order No S-1 (Societies) 1930.

The Sarawak Societies Ordinance 1947 was introduced to replace Order No S-1 (Societies) for the registration and monitoring of societies. It was replaced by the Sarawak Ordinance 1957. Following the formation of Malaysia in 1963, application of the Societies Act 1966 was extended to Sarawak, replacing the Sarawak Societies Ordinance 1957.

During British rule, the registration of societies in Sarawak was under the responsibility of the Chinese and native affairs officers appointed by the British administration in the state. Registration and monitoring of societies in Sarawak were later placed under the responsibility of the Police Department which was known as the Sarawak Constabulary. The officer entrusted with the task was known as the Sarawak Registrar of Societies. Several years later, society affairs were placed under the National Registration Department until the establishment of the Registrar of Societies in Kuala Lumpur in 1968.

1.2 Registry of Society (ROS) Malaysia Background

The current Registrar of Societies Malaysia is Dato' Abdul Rahman B. Othman. Registry of Societies (ROS) Malaysia itself consists of 4 main divisions. The 4 divisions are The Society Management Division, The Information Technology Management Division, The Enforcement Division and The Human Resource & Management Service Division. Each of the divisions own specific task and responsibilities.

The Society Management Division performs the core business duties of the department except those related to the investigation of complaints. It coordinates all core business activities conducted in the State Registrars of Societies to avoid inconsistencies among the 14 branches in the states.

The Information Technology Management Division is responsible for planning, managing, developing and maintaining the computerised information systems and ICT related elements of the department to meet current needs. It comprises two branches, namely Analysis Branch and Technical Branch. The division only exist in Main Headquarters of Registry of Societies (ROS) Malaysia, Putrajaya as the database of all 14 states in Malaysia being centralised.

The Enforcement Division is responsible for monitoring and ensuring all registered societies carry out their activities in accordance with their registered rules and the provisions in the Societies Act 1966. The division responsibilities are more focusing on investigation of complaints. The division comprises two branches, namely Enforcement Operation Branch and Investigation Branch.

The Human Resource and Management Service Division is responsible for managing financial matters, administration, services, organisational development, human resource and human capital development programme of the department. It is divided into three branches, namely the Finance Branch, Administration Branch and Human Resource Branch.

1.3 Function of Registry of Society (ROS) Malaysia

The main functions of the department are to administer and enforce the Societies Act 1966, Societies Regulations 1984 and policies pertaining to societies; control and supervise societies so as not to become incompatible with peace, welfare, security, public order, decorum or morality of Malaysia as well as manage and keep registration records relating to registered societies and their branches.

Another function of the Registration of Societies (ROS) Department is more toward registration activities. As To discharge its responsibilities, the department carries out registration, monitoring and control. In this respect, emphasis is given to the following activities such as processing applications for registration of new societies and permission to establish branches. Despite that, the department also responsible for processing applications from registered societies for change of name and address, amendments to their rules, registration of new rules and permission to use flags, emblems, badges and other insignia.

Despite from the above function, the Registration of Societies (ROS) Department were also responsible in monitoring and control activities such as controlling the activities of societies and their branches to ensure they are in accordance with their registered purposes and are not incompatible with peace, welfare, security, public order, decorum or morality in Malaysia. Plus, the department will review the annual financial statements of societies and their branches to ensure that the interests and rights of members are protected. All submitted minutes of meetings, annual report and other information obtained from the registered societies and their branches or from other agencies will be review and analyse in order to ensure that the societies conduct their activities based on their registered rules and do not contradict the Societies Act 1966. In addition, the department must ensure any positions in the societies structure not being held by those who could jeopardise the peace, welfare, security, public order, decorum or morality in Malaysia. Which mean, all registered societies including their branches act in accordance with the Federal Constitution and state constitutions in Malaysia.

1.4 Objective, Mission and Vision of Registry of Society (ROS) Malaysia, Sarawak

1.4.1 Objective

To ensure registered societies comply with the Societies Act 1966, their articles of association and national policies

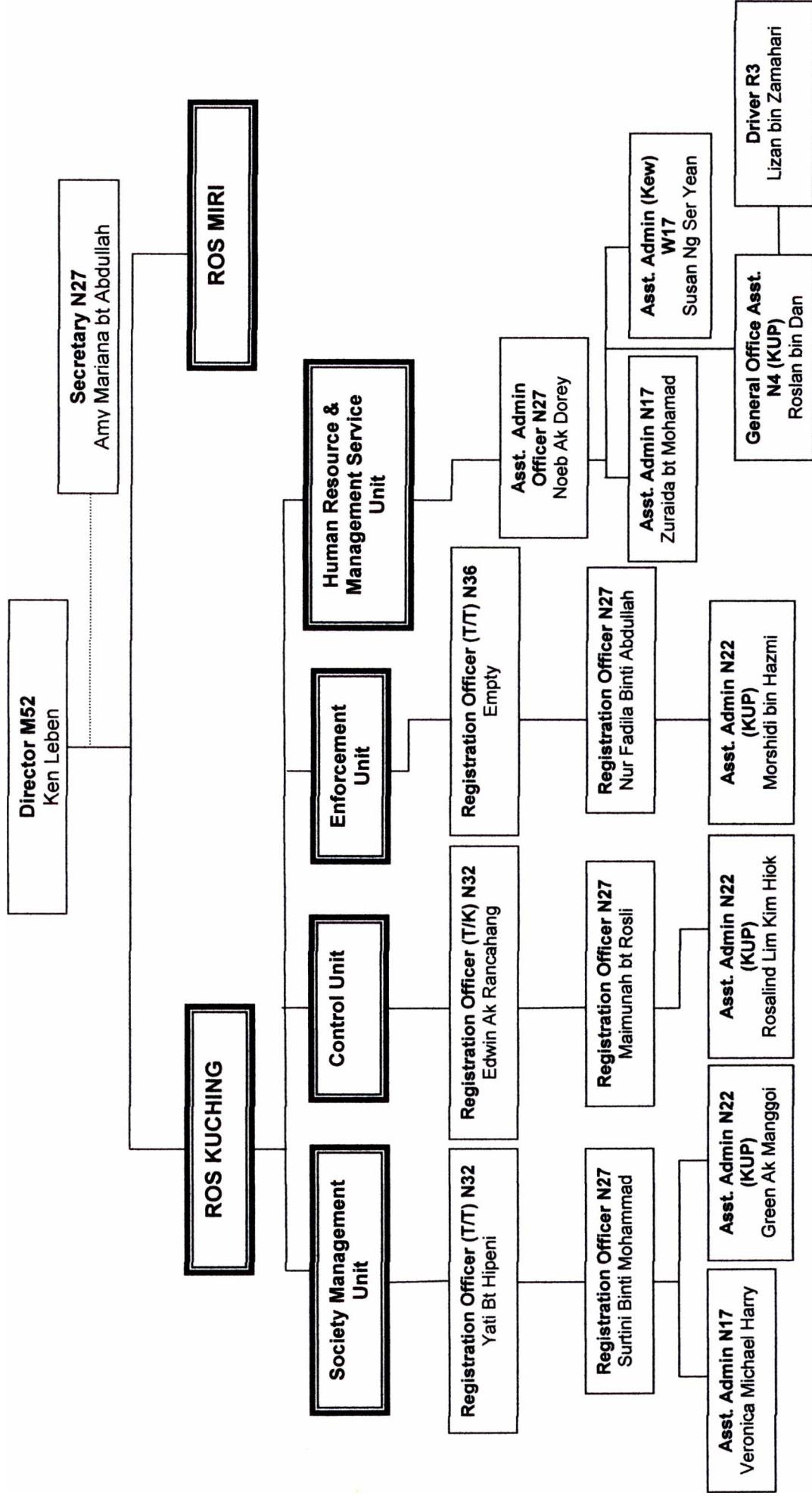
1.4.2 Vision

To be a dynamic department in managing non-governmental organisations in order to achieve national socio-economic development, social well-being, security and peace

1.4.3 Mission

1. To be the government's principal adviser in the management of non-governmental organisations (NGOs);
2. To strengthen and maintain cooperative relations between the non-governmental organisations (NGOs) and the government;
3. To enhance the effectiveness of enforcement of the Societies Act 1966 and Societies Regulations 1984;
4. To ensure all societies comply with the established society policies, rules and procedures

1.5 ORGANIZATION CHART REGISTRY OF SOCIETIES (ROS) MALAYSIA, SARAWAK



Chapter 2: Schedule of Practical Training

2.0 Practical Training Task

My practical training period in Registry of Societies (ROS) Malaysia, Sarawak was precisely 5 weeks. As due to the limited period of time for the practical training, I was given variety of jobs and task being executed throughout the training. Thus, I had chosen to describe the jobs and tasks being carried based on daily basis. Following are my jobs and tasks description during the practical training task based on week.

2.1 Week 1 of Practical Training Task

| Week 1 / Date | Task |
|-----------------------------------|--|
| 30.1.2012 Monday | <p>The first day of practical, I was introduced to Director of Registrar of Societies (ROS) Malaysia, Sarawak whom is Mr. Ken Leben with the help from my Supervisor; Encik Noeb.</p> <p>I was invited to join the meeting discussion whereby I was introduced to all of employees whom will be my colleagues during my 5 week of practical training. During the meeting discussion, I was appointed to help one my colleagues Mr. Roslan to address the problem of (Disposal of Asset) management. The meeting discussion had listed 33 issues and agenda to be resolved. It lasted for about 2 hours.</p> <p>I was then showed around the office section by Puan Zuraida. The office management were divided into 4 sections which are; Society Management Unit, Control Unit, Enforcement Unit and Human Resource & Service Management Unit. My first task was to handle the Letter Address (Kuching Part 1) on notices being given to all registered societies. Whereby; it required the registered societies to submit information with accordance of Section</p> |

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| | <p>14(1) Societies Act 1966.</p> <p>Among required are 1 copy of Committee Members list, 1 copy of Annual General Meeting Report, 1 copy of Financial Statement for the year of 2011 which already been audited, detail of asset being gained and disposed during the last financial year, and list of association within the state or outside of the state being merged together with the registration number. All the document copy must be submit to ROS.</p> |
| <p>31.1.2012 Tuesday</p> | <p>–</p> <p>I was given task to handle Letter Address (Kuching Part 2). As it was early of the year ROS Sarawak were busy to deliver the entire letter for the registered association. With the help of my colleagues Mr. Ibrahim, both of us responsible to complete the letter address which moreover than 200 addresses.</p> <p>I was later on guide by Madam Green to record the data manually into the book of society's registration and abandonment of registered societies. All of the data being obtained from the ROS online database system which named ROSES. ROSES consists data of registered societies mainly about application flow, committee members, application result, address of societies, financial statement, type of societies, logo of societies and etc.</p> |
| <p>1.2.2012- Wednesday</p> | <p>The task were still on-going completing the letter address for (Kuching Part 2) as the letter must delivered to all registered societies timely.</p> <p>Apart from that, I was being given task by Mr. Edwin to detect and check any error of addresses especially in areas of</p> |

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| | <p>Sibu, Bintulu, Sri Aman, Mukah, and etc base on the statistics reports (pdf format) on the current list of societies in Sarawak as 31 December 2011.</p> |
| <p>2.2.2012 – Thursday</p> | <p>The task was still on-going completing the letter address and it is continued with (Kuching Part 3) which involve of more than 535 address of letter.</p> <p>Monthly meeting being conducted and I was invited to observe how to conduct a formal meeting. The formal meeting is mainly about to segregate of task among the staff of ROS upon handling the upcoming Meeting of ROS States Director all around Malaysia which will be held in Kuching, Sarawak on 19-23 March 2012. Checklist of Job segregation was presented by Director of ROS Sarawak, Mr. Ken Leben. The tasks are being distributed accordance to facilitation, transportation, hospitability & food, meeting management and Field-Trip & Games.</p> <p>Despite that, The Director also highlighted the officers involved for ROS Outreach Programme in Sibu to be prepared. Whereby, all of the registered societies in Sibu will be invited. And brief about how to manage the societies/association.</p> |
| <p>3.2.2012 – Friday</p> | <p>Another new task given to me were to record the data manually into the Book of Law Amendment for Registered Societies in Sarawak. With the help of Madam Green, I was guided to record all the amendment of law made by registered societies in Sarawak for the month of August and September 2011 according to the online database ROSES. The purpose of the manual record being made will make the reference for law amendment of registered societies to be always updated. The decision (Approve / Reject) of law amendment being</p> |

made The Director were also being recorded.

For the month of August 2011, 14 registered societies made application for law amendment. Meanwhile for the month of September 2011, 19 registered societies made application for law amendment. Each of the law amendment being applied by the registered societies consists of mainly 4 types of amendment. Which then being recorded into code (for identification purpose); Change in Society's Name (Code 1), Change in Address (Code 2), Amendment of Certain part in Society's Law (Code 3), Registration of New Society's Law (Code 4) and Permission of Usage for Flag, Symbol & Logo (Code 5).

2.2 Week 2 of Practical Training Task

| Week 2 / Date | Task |
|---------------------------|--|
| 6.2.2012 – Monday | Public Holiday – Prophet Muhammad S.A.W. Birthday |
| 7.2.2012 – Tuesday | <p>My task continued to record the data manually into the Book of Law Amendment for Registered Societies in Sarawak. The task are continued for the amendment in month of October, November and December year 2011 according to the online database ROSES. The purpose of the manual record being made will make the reference for law amendment of registered societies to be always updated as it is already February 2012.</p> <p>For record for the month of October 2011, 15 registered societies made law amendment, followed by the</p> |

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| | <p>month November recorded 19 societies applied for law amendment approval. While for the end year of 2011 which is December 2011, only societies applied for law amendment.</p> |
| <p>8.2.2012-Wednesday</p> | <p>I was given task to complete the last part of Letter Address (Kuching Part 3). The last part of Letter Address (Kuching Part 3) consists of more over than 300 addresses. The content of the letter is about the required of registered societies to submit yearly report accordance Societies Act 1966, Section 14(1).</p> <p>Later on, with the help of Mr. Lizan and Mr. Roslan, I was teach on manage the record of borrowed file and returned file by using the computer database 'Smart Click'. The 'Smart Click' system was used to keep track the record of file being used by the department staff. Through the system, the officer in-charge of file room wills able work <i>more efficiently tracking the file which may use during urgent</i>. The system consists of reference number of registered societies (PPP – only for Sarawak State reference only), date of file being borrowed & returned to the file room, and section which used the file (For eg: PT1, PT2, PT3, PT4, PT5).</p> |
| <p>9.2.2012 – Thursday</p> | <p>The task was continued then by learning on how search file document in the file room. With the help of Mr.Roslan, I was guided by him on how to look for registered society file document based on the reference number. (PPP number). The file documents were placed in two separate places which are inside the file room and in-</p> |

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| | <p>front of the file room. Both of the places consists numbers of file cabinet. For societies which from the year 1999 and below, the file were placed in the cabinet in-front of the file room, while for societies which registered from the year 2000 and above; the file were placed in the cabinet inside of the file room. As for the closed file (for example political party file) it was placed in closed box for future references. Which means that, the political party is in active status (due to the numbers of files and limitation of space). A part from that, societies which established for long period of time which are still in active status, the previous aged files were also placed in closed box.</p> |
| <p>10.2.2012 – Friday</p> | <p>After learned for filing system for the past 3 days, I was finally given task to do the filing for the letter of Section 14(1) especially for Kuching (Part 1 & Part 2). The filing process consists of more than 800 copies of letters. The letter will be filed accordance to the reference number of the file (PPP number). For example the PPP 1080/08 Jld 2. (Number 1080 refers to the number of file. Meanwhile, (08 refers the years of the file was created).While (Jld 2 refer to the second jellied of registered societies document)</p> |

2.3 Week 3 of Practical Training Task

| Week 3 / Date | Task |
|----------------------------|---|
| 13.2.2012 – Monday | <p>The task continued filing process for copy of the letter Societies Act 1966, Section 14(1). It comes into (Kuching Part 3). The filing involved more over than 800 files. Most of the letters were for the societies which registered from the year 2000 until 2010.</p> <p>The task was done, by inserting the copy of the letter into the file document on the right hand-side of the file itself. These method will make the document file will be easier to be refer in the near future.</p> |
| 14.2.2012–Tuesday | <p>The task continued filing process for copy of the letter Societies Act 1966, Section 14(1). It comes into (Kuching Part 3). It is now involved the registered societies from the year 1990 until 1999. The letters amounted for more than 500 registered societies.</p> |
| 15.2.2012-Wednesday | <p>Another new task of filing was given to me. With the assistance of Madam Amy, I was given responsibility by to help to distribute files which need urgent action which focused on the main 4 section of the ROS Department; Society Management Unit, Control Unit, Enforcement Unit and Human Resource & Service Management Unit.</p> <p>Among the letters and document which need urgent attention are the one regarding the approval of security from Special Branch Bukit Aman, PDRM. Societies that need security approval are religion societies, political societies and also societies which involve in sensitive elements.</p> |

16.2.2012–Thursday

I was given task by one of my officer, Madam Maimunah to help her to prepare the slide presentation by using Microsoft Office PowerPoint software. The slide presentation topic is regarding the 'Management of Societies'. The total number of slide is 64 slides. Plus; 2 new subtopic, amendment of society's law and amendment of Societies Act 1966 Section 9(b). The slide presentation are also being printed in hand-out form, given to the participants whom will joint the meeting

Later on, with the help of Mr. Ibrahim; I prepared the numerical tag for the file of the year 2011 and 2012. These numerical tags are tagged at the side of the pocket file. The purpose of the numerical tag is making the process searching for file became much easier and efficient.

Meanwhile in the evening, with the guidance Madam Susan; I was given job to do check stock in the store room. The store room contain stationery utensils such as papers pens files note books and etc. The stock of the stationery utensils in the store room, are being counted and recorded in the "Kad Petak Kewangan PS-4". "Tatacara Pengurusan Stor 53". These records are important source for the financial section as it showed the expenses of the department on the stationery utensils being used and every movement of new stationery utensils being added. It is also important for the preparation of auditing process.

Every new stationery utensils being added in the store room are being recorded in the "Kad Petak Kewangan PS-4" "Tatacara Pengurusan Stor 53" by writing the (BPB/BPPS Reference Number) and its quantity which can be found in the Cash Invoice.

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| <p>17.2.2012 – Friday</p> | <p>I was then taught on the filling of 'Borang Permohonan Stok (Tatacara Pengurusan Stor 143) with the guidance from Madam Susan. Based on the reference of the document in the store room, the information then transferred into the form.</p> <p>Among the particular needed to be filled in the form are application of stock details, application of quantity order, quantity of stock being approved, total number of stock left, and note.</p> |
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2.4 Week 4 of Practical Training Task

| <p>Week 4 / Date</p> | <p>Task</p> |
|----------------------------------|--|
| <p>20.2.2012 – Monday</p> | <p>I was given new task for the preparation of 'Societies Management Course' which will be held 25 February 2012 at Sibu Public Library. As the event course will be held out-side of Kuching Area, every preparation must be made early as the participant involve 70 members from registered society. With the instruction from 3 of my <i>officer in-charge of the event course</i>, I was instructed to photocopy 70 sets of slide hand-out presentation, 22 sets guide of forms, evaluation form and also stationery utensils. All these were being ready for each one of the participants. The stationery utensils needed for the course event which will be given to the participants, includes pencil, plain A4 papers, ROS Official Paper File, and ROS Official Certificate. All of the stationery utensils are being obtained from the store room with the help of Mr. Ibrahim and approval from Madam Zuraida (officer in-charge of Store Room).</p> |

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| 21.2.2012– Tuesday | <p>The task continued by inserting each of documents into the ROS Official Paper File. These ROS Official Paper Files will be given to each of the participants of the 'Societies Management Course'. Every each 'Societies Management Course' must contained 2 photocopy set of slide presentation hand-out (Societies Management & Financial Statement), 1 set of evaluation form, 2 pieces of Plain A4 paper, pencil and pen.</p> |
| 22.2.2012-Wednesday | <p>Early in the morning, I helped one of my officers Madam Nur Fadila to photocopy the original society's registry certificate and its amendment of law for 3 registered societies in Bintulu. All of these photocopy will be needed for enforcement inspection purposes due complaints being received by ROS Enforcement Unit.</p> <p>After completion of first task, I was given task by my another officer; Puan Yati to be responsible designing the Microsoft Power Point slide theme which be use for LCD back-drop background for 'Societies Management Course' that will be held at Sibuluan. LCD back-drop background consists of 4 parts, 'Welcoming Theme', 'Course Program', 'Participation Certificate Giving Ceremony' and 'Question & Answer Theme'</p> <p>Later in the evening, I was tasked by my officer Mr.Edwin to search for 43 registered societies file documents which categorized under beneficiary society plus its Closed-File.</p> <p>Among the entire 43 document file, 22 of the societies owned Closed-File which being placed in Box File. All of the committee members for the 43 numbers of</p> |

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| | <p>societies were being recorded as the details are being needed by ROS HQ for reference.</p> |
| <p>23.2.2012 - Thursday</p> | <p>With the task listing for 43 registered society's members committee done by Mr. Edwin. I was asked to replace the file document back into the pocket file. By using the "Smart Click" database, I then recorded the file documents being returned.</p> <p>Later on, with the guide by Madam Veronica; I was given task to arrange the documents which need opening new files. All of these new files being created meant for registered societies that apply establishment of branches. All registered societies can established its branch only with the approval of Registrar of Society.</p> |
| <p>24.2.2012 – Friday</p> | <p>Educational Trip to Johor & Singapore for CSC413 Course. With guidance of my lecturer Sir Robert John Jinggut.</p> |

2.5 Week 5 of Practical Training Task

| Week 5 / Date | Task |
|--------------------|--|
| 27.2.2012 – Monday | <p>The task continued by arranging the registered societies which intended to apply for the establishment its branch upon the approval of Registrar of Society. By looking into 7 boxes of file documents which consists more than 500 letters, the documents of particular needed are being arranged first. The documents are including its financial statement, application form for establishment of branches and etc.</p> <p>The documents then later on handed to Madam Veronica for the action opening of new files. These new files were then placed in the file room for easier reference in the future.</p> |
| 28.2.2012– Tuesday | <p>My morning task, I helped one of my officers, Mr. Edwin to find for 4 closed which placed in closed file boxes. Every closed file boxes contained 4 or 5 closed file documents. Every closed files boxes were tagged with number (for example Box 123). To ease the process for looking the number closed-file box of particular closed-files needed, 'Smart Click' database system is being used.</p> <p>Later on Madam Zuraida taught me on how to record the every financial statement which been submitted by registered societies yearly. The financial statements received were recorded through "e-Urusan Kaunter Sarawak" which created by Microsoft Access 2007 software. In the database system, the title head are</p> |

“Akuan Penerimaan Penyata Tahunan”.

These means every financial statement report being submitted are easily tracked and confirms upon its submission. Among the information being recorded are, Date Received, No. PPP (ROS Sarawak Reference number), No.PPM (ROS Headquarter Malaysia Reference number), Name of Society, Name of Sender, Contact Number, and Year of Financial Statement. The information then saved in the database system. It then printed as the copy of “Akuan Penerimaan Penyata Tahunan” for future reference.

On the evening, Madam Susan gave a task to help her on checking the ‘Payment Voucher 2011’ as the audit officer will come soon to make audit process. The task is to check any missing official signature in the document plus missing official stamp of the ROS Department. Given to me were 4 files to be checked. Among the documents found in the ‘Payment Voucher 2011’ files are financial claimed made by the staff such allowances and expenses, service order, and etc.

29.2.2012-Wednesday

The task continued upon checking up the 2 file which contained the ‘Voucher Payment’ for any missing official stamp and signature of the officer in-charge.

Later on, Madam Veronica asked me to help her to give idea in creating new database system for the department by using Microsoft Excel. As Madam Veronica were member for (KIK)(Kumpulan Inovasi Kreatif), the group wanted to create the database system have the ability to alert the due date of particular task need to be

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| | <p>done by the ROS personnel. It involved certain specific coding and formula in order for the database to be created.</p> |
| <p>1.3.2012 – Thursday</p> | <p>As the file room faced limitation of spaces to store the society's files, with the help of Madam Amy and Mr. Ibrahim; we put the closed files into the closed files boxes. According to the Jabatan Arkib Negara instruction standard, any government official files which have the thickness of content for 1 inch or more must be closed. And the closed files must be put into closed-files box.</p> <p>Every closed-files box will later on being tagged with reference number. This is for easier reference in the future. A number of 18 closed-files boxes were created with the tagging reference number.</p> <p>In the evening, together with Madam Amy and Madam Veronica, we created new tagging number of files for newly registered societies. The tagging number being created, from number 31 until 100 which mean for the new registered society for the year 2012.</p> |
| <p>2.3.2012 - Friday</p> | <p>The morning task, were to take note the number of reference for registered society which had its branches over the region whether in state of Sarawak or widely throughout Sarawak. The number of reference for the branches is important for the arrangement of files in the files room near future for easier reference.</p> |

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| | <p>Branches of registered society's files consists of 2 main cabinet which quiet fully occupied and must be take urgent action such as closing file process, placement in new file cabinet, and better proper arrangement of the society branches files.</p> |
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Chapter 3: Analysis

3.0 Analysis of Registry of Societies (ROS) Malaysia, Sarawak Database System

In the chapter of analysis, I will discuss more specific toward databases owned and developed by Registry of Societies (ROS) Malaysia, Sarawak; as I were more exposed to the usage of database system during my practical training. As the department handle numbers of registered societies, it required proper database system in order to store the information and reference of these societies. Following is the analysis of training specifically focuses Registry of Societies (ROS) Malaysia database system as covered in the Practical Training Handbook. In my undertaken Bachelor of Administrative Science (Honors), I have taken the CSC208: Management Information System course. And due to the learned course, I chose to specific my field of study towards Registry of Societies (ROS) Malaysia, Sarawak Database system into my practical training report.

The analysis of Registry of Societies (ROS) Malaysia, Sarawak Database system is conducted through SWOT Analysis. Being as Bachelor in Administration Science student, Human Resource Management is one of the compulsory courses to be taken. And in the Human Resource Management study, SWOT Analysis is one of the main important elements in managing workforce and resources for a particular organization or department. In my analysis study, it covered with the SWOT Analysis of the Registry of Societies (ROS) Malaysia, Sarawak Database System.

For the following sub-topic, the definition of SWOT Analysis and definition of Database system is being discussed.

3.1 Definition of SWOT Analysis

SWOT, is an acronym from its principal components: Strengths, Weaknesses, Opportunities, and Threats (Glaister & Falshaw, 1999). In its simplest form, Kay defines the SWOT analysis as “simply a list” (1993, p. 268). In itself, it is not an analysis but, as a tool, it can aid in effectively performing a broad analysis. SWOT is a way to analyse the environment, allowing for the segregation of the environment into internal strengths and weaknesses and external opportunities and threats as well as positive and negative environments.

Bullington (2005) agrees SWOT analysis can be effectively used in an early environmental analysis due to its categorical structure. “Environmental scanning” and “situation analysis” are other terms often substituted for SWOT analyses, and help to describe what a SWOT analysis does, define what strengths can be used to build upon; what weaknesses should be covered; what opportunities can be captured; and which threats should be defended against. The strengths and weaknesses criteria include natural and financial resources, workforce, and education levels of the population, markets and products for trade opportunities, technological capabilities, capital structures, and similar factors. The opportunities and threats criteria include: demographics, economy, political and legal aspects, cultural and historical factors, environmental concerns, and sociological factors (Mercer, 1991).

The SWOT Analysis of Registry of Societies (ROS) Malaysia, Sarawak Database system are listed 2 x 2 tables for easier reference upon strengths, weaknesses, opportunities and threats.

3.2 Definition of Database System

According to Beynon-Davies P. (2004) in his book Database systems 3rd Edition, a database system is term that is typically used to encapsulate the constructs of a data model, database management system (DBMS) and database. A database is an organised pool of logically-related data. Data is stored within the data structures of the database. A database management system is a suite of computer software providing the interface between users and a database or databases. A DBMS is a shell which surrounds a database or series of databases and through which all interactions take place with the database.

The interactions catered for by most existing DBMS fall into 4 main groups which is Data Definition, Data Maintenance, Data Retrieval and Data Control. Data Definition is about defining new data structures for a database, removing data structures from the database, and modifying the structure of existing data. Even as Data Maintenance is related to inserting new data into existing data structures, updating data in existing data structures, and deleting data from existing data structures. While, Data Retrieval is about querying existing data by end users and extracting data for use by application programs. And finally is the Data Control whereby creating and monitoring users of database, restricting access to data in the database and monitoring the performance of databases.

3.3 Database system in Registry of Societies (ROS) Malaysia.

In the following sub-topic, I will explain two categories of database systems exist in Registry of Societies (ROS) Malaysia. One of it is the main database system which being constructs and control by the Headquarters Registry of Societies (ROS) Malaysia, Putrajaya such as e-roses database system.

And another category of it, databases being construct by Registry of Societies (ROS) Malaysia, Sarawak such as e-POSE database system, Smart Click database system, and e-urusan kaunter Sarawak database system. Both of the categories of database system will be discuss in the sub-topic below.

All of the SWOT Analysis conducted towards database systems is based on my 'environmental scanning' and observation during the usage of the database systems. Each of the Registry of Societies (ROS) Malaysia database are being analyse with explanation into its strength, weaknesses, opportunities and threats.

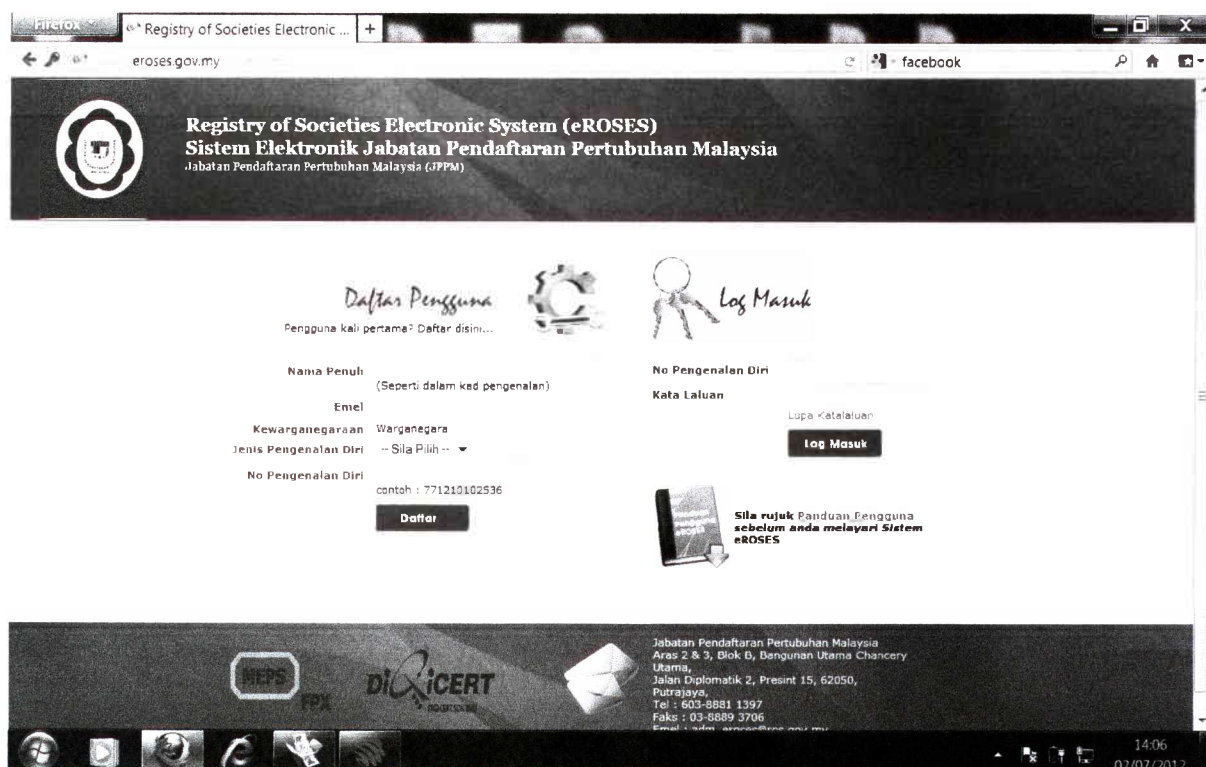
And due to the confidential information circumstances of the Registry of Societies (ROS) Malaysia Database system, some of the database samples were created as replica-sample only. But the working method and functionality of the of the replica-sample database systems are still much similar to the real-database systems.

3.3.1 'e-ROSES' database system

'e-ROSES' database system is the main database system of Registry of Societies (ROS) Malaysia. The database system is being constructs and control by the Headquarters Registry of Societies (ROS) Malaysia, Putrajaya by Information Technology Department. Currently, there is still no Information Technology Department in Registry of Societies (ROS) Malaysia, Sarawak.

The 'e-ROSES' database system stands for Registry of Societies (ROS) Electronic System which consist data of registered societies all over Malaysia mainly about application flow, committee members, application result, address of societies, financial statement, type of societies, logo of societies and etc. Below is the **Figure 1** shows the 'e-ROSES' Database System User Log-In Interface.

Figure 1: 'e-ROSES' Database System User Log-In Interface



In order to use the 'e-ROSES' Database system, the user must have first log-in through the e-ROSES' Database System User Log-In Interface with a valid the Identification number and password. Only the personnel at Registry of Societies (ROS) Malaysia, Sarawak owned a valid Identification number and password to enter the 'e-ROSES' Database system. But due to the confidentiality issues, only one areas of function in the 'e-ROSES' Database system are able to be discussed. It is regarding the list of information on society's application for registration at Registry of Societies (ROS) Malaysia, Sarawak according to Division in Sarawak. Below is **Figure 2**, real-sample of regarding 'e-ROSES' Database system functionality.

Figure 2: List of society's application at Registry of Societies (ROS) Malaysia, Sarawak for the Division of Kapit

| SENARAI PERMOHONAN PERTUBUHAN DI JABATAN PENDAFTARAN PERTUBUHAN SARAWAK BAGI DAERAH KAPIT | | | | | | | |
|--|----------------|----------------|---|--------------------|--|---------------------|--|
| DAERAH : KAPIT | | | KATEGORI : SUKAN | | STATUS : AKTIF | | |
| Bil. | No. PPM | No. PPP | Nama Pertubuhan | | Alamat | Tarikh Lulus | |
| 1 | SWK1908/97 | SWK0050/97 | PERSATUAN RENANG AMATUR KAPIT SARAWAK (KAPIT AMATEUR SWIMMING ASSOCIATION) | AKTIF SUKAN | D/A PEJABAT DAERAH 96800 KAPIT KAPIT. 96800. KAPIT. SARAWAK No. Telefon : - No. Faksimili : - | 27/10/1998 | |
| 2 | SWK0853/81 | SWK0/68/81 | PEKSATUAN PING PONG BAHAGIAN KEJUJUH | AKTIF SUKAN | SRB HOCK LAM KAPIT 96800 KAPIT SARAWAK KAPIT. 96800. KAPIT. SARAWAK No. Telefon : - No. Faksimili : - | 14/10/1981 | |
| 3 | SWK1110/90 | SWK0077/90 | PERSATUAN SEPAKTAKRAW BAHAGIAN KAPIT | AKTIF SUKAN | BALAI RAYA, KAMPUNG BARU KAPIT. 96800 KAPIT. SARAWAK KAPIT. 96800. KAPIT. SARAWAK No. Telefon : - No. Faksimili : - | 19/03/1992 | |
| 4 | SWK1198/79 | SWK1859/79 | PERSATUAN LAWN TENNIS BAHAGIAN KETUJUH (THE SEVENTH DIVISION LAWN TENNIS ASSOCIATION) | AKTIF SUKAN | DIVISIONAL CULTURE YOUTH & SPORTS OFFICE 96800 KAPIT 7TH DIVISION KAPIT. 96800. KAPIT. SARAWAK No. Telefon : - No. Faksimili : - | 01/11/1979 | |

3.3.1.1 SWOT Analysis on 'e-ROSES' database system

Table 1: SWOT Analysis 'e-ROSES' database system

| | |
|--|--|
| <p>Strengths</p> <ol style="list-style-type: none"> 1. Variety information of registered Societies 2. Variety of function. | <p>Weaknesses</p> <ol style="list-style-type: none"> 1. Not User-friendly database system 2. Too basic interface within database system |
| <p>Opportunities</p> <ol style="list-style-type: none"> 1. Transform into attractive interface database system. 2. Dual-Language database system. | <p>Threats</p> <ol style="list-style-type: none"> 1. 'System off-line' problem 2. Too dependent to main-server |

Above **Table 1** is the SWOT Analysis which shows the strengths, weaknesses, opportunities and threats for 'e-ROSES' database system. The strength of the database system, it has variety information of registered societies. For example based my own observation, the 'e-ROSES' database system contain flow of society's application, society's spread minutes, society's committee members, result of society application for registration, society's financial statement, society's category, society's logo and etc. These will enable the personnel for easy access regarding the society's information. A part from that, it also has variety of function and one of it is ability to produce and generate statistical information document as being shows in **Figure 2**.

The weaknesses of the database system, it is not-user friendly database system. Upon my inspection, the database system font size is too

small which is not legible resulted difficulty to be readable. Plus, the main database interface which certain function icon button was place improperly. This brings confusion towards the database system user. The database system also have too basic interface. The interface in 'e-ROSES' are mainly consist two colour of blue and white. This make the interface look uninteresting.

The opportunities of the 'e-ROSES' database system is to be transformed into attractive interface database system. As being stated in the weaknesses, the interface in 'e-ROSES' are too basic which mainly consist two colour of blue and white. An attractive interface database system will have variety tone of colours which directly make the fonts become more legible. Another aspect of opportunities is to transform the 'e-ROSES' database system into dual-language database system. Currently, it only exists in Malay language. In the future it is best for the database system to be in dual-language which is Malay and English language.

The threats for 'e-ROSES' is risk of 'system off-line' problem. Whereas during the peak working hours the database are easily congested which later on cause the 'system off-line' towards the database system. When 'system off-line' occur, any key-in of data into the database system would be impossible. This would surely affect the productivity of Registry of Societies (ROS) Malaysia, Sarawak. Another threats for the database system, it is too dependent to the main server. The main server of 'e-ROSES' located at Registry of Societies (ROS) Malaysia, Putrajaya. Every database maintenance process being conduct would affect the whole state-branch in Malaysia.

3.3.2 'e-POSE' database system

'e-POSE' is one of the database systems created by Registry of Societies (ROS) Malaysia, Sarawak. 'e-POSE' stands for Electronic Postage Search Engine. 'e-POSE' database system was created by using Microsoft Access 2007. The function of 'e-POSE' database system is to store the mailing addresses and mailing record for whole registered society in Sarawak. The database interface consists of reference number (No.PPP), date of letter, posted date of letter, recipient name, recipient mailing address, type of letter, postage category (for example registered postal address, normal postal address) and remark.

By just entering the registered society reference number (No.PPP) into the database, later it will show the registered society's mailing address. And through the database system, the registered society's mailing address can be directly printed on top of the mail envelope accordance to standard size of the mail envelope.

Below is **Figure 3** which shows the replica-sample of 'e-POSE' database system.

Figure 3: Replica-sample 'e-POSE' database system

| 'e-POSE' | |
|---|--|
| "Electronic Postage Search Engine" | |
| NO.PPP | |
| TARIKH SURAT | |
| TARIKH SURAT KELUAR | |
| NAMA PENERIMA | |
| ALAMAT PENERIMA | |
| JENIS DOKUMEN | |
| KEADAAN POS | <input type="checkbox"/> MEL BIASA <input type="checkbox"/> MEL BERDAFTAR |
| CATATAN | |

3.3.2.1 SWOT Analysis on 'e-POSE' database system

Table 2: SWOT Analysis 'e-POSE' database system

| | |
|--|--|
| <p>Strengths</p> <ol style="list-style-type: none"> 1. Ease the mailing process 2. Record the all mailing process towards registered society | <p>Weaknesses</p> <ol style="list-style-type: none"> 1. Difficulties to keep record when changes of mailing address being made 2. Incomplete data |
| <p>Opportunities</p> <ol style="list-style-type: none"> 1. The database being established in internet 2. Categorize the registered society's mailing address based on areas | <p>Threat</p> <ol style="list-style-type: none"> 1. Lost of database system |

Based on Table 2, it shows the SWOT Analysis on 'e-POSE' database system. There are two strengths of 'e-POSE' database system which is, it ease the mailing process done by Registry of Societies (ROS) Malaysia, Sarawak personnel. Whereby the personnel were no longer require to look manually by referring upon registered society mailing address inside the Record Book of Registered Society's Mailing Address. While the second strength is the database system is able to record the all mailing process being conduct. Among the process being recorded are date of letter being delivered, type of postage (for example Registered Mail or Ordinary Mail)

In term of weaknesses, the 'e-POSE' database system will make the personnel to face difficulties to keep record when changes of mailing address being made, as registered societies may change their mailing address yearly due to certain circumstances. As result, the personnel may to need repeat whole process again by entering new mailing addresses again. Another weakness of the data base system is incomplete data. As the database system is still new for usage, some of the registered society's mailing addresses in Sarawak were unavailable as the data still not yet being key-in.

The opportunities of 'e-POSE' database system, it should being established in internet. This means, the database system will accessible by using internet. It certainly avoid data lost in database system as currently, the database system being stored in only one of the computer in Registry of Societies (ROS) Malaysia, Sarawak. Next opportunity is the database system can be developed with the ability to categorize the registered society's mailing address based on areas (for example, Kuching, Samarahan, Sri Aman and etc.) As today, the registered society's mailing address stored accordance to alphabetical order of society's name only.

The threat of 'e-POSE' database system is lost of database system as being mention earlier the database system only being stored one computer in Registry of Societies (ROS) Malaysia, Sarawak. As if the particular computer malfunctions, the 'e-POSE' database system will lost.

3.3.3 'e-urusan kaunter Sarawak' database system

Every document which been submitted by registered societies yearly will be recorded before the document being process and analyse. The applications of society for law amendment received were recorded through "e-Urusan Kaunter Sarawak" which created by Microsoft Access 2007 software. The database system consist several types of service counter. One type of the service counter is "Akuan Penyerahan Permohonan Pindaan Undang-Undang". Whereby, every submission of application regarding registered society intention to make amendment in its society's law will be recorded in by using 'e-Urusan Kaunter' database system.

When the registered society wants to apply for its law amendment, it must first the approval from the Director of Registry of Societies (ROS) Malaysia, Sarawak. The requirement needed for the purpose of the society's law amendment, the particular society must submit Form No.10 in two copies, five copies of Amendment Paper, two copies of Meeting Minute together stipulate with fee of RM10 and all of the stated document copy must be signature by two main position people within the society itself.

Hence through 'e-urusan kaunter' specifically in "Akuan Penyerahan Permohonan Pindaan Undang-Undang" there is the checklist regarding the needed documents to be attached for the purpose of the society's law amendment.

Below is a Figure 4 show the real-sample of 'e-urusan kaunter' database regarding 'Akuan Penyerahan Permohonan Pindaan Undang-undang'.

Figure 4: Real-sample of 'Akuan Penyerahan Permohonan Pindaan Undang-undang'



JABATAN PENDAFTARAN PERTUBUHAN SARAWAK
TINGKAT 2, BLOK E, BANGUNAN QUEEN'S COURT
JALAN WAN ALWI
93350 KUCHING
NO TEL : 082-454925

AKUAN PENYERAHAN PERMOHONAN PINDAAN UNDANG-UNDANG

| TARIKH | NO RUJUKAN PPP | NO RUJUKAN PPM |
|---|----------------|----------------|
| 29-Feb-12 | SK 1684/05/15 | |
| NAMA PERTUBUHAN | | |
| PERSATUAN PENGURUSAN TOKONG TAI SHIN JA (FOK CHU) PAKU, BAU | | |

Senarai Semak

- BORANG 10**
 - 2 SALINAN
 - TANDATANGAN ASAL 2 PEMEGANG JAWATAN UTAMA
- KERTAS PINDAAN**
 - 5 SALINAN
 - TANDATANGAN ASAL 2 PEMEGANG JAWATAN UTAMA
- MINIT MESYUARAT**
 - 2 SALINAN
 - TANDATANGAN ASAL 2 PEMEGANG JAWATAN UTAMA

BAYARAN RM10

NO RESIT 11010012000077

SERAHAN LENGKAP
Permohonan akan diproses. Sila berhubung dengan JPPM Sarawak untuk status permohonan

SERAHAN TIDAK LENGKAP
Semua dokumen dikembalikan. Sila hadir semula dengan dokumen lengkap

29-Feb-12

11:05:49

| |
|------------------------|
| PETUGAS KAUNTER |
| ROSALIND LIM KIM HIOK |

for law amendment are not approve. As for the time factor, we know the best rate of productivity in work is much related time-saving process. But for this particular database system it is time consuming as the user need to tick the each provided box for every document attachment being checked. Despite that, when society's application for law amendment is not approve, the same particular society will again have to undergone the same previous check-list process and the previous application data must be revoked first by the personnel.

The opportunity of this database system it should being established in internet. This means, the database system will accessible by using internet. It will avoid the department from lost data incident as the particular database system being stored in only one of the computer in Registry of Societies (ROS) Malaysia, Sarawak

Meanwhile, the threat for this database system is again lost of database system as being mention earlier the database system only being stored one computer in Registry of Societies (ROS) Malaysia, Sarawak. As if the particular computer malfunctions, the 'e-urusan kaunter' database system will lost.

3.3.4 'Smart Click' database system

The 'Smart Click' database system was used to keep track the record of file being used by the department staff. The 'Smart Click' system was developed by personnel of Registry of Societies (ROS) Malaysia, Sarawak by using Microsoft Excel 2007.

Through the system, the officer in-charge of file room will be able to work more efficiently tracking the file which may be used during urgent matters as the file room consists of thousands of file records regarding the societies established in Sarawak. The system consists of reference number of registered societies (PPP – only for Sarawak State reference only), name of society, date of file being borrowed & returned to the file room, section which used the file (For eg: PT1, PT2, PT3, PT4, PT5) and remarks.

Below in *Figure 1* is the replica-sample of 'Smart Click' database system and its functionality.

Figure 5: Replica-sample of 'Smart Click' database system

| NO. PPP | NAME OF SOCIETY | DATE OF FILE BORROWED | DATE OF FILE RETURN | REMARK |
|----------------|----------------------------|------------------------------|----------------------------|----------------|
| 1151/89 | KANOWIT BENEVOLENT SOCIETY | 12/1/2012 | 17/1/2012 | PT4 |
| 1083/78 | KUCHING BENEVOLENT SOCIETY | 31/1/2012 | | |
| 1255/89 | SARIKEI BENEVOLENT SOCIETY | 23/1/2013 | 24/1/2012 | PT2 |
| 1345/80 | SIBU BENEVOLENT SOCIETY | 26/1/2012 | | PT1 PROCESS |

3.3.4.1 SWOT Analysis on 'Smart Click' database system

Table 4: SWOT Analysis 'Smart Click' database system

| | |
|---|--|
| Strengths 1. Proper listed Name of Society 2. File usage can be track. | Weaknesses 1. Reference Number of Society 2. Human-Errors |
| Opportunities 1. Alarm-System 2. Automatic Up-date | Threats 1. Data Lost 2. Database Malfunction |

Above **Table 4** is the SWOT Analysis which shows the strengths, weaknesses, opportunities and threats for 'Smart Click' database system. By relating to **Figure 4**, we can see that the database system had listed the name of society according to alphabetical order. These create an easy way upon searching the file of society record which also displayed its reference file number (NO.PPP). A part from that, the file usage also could be track by using the 'Smart Click' Database System. For example in **Figure 4**, the file of Kanowit Benevolent Society was borrowed on 12 January 2012 and returned on 17 January 2012 by PT4 which refer to the Enforcement Department of Registry of Societies (ROS) Malaysia, Sarawak

Meanwhile, the weaknesses for 'Smart Click' database system is reference number of society which are not being arranged according to

numbers, as different society have number of reference. As showed in **Figure 4**, even though the societies listed were from the same category of societies; yet the number of reference (NO.PPP) is not quite similar. Another weakness of the database system is Human errors. Whereby by referring into **Figure 4**, the date of return for the file Kuching Benevolent Society were forget to be key-in into the database system. Plus another example of human errors in Figure 4 is, for the usage of file Sarikei Benevolent Society the date of the file being borrow wrongly being key-in which is 23/1/2013 while its return date is 24/1/2012.

In term of the opportunities of 'Smart Click' database system, in my own observation it is perfect if the database system owned Alarm System and Automatic Up-date function. With the Alarm System function, the personnel whom used the database system will be able to know how many days were the particular file being borrowed and alert its due date of borrowing period. Meanwhile for the Automatic Up-Date function, the 'Smart Click' database system should be link with e-roses database system whereby it will enable to automatic update for every newly-registered society.

The weaknesses for 'Smart Click' database system are the risk of data lost. Currently, the 'Smart Click' database system were only stored manually in one computer at the file room of Registry of Societies (ROS) Malaysia, Sarawak and being stored online in the internet for better access for other personnel of the department itself. Another weakness is the database system is also visible to the risk of

data malfunction. As the database was only created by using Microsoft Excel 2007, the capacity to hold the data of thousand of registered societies in Malaysia may affect the database system stability.

Chapter 4: Recommendations

4.0 Recommendations on Registry of Societies (ROS) Malaysia, Sarawak

The chapter 4 of recommendation is much related to chapter of the analysis, whereby as we can see earlier the SWOT Analysis are being conduct towards main four database systems in Registry of Societies (ROS) Malaysia, Sarawak. Through the finding of the SWOT analysis, I hereby would like to recommends five recommendations.

Each of recommendations being made related to the topic of this particular practical training report which is Database Systems at Registry of Societies (ROS) Malaysia, Sarawak. Hence, the recommendations based on the weaknesses of the each database systems and also other influential factors such as the working environment, the acceptance of the employees regarding the usage of own-branch developed database systems and etc.

Based on my own observation upon Registry of Societies (ROS) Malaysia, Sarawak during my practical training period; I found the department have its own Innovative & Creative Circle group which developed the database systems. Another part which I noticed, the department still doesn't have Information Technology (IT) section in maintenance of the database systems. Besides that, the employee's level of acceptance towards the usage database systems is still low. Another matter is regarding the database systems which developed by Registry of Societies (ROS) Malaysia, Sarawak only being stored in the department's computer without any online database back-up. The function of main database system e-ROSES also still limited in favour of the public participation for example society registration process.

The recommendations made is also being relate to several courses which I've took during my study in Bachelor of Administrative Science (Honors). My recommendations are hope to be the source for the improvement of Registry of Societies (ROS) Malaysia, Sarawak database system in the near future.

The following sub-topic is about the recommendations suggested by me.

4.1 Enhancement of Innovative & Creative Circle in Registry of Societies (ROS) Malaysia, Sarawak

In Malaysia, Innovative & Creative Circle (ICC) (which also known as Kumpulan Inovasi Kreatif) was first introduced by Malaysia Administrative Modernisation Planning Unit (MAMPU) with a purpose to improve the public sector improvement in the enhancement activities to improve the quality and productivity of government sector or agency. Hence, government department or agency was being encouraged to form task group in-line Innovation Creative Circle (ICC) concept. With the different changes in the environment needs the government agency to implement enhancement in its service delivery. This is through the effort in innovation and creativity in the whole level of employees and section. The implementation of Innovation Creative Circle (ICC) involved techniques being used in problem-solving which been diversify.

According to (MAMPU) the concept of Innovation Creative Circle (ICC) can be understood through the definition of innovation and creativity. Innovation defined as method of finding ways to create better product or service through modification or enhancement. With the assembly of creative and innovative ideas in any work aspect, it can improve the quality and productivity of the organization.

Whilst, creativity is an ability or capability to invent, create and produce something new or in form of new shape through imagination skill. These involved the ability to think new unique and attractive ideas, critical thinking ability and doing analytical evaluation with the ideas and later on giving opinion for the problem solving, plus the ability to think practically which could transform the idea and theory into the form of application.

And as for the Registry of Societies (ROS) Malaysia, Sarawak it has its own Innovative & Creative Circle (ICC) team. The team is the man behind the ideas which creates Registry of Societies (ROS) Malaysia, Sarawak own database systems such as the 'e-POSE' database system, 'e-urusan kaunter' database system and 'Smart Click' database system. In my observation during the practical training period, Innovative & Creative Circle (ICC) team only gather for group discussion twice a month regarding the innovation of developing new database system with each session comprise of 2 hours discussion.

In my opinion, the Innovative & Creative Circle (ICC) team discussion for twice a month is insufficient if they intend to create better innovation of database system. With the limited time of discussion, these may slack the implementation of Innovative & Creative Circle (ICC) in Registry of Societies (ROS) Malaysia, Sarawak.

Hence, the top level management of Registry of Societies (ROS) Malaysia, Sarawak should be more concern regarding this matter whereby the department holds numbers of information for the registered societies in Sarawak. Moreover, the top level management should emphasize the employees to participate in Innovative & Creative Circle (ICC) team by giving new ideas and opinion which enhance the department productivity and service delivery especially when dealing the publics.

Currently, Innovative & Creative Circle (ICC) team of Registry of Societies (ROS) Malaysia, Sarawak is working on a project development for new database system which able to notified the employees on task and work to be done, plus the notification of the due date for each task and work to be done.

4.2 Organization expansion for Registry of Societies (ROS) Malaysia, Sarawak

In my previous lesson of ADM551: Human Resource Management course, it stated expansion of organization is important for the purpose of the efficiency and effectiveness of the department itself. The Organization expansion process is a complex task since it is associated with the replication, addition and recombination of existing routines (Nelson and Winter, 1982). Managers have to identify and evaluate different expansion opportunities as well as to manage their implementation. They have to invest time and attention in recruiting, training, and assimilating new managers (Penrose, 1959). Plus this matter also much related to the career development among employees and their job satisfaction.

Currently Registry of Societies (ROS) Malaysia, Sarawak has 2 branches in Sarawak which main-branch in Kuching and the other one is sub-branch in Miri. With the rising numbers of registered societies and customers demands of service, the top management of Registry of Societies (ROS) Malaysia should considered upon the department expansion over the other divisions in Sarawak for example in Samarahan, Sri Aman, Sarikei, Sibu and Bintulu. Through this department expansion, indirectly it would create career development among the current Registry of Societies (ROS) Malaysia, Sarawak employees and also create job opportunities for the citizen as well.

Career development is “a developing, progressing process whereby an individual proceeds from a point of having no career direction to that of attaining a career consistent with his or her interests, abilities, and aspirations” (Bachhuber & Harwood, 1978). Key features of successful career development are self-awareness

predicated on learning and centred in relational activity (Hall, 2002; Kram, 1996; Kyriakidou & Ozbilgin, 2004).

Through career development it would create sense of job satisfaction among the employees. Hopkins (1983) defined job satisfaction as “the fulfillment or gratification of certain needs that are associated with one’s work”. Herzberg (1968) theorized that job satisfaction and job dissatisfaction are separate constructs. He hypothesized that job satisfaction was determined by the employee’s ability to attain personal and organizational goals, and dissatisfaction determined by the work environment conditions. Thus, career development is very much related to the work environment conditions. If the organization fail to give the employees opportunity of career developments, it may lead to job dissatisfaction for them in the long-term.

Another organization expansion could be made through the establishment of Information Technology Section in Registry of Societies (ROS) Malaysia, Sarawak. Currently Registry of Societies (ROS) Malaysia, Sarawak did not have the existence of Information Technology Section. Based on my practical training experience, Registry of Societies (ROS) Malaysia, Sarawak personnel often face difficulties when facing online database system malfunction and server problem; whereby they have to outsource private contractor to settle database or server malfunction problem. This problem would certainly affect the job productivity. Hence by creating Information Technology Section, the problem could be avoided and the job productivity will be improved in the near future.

4.3 Motivate the Registry of Societies (ROS) Malaysia, Sarawak employees for the usage of the own branch-produce database system

Based on my observation during practical training, some of the employees in Registry of Societies (ROS) Malaysia, Sarawak were reluctant to use their own branch-produce database system. One of the factor which lies upon reluctance to use the existing database system is resistance of change. When there is existence resistance of change in an organization, it may lead the organization itself into failure state of change initiatives if no action were taken by the top level management. Many authors (Lawrence, 1954; Maurer, 1996; Strebel, 1994; Waddell and Sohal, 1998, among others) stress that the reasons for the failure of many change initiatives can be found in resistance to change. Among the source resistance of change is wrong initial perception is to change, low motivation for change, and lack of a creative response (Beer, M. Eisenstat and Spector, 1990). Hence, the top level management should input high motivation for the change of resistance among the employees.

Undoubtedly, resistance to change is a key topic in managing change and should be seriously considered to help the organization to achieve the advantages of the transformation. In context of Registry of Societies (ROS) Malaysia, Sarawak the top management must identify what is managing change in order to transform the employees for using new implemented database system in the future achieving better productivity.

The top level management level acted as the leader in an organization. Hence based on my learning on Managing Change course, a perfect leader must be able to manage change within the organization.

Thus, in order to solve the resistance to change problem, top management must take the right approaches which can motivate their subordinate to accept the change initiative which is to practice the use of own branch-produce database system. One of the approaches is mentoring program. Mentoring and other developmental relationships are essential to helping individuals strengthen their ability to learn at a pace and breadth that is required in today's work places (Kram, 1985). In the case of resistance to change in of Societies (ROS) Malaysia, Sarawak mentoring initiative upon how to use the newly developed database systems must be implement to those employees whom is Information Technology (IT) illiterate. As Information Technology (IT) illiteracy is one of the factors which contribute to the resistance of change using database system.

4.4 Online database system

Based on my observation, most of the database systems developed by Registry of Society (ROS) Malaysia, Sarawak such as 'e-POSE', 'e-urusan kaunter' and 'Smart Click' were not being stored online in the internet as it only being stored manually at the department's computer. Hence, it is better for the department to store the database systems online. Whereby, it later will give easy access for the employees in the department to obtain data and information. Moreover, the database systems as well can be secure with security purpose features for instance user name and password are required in order to access the database system. This locks out any eyes that should not view sensitive reports or confidential information. File cabinets can be compromised. They can be stolen, accidentally destroyed, or lost. Databases add another level of security to valuable information. A database can be stored in a remote facility which is through online internet unaffected by devastating events such as fire or thievery. The online database system will also easy to be update and synchronize the current data with new data obtained by the department.

4.5 Public participation in e-ROSES database system

'e-ROSES' is the database system which hold the Registry of Societies (ROS) Malaysia, Sarawak information concerning registered society all over Malaysia. However, currently the database system did not feature any public participation especially in the society registering process.

In the future Registry of Societies (ROS) Malaysia, Sarawak may want to considered paperless system in their working process of registering the societies. The paperless system certainly will reduce the department expenditure in implementing the registration job. Whereby, the public able to undergone society registration process through online e-ROSES database system. Through these feature, societies in Sarawak would be able to register with Registry of Societies (ROS) from anywhere by just going to the official website of 'e-ROSES'.

Apart from above, the database system may perhaps have other features such as customer support centre, online registration fees transaction and other relevant online functionality. With the enhancement of functionality this database system, it will encourage the public to register their society with Registry of Societies (ROS) as there is less bureaucracy involve and the process workflow is more easier for them.

Chapter 5: Conclusion

Registry of Societies (ROS) Malaysia is the agency under supervision Ministry of Home Affairs. The main responsibility of Ministry of Home Affairs is to ensure the internal security of Malaysia. As for Registry of Societies (ROS) Malaysia, the main function is towards management of societies. Hence, Registry of Societies (ROS) Malaysia obligation is to ensure orderly registration of organisations and societies in accordance with prevailing laws of Society Act 1966.

As a broader view of my practical training report at Registry of Societies (ROS) Malaysia, Sarawak regarding its database system, it is better to look first upon the advantages and disadvantages of using database systems itself.

Generally, the advantages of using database systems are extensive. Without it, it will be hard to find a decent system of keeping and managing information. In recent years, the increased flexibility and user-friendliness of databases make these systems a crucial business and management component. Database systems also save time. Instead of using endless piles of paperwork, a database pulls up information with simple query. A user can enter in specific keywords in order to recall information. The database becomes a more efficient solution than paper files held in a file folder. Nevertheless, database systems assist the communication process. Larger organization can benefit from database when information is able to be spread to various users. For example, Registry of Society (ROS) branches all over Malaysia able to share central information, it would be practical to implement a central database that can be viewed by all employees at Registry of Society (ROS) Malaysia. Through this way, once information is added, it is viewable by all, aiding in a cohesive work environment.

Meanwhile, there are as well disadvantages of using database systems. First disadvantage is database systems are complex, difficult, and time-consuming to design. In order for certain database systems to be created, it needs the experts to develop the system. For example, the development of main database of 'e-ROSES' for Registry of Society (ROS) Malaysia involved collaboration of the department itself with Home Affairs Ministry's Information Technology (IT) Department, National Registration Department, Royal Malaysian Police, Prisons Department and National Drug Agency. A part from that, the substantial hardware and software start-up to develop a database system is costly. The damage to database also affects virtually all applications programs. Means, any failure of database system would probably slowing working process for the department especially serving the public. Another disadvantage of using database system, it required initial training required for all programmers and users especially employees whom are illiterate of using technology and those employees whom resist using database system due to its complexity at certain point.

The conclusion of my practical training report summarizes all previous chapters which are from Chapter 1 until Chapter 4. I will summary of discussion of each chapter in the report by highlighting the main points.

We will start with Chapter 1 which is the Introduction for the practical report. Chapter 1 consist the introduction of Registry of Societies (ROS) Malaysia, Sarawak. The history begins when the Malaysia government formed Registrar of Societies in Kuala Lumpur in 1968 which later on lead the establishment of Registry of Societies (ROS) Malaysia, Sarawak. The general function of Registry of Societies (ROS)

Malaysia is about registration of societies and political parties. Other function is to monitor the activities within the registered societies.

Meanwhile in Chapter 2 which is Schedule of Practical Training, it actually consists of the explanation on task or job being given to me during practical period. Being a student Bachelor in Administrative Science (Honors), task assign to me during the practical training is more towards administrative jobs. Even though the period of practical training only consists of five weeks, I was still given exposure on all section in Registry of Societies (ROS) Malaysia, Sarawak. The most exposure given to me is regarding the database systems being use in Registry of Societies (ROS) Malaysia, Sarawak. The database systems were consist of two category which the one which developed by Registry of Societies (ROS) Malaysia Headquarter and the one which developed by Registry of Societies (ROS) Malaysia, Sarawak. All of these database systems are being used as the storage of information and record registered society. I was also taught by my colleague the ways of using the database system. Despite from that, I was also given exposure into other job field for example stock checking task, creating new file for new registered society, checking invoice and etc.

For Chapter 3 the report was focused into the analysis of database system used in Registry of Societies (ROS) Malaysia, Sarawak. There are two categories of database systems exist in Registry of Societies (ROS) Malaysia. One of it is the main database system which being constructs and control by the Headquarters Registry of Societies (ROS) Malaysia, Putrajaya such as e-roses database system. And another category of it, databases being construct by Registry of Societies (ROS) Malaysia, Sarawak such as e-POSE database system, Smart Click database system, and e-

urusan kaunter Sarawak database system. In this chapter SWOT Analysis conducted towards database systems is based on my 'environmental scanning' and observation during the usage of the database systems. But due to the confidential information circumstances of the Registry of Societies (ROS) Malaysia Database system, some of the database samples were created as replica-sample only. In order for the analysis to be clearer, SWOT Analysis (which is Strengths, Weaknesses, Opportunities and Threats) are being identified for each database systems. It results the local-produce database still own strong weaknesses compare to strengths, but hence it can be improve in the future by using the listed opportunities. As the for the threats of each database, preventive measure listed must be taken by the responsible organization thus will avoid the incidence occur.

In Chapter 4 of Recommendations, is much related to Chapter 3 of the Analysis, whereby as been sees earlier the SWOT Analysis are being conduct towards main four database systems in Registry of Societies (ROS) Malaysia, Sarawak. The main four database systems is, 'e-ROSES', 'e-POSE', 'e-urusan kaunter' and 'Smart Click'. Recommendation being made related to the topic of this particular practical training report which is Database Systems at Registry of Societies (ROS) Malaysia, Sarawak. There are three recommendations regarding the database systems used which is Enhancement of Innovative & Creative Circle in Registry of Societies (ROS) Malaysia, Sarawak; Organization expansion for Registry of Societies (ROS) Malaysia, Sarawak; and Motivate the Registry of Societies (ROS) Malaysia, Sarawak employees for the usage of the own branch-produce database systems.

As a general conclusion in my opinion, with the rising numbers of registered societies in Sarawak, Registry of Societies (ROS) Malaysia should consider the expansion each of its state-branch. And one which may make the organization expansion possible is through the development of various database systems. This will ensure the burden and complexity of works within the employees can be reduce and directly boost the organization productivity and performance.

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Registry of Societies (ROS) Malaysia Official Website (www.ros.gov.my)

Malaysia Administrative Modernisation And Management Planning Unit Official Website (www.mampu.gov.my)

eROSES makes registration of new societies a breeze

By **Johnson K Saai**
reporters@theborneopost.com

KUCHING: Registration of new societies or organisations with the Registrar of Societies (ROS) is getting easier, faster and more convenient now with the extension of the eROSES system nationwide, including to Sarawak, beginning this month.

State ROS director Ken Leben, however, was quick to point out that the registration of political parties would still have to undergo the normal procedure.

"Effective this month, societies and organisations throughout the state can register with ROS from anywhere by just going to our website.

"They don't have to come to our office personally and apply for registration manually anymore like before. We believe this system will help save the applicants' time and expenses. It is fully paperless," he told a press conference here yesterday.

Since implementation of the system



READY TO SERVE: Ken (centre) flanked by registrar officers Yati Hipeni (left) and Surtini Mohamad at the news conference.

is still in its infancy, applicants still need to go to the nearest ROS office to pay the RM30 registration fee.

However, applications from outstation can pay using bank drafts or money order. The pilot eROSES system, whose website address is www.eroses.gov.my, was launched last February in Selangor, Perak, Kuala Lumpur, Johore and Negeri Sembilan.

"This new system, which is an initiative of ROS in response to the government's slogan of people first,

Technology (IT) Department, National Registration Department, Royal Malaysian Police, Prisons Department and National Anti Drug Agency.

The collaboration, he said, had saved the government about RM8 million compared to giving the project to private developers.

"What has to be done is for the secretary of a society to create a free account at the eROSES website by giving details of their proposed association.

"The result of the application will be given online within five working days, compared to at least one month previously."

He said that as of yesterday, they had received five online applications.





For more information, call ROS Kuching at 082-454925 and ask for registrar officers Yati Hipeni or Surtini Mohamad. For applications from Bintulu, Miri and Limbang, call ROS Miri at 085-418087 for Susane Akok or Masnah Kahar.


 - FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

 BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : FRANKY ANAK SEDAU
 NO MATRIK UiTM : 2010658682
 NO KAD PENGENALAN : 880331-13-5259
 PROGRAM : AM228
 NAMA PENSYARAH PENYELIA : PUAN ARENAWATI SEHAT OMAR

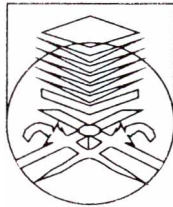
* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

| Bil | TARIKH | MASA | TANDATANGAN | CATATAN |
|-----|--------------|---------|---|---|
| 1 | 7 MAC 2012 | 12.00PM |  | - Guideline on Report - Choose topic of report to be covered |
| 2 | 21 MAC 2012 | 12.00PM |  | - Submit draft Chapter 1 and Chapter 2 for checking. |
| 3 | 21 MAC 2012 | 12.00PM |  | - Submit draft Chapter 3 for checking |
| 4 | 4 APRIL 2012 | 12.00PM |  | - Submit draft Chapter 4 for checking |

| | | | |
|----|--------|--|---|
| 5 | 18 APR | | |
| 6 | 2 MEI | | |
| 7 | 30 MEI | | - Submit draft Chapter 5 for checking |
| 8 | 13 JUN | | |
| 9 | 27 JUN | | |
| 10 | 4 JUL | | - Submit all 5 chapter for checking - Correction and editing for complete report |

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UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

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

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

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

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

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

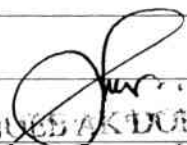
Recording

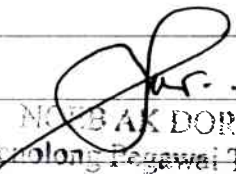
The log book should contain the following information:

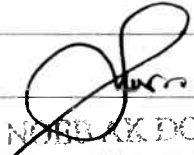
1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comments on the work being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

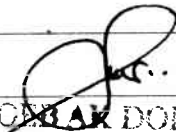
| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|----------------------|--|---|
| 0.1.2012 (Monday) | <p>The first day of practical training, I was introduced to Director of Registrar of Societies (ROS) Malaysia, Sarawak whom is Mr. Ken Leben with the help from my kind Supervisor, Encik Noeb Ak. Dorey.</p> <p>I was invited to join the meeting discussion whereby I was introduced to all of the employees whom will be my colleagues during my 5 week of practical training.</p> <p>During the meeting discussion, I was appointed to help one of my colleagues Mr. Roslan to address the problem of (Disposal of Asset) management. The meeting discussion had listed 33 issues and agenda to be resolved. It lasted for about 2 hours.</p> <p>I was then showed around the office section by Zuraida. The office management were divided into 4 section. Which are, Society Management Unit, Control Unit, Enforcement Unit and</p> | <p>Inform the student about the work ethic & discipline as a govt servant & rules & regulation to be followed during the training</p> |

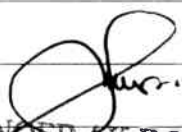
NOEB AK DOREY
 Penolong Pegawai Tadbir
 Jabatan Pendaftaran Pertubuhan
 Negeri Sarawak

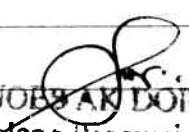
| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|------|---|---|
| | Human Resource & Service Management Unit. | |
| | <p>My first task was to handle the Letter Address (Kuching Part 1) on reminder notices being given to all registered societies. Whereby, it required the registered societies to submit information with accordance of section 14 (1) Societies Act 1966.</p> <p>Among required are 1 copy of Committee Members list, 1 copy of Annual General Meeting Report, 1 copy of financial statement for the year 2011 which already been audited, details of asset being gained and disposed during the last financial year, and list of association within the state or outside of the state being merged together with the registration number. All the document copy must be submit to ROS Sarawak.</p> | <p>The task given were more on administrative works.</p> <p style="text-align: right;">  NUR AKDUREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak </p> |


| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|----------------------|---|---|
| 1. 2012 (Tuesday) | <p>I was given task to handle Letter Address (Kuching Part 2). As it was early of the year, ROS Sarawak were busy to deliver the entire letter for the registered association. With the help of my colleagues Mr. Ibrahim, both of us responsible to complete the letter address which moreover than 200 addresses.</p> | |
| | <p>I was later on guided by Madam Green to record the data manually into the book of society's registration and abandonment of registered societies. All of the data being obtained from the ROS online database system which named ROSES. ROSES consists data of registered societies mainly about application flow, committee members, application result, address of societies, financial statement, type of societies, logo of societies and etc.</p> | <p>Showed great potentials & willingness to learn.</p> <div style="text-align: right;">  NOZ BAK DOREY Penolong Pegawai Tadbir Jabatan Penderaan Pertubuhan, Negeri Sarawak </div> |

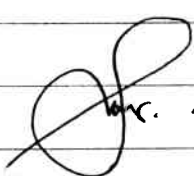
| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 1.2.2012 (Wednesday) | The task were still on-going Completing the letter address for (Kuching Part 2) as the letter must be delivered to all registered societies timely. | |
| | Apart from that, I was being given task by Mr. Edwin to detect and check any error of addresses especially in areas of Sibu, Bintulu, Sri Aman, Mukah and etc based on Statistics report (Pdf Format) on the current list of societies in Sarawak as 31 December 2011. |  NOREZ AZ DOREY Pegawai Tadbir Pendaftaran Pertubuhan Kuching Sarawak |
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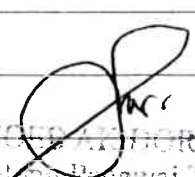
| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 2.2.2012 (Thursday) | The task was still on-going completing the letter address and it is continued with (Kuching Part 3) which consist of 535 addresses of letter. | |
| | <p>Monthly meeting being conducted and I was invited to observe how to conduct a formal meeting. The formal meeting is mainly about segregation of task among the staff of ROS Sarawak upon handling the upcoming Meeting of ROS States Director all around Malaysia which will be held in Kuching, Sarawak on 19-23 March 2012. Checklist of Job segregation was presented by Director of ROS Sarawak, Mr. Ken Leben. The tasks are being distributed accordance - to facilitation, transportation, hospitability & food, meeting management and Field-Trip & Games</p> <p>Despite that, The Director also highlighted the officers involved for ROS sarawak Outreach Programme in Sibul:</p> |  NONAK DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak |

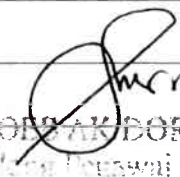
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| <p>3.2.2012 - (Friday)</p> | <p>Another new task given to me were to record the data manually into the Book of Law Amendment for Registered Societies in Sarawak. With the help of Madam Green, I was guided to record all the amendment of law made by registered societies in Sarawak for the month of August and September 2011 according to the online database ROSES. The purpose of the manual record being made will make the reference for law amendment registered societies to be always updated. The decision (Approve/Reject) of law amendment being made by the Director were also being recorded.</p> <p>For the month of August 2011 14 registered societies made application for law amendment. Meanwhile for September 2011, 19 registered societies made application for law amendment.</p> | <p> NOEBAK DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak</p> |

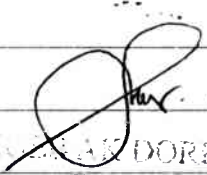
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| | <p>Each of the law amendment being applied by the registered societies consists of mainly 4 types of Amendment. Which then being recorded into code (for identification purpose);</p> <p>Change in Society's Name (Code 1)</p> <p>Change in Address (Code 2)</p> <p>Amendment of Partly in Society's Law. (Code 3)</p> | |
| | <p>Permission of usage for Flag, Symbol & Logo (Code 5)</p> | <p> NOOR AK DOREY Penolong Pegawai Tadbir Pejabat Pendaftaran Pertubuhan Negeri Sarawak</p> |
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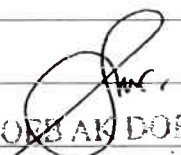
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| 6.2.2012 (Monday) - | Public Holiday Prophet Muhammad S. A. W. Birthday | |
| 7.2.2012 (Tuesday) | My task continued to record the data manually into the Book of Law Amendment for Registered Societies in Sarawak. The task are continued for the amendment in month of October, November and December Year 2011 according to the online database ROSES. The purpose of the manual record being made will make the reference for law amendment of registered societies to be always updated as it is already February 2012. For record for the month of October 2011, 15 registered societies made law amendment, followed by the month November recorded 19 societies applied for law amendment approval. While for the year end of 2011 which is December 2011, only 4 societies applied for law amendment. | A discipline and dedicated student has shown keen interest in the task given to him  NOOR BAK DORBY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak |

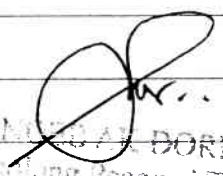
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|-------------------------|---|--|
| 8.2.2012 (Wednesday) | <p>I was given task to complete the last part of Letter Address (Kuching Part 3). The last part of Letter Address (Kuching Part 3) consists of more over than 300 addresses. The content of the letter is about the required of registered societies to submit yearly report accordance Societies Act 1966, Section 14 (1).</p> | |
| | <p>Later on, with the help of Mr. Lizan and Mr. Roslan, I was teach on manage the record of borrowed file and returned file by using the computer database 'smart Click'. The 'Smart Click' system was used to keep track the record of file being used by the department staff. Through the system, the officer in-charge of file room wills able work more efficiently tracking the file which may use during urgent. The system consists of reference number of registered societies (PPP-only for Sarawak State) date of file being borrowed & returned, and section which used the file (Eg. PT1, PT2, PT3, PT4)</p> | <p>Very keen & fast learning</p> <p></p> <p>NOLBAK DOREY Perolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak.</p> |

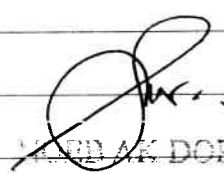
| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARK |
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| <p>4.2.2012 (Thursday)</p> | <p>The task was continued then by learning on how to search file document in the file room. With the help of Mr. Roslan, I was guided by him on how to look for registered Society file document based on the reference number, (PPP number). The file documents were placed in two separate places which are inside the file room and in-front of the file room. Both of the places consists numbers of file cabinet. For societies which from the year 1999 and below, the file were placed in the cabinet in-front of the file room, while for societies which registered from the year 2000 and above, the file were placed in the cabinet inside of the file room.</p> | <p>Very keen & fast learning</p> |
| | | <p> NOREH AFOREY Penolong Pegawai Tedbir Jabatan Pendidikan Pertubuhan Negeri Sarawak</p> |

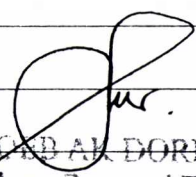
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| 10.2.2012 (Friday) | <p>After learned for filing system for the past 3 days, I was finally given responsibility to do the filing for the letter of Section 14(1) especially for Kuching (Part 1 & Part 2). The filing process consists of more than 800 copies of letters. The letter will be filed accordance to the reference number of the file. (PPP number) For example PPP 1080/08 Jld 2 (Number 1080 refers to the number of the particular file. Meanwhile, (08 refers the years of the file was created). While (Jld 2 refer to the second jellied of registered societies document)</p> | <p>Showed willingness to learn.</p> <p style="text-align: right;">  NORZAK DOREY Pegawai Tadbir Jabatan Pendaftaran </p> |

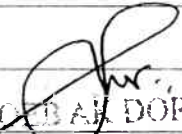
| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 15. 2. 2012 (Wednesday) | <p>Another new task of filing was given to me. With the assistance of Madam Amy, I was given responsibility by to help to distribute files which need urgent action which focused on the main 4 section of Registry of Societies Department, Society Management Unit, Control Unit, Enforcement Unit and Human Resource & Service Management Unit.</p> | |
| | <p>Among the letters and documents which need urgent attention are the one regarding the approval of security from Special Branch Bukit Aman PDRM. Societies that need security approval are religion societies, political societies and also societies which involve in sensitive elements.</p> | <p>Showed willingness to learn.</p> <p> ROSLAN DOREY Penerimaan Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak</p> |

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 16.2.2012 (Thursday) | <p>I was given task by one of my officer, Madam Maimunah to help her to prepare the slide presentation by using Microsoft Office Power Point software. The slide presentation topic is regarding the 'Management of Societies.' The total number of slide was 64 slides. Plus, 2 new subtopic, amendment of society's law and amendment of Societies Act 1966 Section 9 (b). The slide presentation are also being printed in hand-out form, given to the participants whom will joint the meeting.</p> <p>Later on, with the help of Mr. Ibrahim, I prepared the numerical tag for the file of the year 2011 and 2012.</p> | - |
| - | <p>These numerical tags are tagged at the side of the pocket file. The purpose of the numerical tag is making the process searching for file became much easier and efficient</p> | <p>Showed interest & willingness to learn.</p> <p style="text-align: right;">  NORBAK DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak </p> |

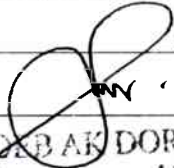
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| | <p>Meanwhile in the evening, with the guidance Madam Susan; I was given job to do check stock in the store room. The store room contain stationery utensils such as Papers, pen, files, note books and etc. The stock of the stationery utensils in the store room, are being counted and recorded in the 'Kad Petak Kewangan PS-4' 'Tatacara Pengurusan stor 53'. These records are important source for the financial section as it showed the expenses of the department on the stationery utensils being used and every movement of new stationery-utensils being added. It is also important for the preparation of auditing process.</p> | <p>Showed keen interest to learn</p> |
| | <p>Every new stationery utensils being added in the store room are being recorded in the 'Kad Petak Kewangan PS-4' 'Tatacara Pengurusan Stor 53' by writing the (BPB/BPPS Reference Number) and its quantity found in Cash Invoice</p> |  MUZAL DOREY Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak |

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 20.2.2012 (Monday) | <p>I was given new task for the preparation of 'Societies Management Course' which will be held 25 February 2012 at Sibu Public Library. As the event course will be held out-side of Kuching Area, every preparation must be made early as participant involve 70 members from registered society. With the instruction from 3 of my officer in-charge of the event course, I was instructed to photocopy 70 sets of slide hand-out presentation, 22 sets guide of forms evaluation form and also stationery utensils. All these were being ready for each one of the participants.</p> | - |
| - | <p>The stationery utensils needed for the course event which will be given to the participants, includes pencil, plain A4 papers, ROS Official Paper File and ROS Official Certificate. All of the stationery utensils are being obtained from the store room with the help of Mr. Ibrahim and approval from Madam Zuraida (officer in-charge Store Room)</p> | <p>Shawad keen interest to learn.</p> <div style="text-align: right;">  MENDAK DOREY Pensyarah Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak </div> |

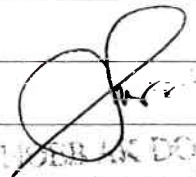
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| 22.2.2012 (Wednesday) | <p>Early in the morning, I helped one of my officers Madam Nur Fadila to photocopy the original society's registry certificate and its amendment of law for 3 registered societies in Bintulu. All of these photocopy will be needed for enforcement inspection purposes due complaints being received by ROS Enforcement Unit.</p> | |
| | <p>After completion of first task, I was given new task by my another officer, Puan Yati to be responsible for designing the Microsoft PowerPoint slide theme which be use for LED back-drop background for the upcoming 'Society Management Course' which will be held at Sibur. It consists 4 part, 'Welcoming Theme', 'Course Program', 'Participation Certificate Giving Ceremony' and 'Question & Answer Theme'.</p> | <p style="text-align: right;">  NOAD AL DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak </p> |
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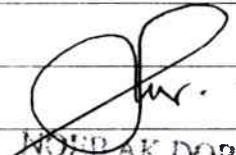
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| | <p>Later in the evening, I was tasked by my officer Mr. Edwin to search for 43 registered societies file documents which categorized under beneficiary society, plus its Closed-File. Among the entire 43-document file, 22 of the societies owned Closed-File which being placed in Box File. All of the committee members for the 43 numbers of societies were being recorded as the details are being needed by ROS HQ for reference.</p> | <p>Keen and fast Learning</p> |
| | | <p> NOZAI DOREY Penolong Pegawai Tadbir Jalan Pendaftaran Pertubuhan Negeri Sarawak</p> |
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| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 23.2.2012 (Thursday) | <p>With the task listing for 43 registered society's member committee done by Mr. Edwin, I was asked to replace the file document back into the pocket file. By using the "Smart Click" database, I then recorded the file documents being returned.</p> | |
| | <p>Later on, with the guide by Madam Veronica, I was given task to arrange the documents which need opening new files. All of these new files being created meant for registered societies that apply establishment of branches. All registered societies can only establish its branch only with the approval of Registrar of Society.</p> | <p>NOEL AK DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak</p> |
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| 27.2.2012 (Monday) | <p>The task continued by arranging the registered societies which intended to apply for the establishment its branch upon the approval of Registrar of Society. By looking into 7 boxes of file documents which consists more than 500 letters, the documents of particular needed are being arranged first. The documents are includes its financial report statement, application form for establishment of branches and etc.</p> | |
| | <p>The documents then later on handed to Madam Veronica for the action opening of new files. These new files were then placed in the file room for easier reference in the future.</p> |  NOOR AK DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak |
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| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARK |
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| 28.2.2012 (Tuesday) | <p>My morning task, I helped one of my officers, Mr. Edwin to find for 4 closed files which placed in closed file boxes. Every closed files boxes were tagged with number (for example Box 123). To ease the process for looking the number closed-file box of particular closed-files needed, 'Smart Click' database system is being used.</p> <p>Then, I was taught by Madam Zuraida. to used 'e-urusan Kaunter Sarawak' which been programmed by using Microsoft Access 2007. The title head was 'Akuam Penyerahan Penyata Tahunan'. Among the item recorded are, received date, reference number, name of registered society, name of sender, contact number, year of its financial statement report. The database also recorded the submission check (For example: 2 copy, signature of the President and other 2 of the members)</p> | <p>Showed keen interest to learn.</p> |

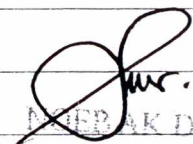

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| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| | <p>On the evening, Madam Susan gave a task to help her on checking the 'Payment Voucher 2011' as the audit officer will come soon to make audit process. The task is to check any missing official signature in the document plus missing official stamp of the ROS Department. Given to me were 4 files to be checked. Among the documents found in the 'Payment Voucher 2011' files are financial claimed made by the staff such allowances and expenses, service order and etc.</p> |  JOEB AK DOREY Penolong Pegawai Tadbir Jabatan Pendaftaran Pertubuhan Negeri Sarawak |
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| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
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| 1.3.2012 (Thursday) | As the file room faced limitation of spaces to store the files, with the help of Madam Amy and Mr. Ibrahim, we put the closed files into the closed files boxes. | |
| | These is for more easier reference in the future. A number of 18 closed files were created with tagging member. | |
| | In the evening, together with Madam Amy and Madam Veronica, we created the new tagging number from 31 until 100 for the new registered society in the year 2012. | |
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| 2.3.2012 (Friday) | <p>The morning task, were to take note the number of reference for registered society which had its branches. The number of reference for the branches is important for arrangement of files in the near future.</p> | |
| | <p>Branches of registered society consists of 2 main cabinet which quiet fully occupied and must be take urgent action such as closing the file and rearrange it to more proper arrangement.</p> | |
| 2/3/2012 | <p>Pelajar ini merupakan seorang yang berdisiplin. Telah menunjukkan komitmen yang tinggi dalam tugas-tugas yang dibentangkan. Sentiasa bersedia untuk mempelajari sesuatu yang berpotensi digubap sebagai penunjang di masa akan datang. Syabas dan Tahniah!</p> | |




 DOREY
 Penolong Pegawai Tadbir
 Jabatan Pendaftaran Pertuan
 Negeri Sarawak