

UNIVERSITY OF TECHNOLOGY MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



PRACTICAL TRAINING REPORT

JABATAN KERJA RAYA BETONG

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THE DECLARATION

I hereby declare that the writings in this practical training report is my own work except those that are cited and acknowledge. If my work was found to have plagiarism or other academic dishonesty, action can be taken against me under UiTM's Academic Regulation.

Signed.

(Fainaruzzella Binti Faizul)

ACKNOWLEDGEMENT

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 CHAPTER REVIEW

This chapter consist with eight section. The first section is 1.2 which discuss about the background of *Jabatan Kerja Raya* (JKR), 1.2 mainly discussing the objective of JKR, section 1.3 discuss on the mission and vision of JKR whereas in section 1.4 is explain on the organization structure and policy, section 1.5 is about organizational chart of JKR Malaysia.

1.2 THE BACKGROUND OF JABATAN KERJA RAYA (JKR)

JKR is stand for *Jabatan Kerja Raya*. It has been established since the year of 1872 in Malaysia. *Jabatan Kerja Raya* (JKR) is to operates as a technical expert of the Government in Malaysia. Other than that, the role of JKR is to establish development infrastructure and projects to many ministries, department, state government like roads, buildings and many more. There are many functions of JKR which the first function is planning and design construction of infrastructure such like roads, buildings, harbors, peirs and other that related to engineering works. The next function of JKR is to do a maintenance of roads and selected government buildings and the last one is it responsible in technical advisory services to our Federal Government, states and also district.

1.3 OBJECTIVE OF JABATAN KERJA RAYA (JKR)

The objective of JKR is to yield the product and execute the maintenance services that congregate the quality, cost and time are set to accomplish the optimum benefits asset.

1.4 VISION AND MISSION OF JABATAN KERJA RAYA (JKR)

The vision of JKR is to become a world class service provider and achieve an excellence in asset, project management and service of engineering for the development of infrastructure and innovative human capital and technology. Other than that, every organization have their own mission, the mission of JKR consist of helping the customers in basic information and provide services through collaboration, provide asset management and an effective project, strengthen engineering expertise, to standardize the procedures and systems to deliver a good service, have a good relationship with the community and many more.

1.5 ORGANIZATION STRUCTURE AND POLICY OF JABATAN KERJA RAYA (JKR)

As for the its organization structure, *Jabatan Kerja Raya* (JKR) is lead by Chief Director of Public Works and assisted by three Deputy Chief Director of Public Works. JKR is has been divided into two which at level of State and level of Headquarters. For level of State, there are State PWD, Federal Territories PWDs, Department of Water Affairs and Special Unit PWDs.

First is the State PWD, the head of State PWD is Director which the Director is responsible for designing, implement and do the development projects like roads, buildings and many more. State PWD also responsible for all projects in all states and they get advice by the PWD Malaysia Headquarters.

Second is Federal Territory PWD and it consist with three which are Federal Territory PWD Kuala Lumpur, Federal Territory PWD Labuan and Federal Territory PWD Putrajaya. Those three Federal Territory PWD are conducted by the director then report to KPKR. The three Federal Territories PWD above are responsible in implementing development projects and responsible in water supply in their own area.

The third is Special Unit PWD which it is to monitor the federal construction and projects and Federal Regional Authority projects. This special unit basically lead and supervise by the director which do a report and then directly to KPKR.

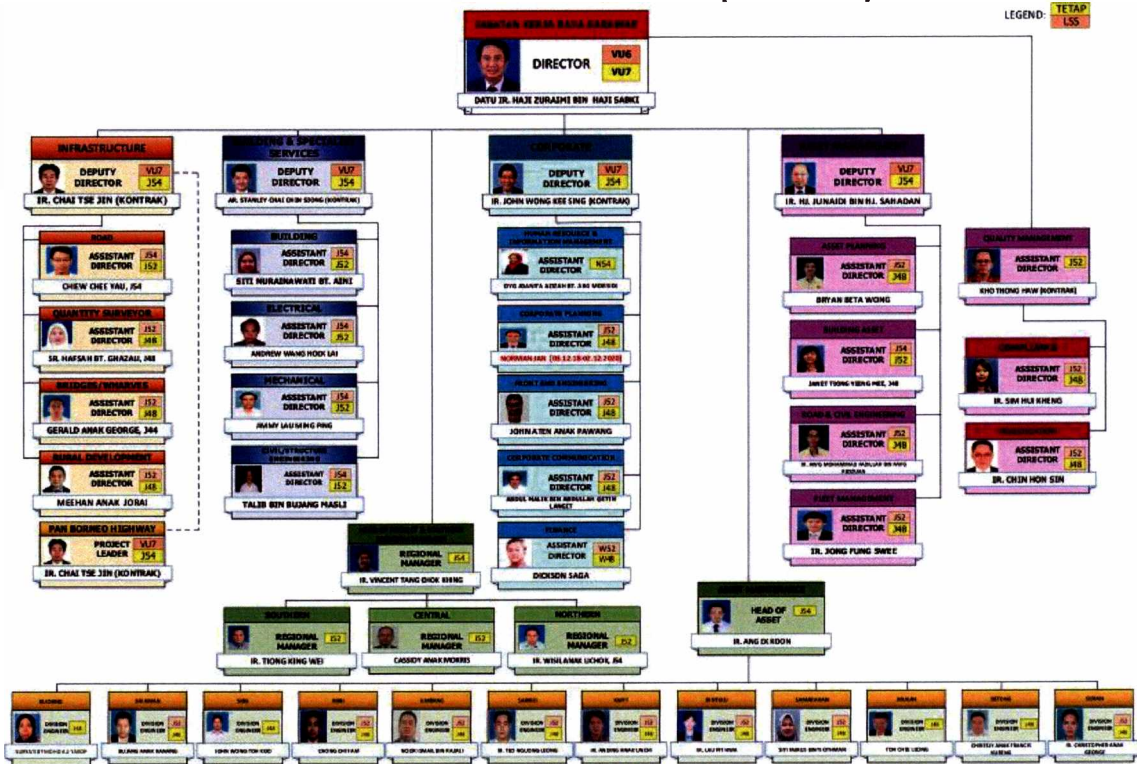
The last level of state is Water Supply Department. The Water Supply Department is led by a District Engineer which this department responsible to implement and also maintaining their projects of the Federal and State Governments.

As for JKR Headquarters Malaysia, the departments conducted by three segment which have 14 branches. The first segment is Business Sectors consist by Road Branch, Building Work Branch, Education Branch, Contract and Quantity Survey Branch, Health Branch and Security Branch. The second segment is Management Sector which consist of Corporate Management Branch, Maintenance Engineering Branch, Federal PWD, Kesedar PWD and State PWD. The third segment is Specialist Sector is where there are Architecture Branch, Civil Engineering Branch, Mechanical Branch, Electrical Branch, Air Base Branch and Environment and Energy Efficiency Branch. All the 14 branches in three segments are very important in all JKR in Malaysia.

1.6 ORGANIZATIONAL CHART OF JABATAN KERJA RAYA IN MALAYSIA

(JKR)

ORGANISATIONAL STRUCTURE OF JKR SARAWAK [7 JANUARI 2019]



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 CHAPTER REVIEW

This chapter is focused on schedule of practical training which has been wrote and recorded in the log book during the practical training. It begins with section 2.2 for the introduction, section 2.3 explain the practical training schedule in the log book, section 2.4 discuss about the chapter summary.

2.2 INTRODUCTION

During the practical training, the trainee was given a practical training log book which was for the trainee to write down or record the report and summarize the daily activities that had been done while undergo the two months of practical training programme. The practical training was started on 24 December 2018 until 15 February 2019. The trainee was under *Jabatan Kerja Raya Betong* Division.

2.3 PRACTICAL TRAINING SCHEDULE

The trainee is providing with log book by Universiti Teknologi MARA (UiTM) Sarawak. All the activities or tasks that had been done by the trainee is recorded in the log book. The practical had been done within eight weeks.

The first week (24-31/12/2018), On 24 December 2018, register to JKR Betong and then follow the engineer to do a site visit at Kampung Supak. We visited Kampung Supak due to check on the site where the JKR wanted to recover the road at Kampung Supak. On 26 December 2018, do a site visit of Maludam construction for the date of (3-7 December 2018). On the 27 December 2018, do a table of payment for the construction & completion of proposed agriculture sub-station at Maludam, Betong, Sarawak. On the 28 December 2018,

compiled an official memorandum of construction & completion of the proposed agriculture sub-station at Maludam. Then do a site diary of Maludam construction for the date (10-14 December 2018). On the 31 December 2018, filing a document of B059, B028 and general matter. Next, numbering the document of general matter file and learned how to do a minute meeting from Madam Si.

For the second week of practical training from 1-4 January 2019, there was a holiday on 1st January 2019. the next day on 2 January 2019, I had been given a task to give a document of construction & completion of the proposed agriculture sub-station at Maludam to Mr Lang to sign it. On the 3 January 2019, handed in the document which had been sign by Mr Lang to Madam Si. Next, done a task of filing the Construction & Completion of the Proposed Agriculture Sub-District Office Cum Resthouse Spaoh, Betong Division (kick off meeting letter and the planning application), filling the kertas Cadangan Pembinaan Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit, Sri Aman (organisation chart rev.2) and submission of concrete supplier and concrete cube test result letter of construction of Maludam and filing the submission of schedule of Ironmongeries and Catalogue for New Buildings. Other than that, do and check tracking list for mock up form of Cadangan Pembinaan Rumah Keluarga Angkatan Tentera (RKAT) for the year 2018 only. The last one is photostate the Cadangan Pembinaan Masjid Baru Kampung Tuie, Pusa (RTP). On the 4 January 2019, compiled the appointment of Superintending Officer Representative and Project Management Team letter. Next, edit the kick off meeting document (contractual matter and action by part, contract sum, contract period, contractor, date of commencement and date of completion).

In week three of practical training in JKR (7-11/1/2019), the JKR team done a site visit to Kampung Tuie Pusa on 7 January where looked for the construction that still in progress. On the 8 January 2019, helped madam Jakelyn to cop the documents of Construction & Completion of the Proposed Agriculture Sub-Station Nanga Lawih at Lot 3, Blok 10 Sadok

L.D, Nanga Lawih, Betong Division (phase 2). Next, do a tracking list for correspondence of Cadangan Pembinaan Rumah Keluarga Angkatan Tentera di Kem Pakit. On the 9 January 2019, do a compressive strength table and key in the number. Next, updating site diary of Maludam Construction (17/12/2018-4/1/2019). On the 10 January 2019, edit the changes in the site diary of Maludam Construction. On the 11 January 2019, take a photo of construction plan drawing of Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit.

In week four (14-18/1/2019), on the 14 January 2019, do a laboratory register cube test (Lab Reg) and print it. next, filing the monthly progress report, safety report of Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit. On the 15 January 2019, compiled and filing the laboratory register cube test. On the 16 January 2019, filing the laboratory cube test result. On the 16 January 2019, filing the laboratory cube test result. On the 17 January 2019, do the table of title, references no. and date of Pembinaan Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit. On the 18 January 2019, key in all the information (folio no., references no., date and title) of Pembinaan Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit.

In week five of practical training (21-25/1/2019), On the 21 January 2019, continue key in the information (folio no., references no., date and title) of Pembinaan Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit. On the 22 January 2019, key in the payment of Pembinaan Rumah Keluarga Angkatan Tentera (RKAT) di Kem Pakit using excel. Next, key in the attendance list of meeting of Construction & Completion of the Proposed Agriculture Sub-Station at Maludam. Then key in in the information (folio no., references no., date and title) of Construction & Completion of the Proposed Agriculture Sub-Station at Maludam. On the 23 January 2019, do a piling work (Spec Bin Centre of Construction & Completion of 1 Block of Bin Centre at Rumah Keluarga Angkatan Tentera (RKAT)). On the 24 January 2019,

updating a site diary of Maludam Construction for the date (5/1/2019-22/1/2019). On the 25 January 2019, filing documents of Nanga Linsum Project.

In week 6 (28-1/2/2019) of practical training in JKR, On the 28 January 2019, joined a meeting at JKR Betong Division Office with D.E. On the 29 January 2019, edit the document of delegation of powers and authorities FOC PWD75 (upgrading of Ng. Linsum, Mara, Melanjan, Kerapa, Gerugu, Ijok, Penyuin, Ulu Sg. Spak Road, Betong) Division). Next, print out the document of delegation of powers and authorities FOC PWD75 (upgrading of Ng. Linsum, Mara, Melanjan, Kerapa, Gerugu, Ijok, Penyuin, Ulu Sg. Spak Road, Betong. On the 30 January 2019, filing the close monitoring meeting No.10 and compiling the close monitoring meeting No.13. On the 31 January 2019, photostat a photocopy of close monitoring meeting No.12. On the 1 February 2019, made a front page of Project Pembinaan Jalan Kpg Tuie/ Kpg Suri.

As for week 7 of practical training (4-8/2/2019), On the 4 February 2019, do a table of minute of site meeting (Kem Pakit, Maludam and Ng. Linsum, Mara, Melanjan, Kerapa, Gerugu, Ijok, Penyuin and Ulu Sg. Spak Road). On the 5 February 2019, Chinese New Year. On the 6 February 2019, Public Holiday. On the 7 February 2019, updating table of minute of site meeting of Maludam. On the 8 February 2019, meeting.

Lastly, week 8 which the last week for the practical training in JKR Betong (11-15/2/1019). On the 11 February 2019, searching for addendum appendix form of contract in the Ng. Linsum, Mara, Melanjan, Kerapa, Gerugu, Ijok, Penyuin and Ulu Sg. Spak Road documents. On the 12 February 2019, updating a site diary of Maludam Construction for the date (30/1/2019-12/2/2019). On the 13 February 2019, key in and made a project of Ng. Linsum, Mara, Melanjan, Kerapa, Gerugu, Ijok, Penyuin and Ulu Sg. Spak Road slides. On the 14 January 2019, key in schedule 'B' – Breakdown of Tender Prices and Breakdown of

Mechanical Services Prices using excel. On the 15 February 2019, cop the book of document (receipt only) of Pembinaan Rumah Keluarga Angkatan Tentera di Kem Pakit.

CHAPTER 3

ANALYSIS

3.1 CHAPTER REVIEW

Analysis of training can be defining and describe as a process that relating with the task that have been done during the practical training with the theories had been learned in the classroom based on the subjects and courses. This analysis need to be done in order to show how the trainee used or adapted the theory and subject into a real working environment. This chapter consist of three section, the first section (section 3.2) discuss about the association of theory related to filing. Under section 3.2, filing letters will be explaining more detail. Next section is section 3.3 where the trainee explain how internship in *Jabatan Kerja Raya* (JKR) with the subject learned in class related. Under section 3.3 also there is another subsection which the subject of ethics in administration and human resource management.

3.2 ASSOCIATION WITH THEORY

Moreover, data is an information represented in a formalized manner and it is appropriate or ready to be communicated (Roper and Millar, 1999). The author also stated that, data being represented in a document can be stored, used or even to be communicated in the organization. Records are document irrespective of the method created, received or used by any individuals or organization either public or private sector where the purpose of the records is to pursue legal obligations or used as an evidence forms (Roper and Millar, 1999). Besides that, the author emphasized that records recognized as a documents that created or received by the organizations for the sake of executive transactions and administrative. Records come in a various types of form such as on created on paper, in the minutes, reports, 19 memoranda and usually file in a well-organized filing system (Roper and Millar, 1999).

During the practical training, the trainee experienced on how to carry out record and filing keeping documents for example, record and filing the documents such as kick off meeting letter, planning application, general matter document, paperwork of their projects, document of submission of concrete supplier and cube test result letter, letter of submission of schedule of ironmongeries for new buildings, letter of close monitoring meeting, the monthly progress report letter, letter of laboratory register cube test, a document of spec bin center construction, document about Ng. Linsum documents and filing and record the close monitoring meeting number 10. Every day, there are lots of letters created and received by administrative department. Due to this, the trainee being assigned to perform a task related to record management.

The definition of records management is a process of achieving, creating, maintained the records of an organization in their whole life cycle and making the records accessible and available in order to support the business of the organization (Roper and Millar, 1999). *Jabatan Kerja Raya (JKR)*, preserve and maintained their records because all the data were very valuable and it can be exploited by any employee for future reference in aiding the administration task in the organization. It is clear that the notion regarding records management were similar between what had been exercise in Internal Audit Department and what had been suggested by Roper and Millar (1999).

On the other hand, the purpose of record management in *Jabatan Kerja Raya (JKR)* were similar with what had been proposed by Roper and Millar (1999) where to ensure all the records are preserved for the usage of administrative task and to be as an evidence of transaction between the department with other department or with external organization. For *Jabatan Kerja Raya (JKR)*, this is the only alternative they have in order to preserve all the records and due to that records management was very crucial to be practiced in the

organization. This records management were matching with the concept of records office aligned in Roper and Millar (1999).

It is the main obligation of public sector to handle its own public records because those records are needed for the administration of public sector services. There are two types of records which is public records and private records (Roper and Millar, 1999). Public records refer to any records received or produced and maintained in government agency. While private records refer to any records received or produced and maintained in non-governmental agency. In *Jabatan Kerja Raya (JKR)*, the trainee learned to perform the primary obligation of the public sector which is to manage the public records and private records documents. The *Jabatan Kerja Raya (JKR)* also created their own memos and letters to be distributed to other departments or to other external organization. The letter received from external organization known as private records. The external organizations which have cooperating with *Jabatan Kerja Raya (JKR)* are like the company that handle the tender and build the project which the cooperating with *Jabatan Kerja Raya (JKR)*.

Roper and Millar (1999) proposed six function or process of records office. Referring to the functions of record office, the trainee given a chance to perform few records office function in *Jabatan Kerja Raya (JKR)*. From six function, there are only five functions of record office being carried out by the trainee. According to Roper and Millar (1999), the first function of records office was to record, collect and distribute any incoming and internally created mail or any kinds of faxes, letters and memorandum. For instance, the trainee collected letter and memos from the clerk chief to be kept in appropriate file.

Secondly, to open and indexing file to attach any appropriate papers and pass the files to officers for further actions. In this process, the trainee only experienced on how to open and attach suitable papers into its respective file. In other words, the subject of the files and the

subject of the paper must be similar and it must be arranged accordance to it designated date. However, the trainee was not given a chance to deliver the files to officer for further actions as the culture in the department where all the officers take any files that they wanted by themselves.

Thirdly, records office able to organize and accumulate all official. The trainee able to organize and accumulate all document files. For example, organizing and gathering files is one of the daily activity where the trainee had to make sure all the files were kept appropriately at its designed place and ease the tracking process so that record can be obtained faster.

Lastly, the records keeping function are make available any appropriate files, source and reference facilities to every officially registered files as well as arranging and recording those records so that it will be well-organized and timely when needed. In this function, the task carried out by the trainee only limited where the trainee only assigned to arrange and recording the records. Besides that, the trainee need to ensure all the records well organized and can be reached quickly when needed.

3.3 ASSOCIATION WITH SUBJECT LEARNED IN CLASS

3.3.1 Ethics in Administration Ethics is all about behavior, choices and doing what is right. Internationally, there have been developments around ethics and how organizations handle this. Many multinational companies have, over the past few years, appointed a senior executive with the responsibility for promoting ethical behavior throughout the company. While such appointments are more common in the United States than the rest of the world, this does not mean that ethics is not one of the priorities of a company. The 'Tone at the Top' is all about the board, chief executive officer and senior executives demonstrating their personal commitment to ethical behavior. Ethics is the basis of good governance and

ultimately the basis for the success of an organization. The lack of ethics can be safely described as the reason for many high profile corporate fraud cases. Most organizations have a code of ethics for their workforce which prescribes expectations of the behavior expected of 22 employees. In some cases, the code of ethics extends to consultants, contractors and suppliers. However, a robust ethics program is more than just a code of conduct; it also includes policies, regular communication, response protocols for ethical violations, etc. Regardless of who is responsible for the ethics program, the effectiveness is not always assessed. Therefore, an audit of ethics becomes important to provide an independent view on the state of the organization's ethics program. During internship, what the trainee had learned is to act in a good manner when communicate with people whether with staffs or other practical students. This is because a good communication ensures that the trainee can engage with the community in *Jabatan Kerja Raya (JKR)* on important issues. Other than that, in order to create and maintain a good relationship among the *Jabatan Kerja Raya (JKR)* staffs, it required the trainee willingness to learn and follow the instruction given by supervisor as well as the other staffs. Furthermore, in relating to what the trainee had study in Ethics is to well dressing according to the organization's dress code and the trainee was fully obliged with the rules and regulations.

3.4 CONCLUSION

In conclusion, chapter three explained on what had been done during the practical training and its relation with association theory and it related to the association with subject that the student learned in the class. Everything that had been learned in the class definitely helps the student to manage the task.

CHAPTER 4

RECOMMENDATION

4.1 CHAPTER REVIEW

This chapter highlights the strength and weaknesses of the task that I performed during my practical training as I already discussed in chapter three. This chapter also include recommendations for the improvement in the future. Based on my experienced in having a practical training in *Jabatan Kerja Raya*, there are some improvement that can be done. This is because to ensure the *Jabatan Kerja Raya* Administration Department is capable in performing their task or responsibilities to make the organization more effective and efficient.

4.2 SWOT ANALYSIS

This analysis of strength, weaknesses, opportunities and threat also known as SWOT analysis is crucial for an organization to know its current state of their condition. It is whereby a structured planning method to evaluate those strength, weaknesses, opportunities and threat in *Jabatan Kerja Raya*. It is conducted based on my experienced which I gained during the practical training in that organization. There are several improvement that can be done for them in order to manage the task in administration department.

4.2.1 STRENGTHS

The strength of *Jabatan Kerja Raya* in work ethics, the staffs at *Jabatan Kerja Raya* always behaves professional. Behaves professionally means the way they dressed. For what I know during practical training, they wore formal attire which they strictly follow the rule of the dress code. They also always punctual which they go to work right on time and some of them already in the office before 8am. Next, they also follow the schedule which they didn't take

their break anytime they want during work hour. The dress code of *Jabatan Kerja Raya* is depends on its departments. So, this work ethics have been shown by the staffs of *Jabatan Kerja Raya*.

Second strength of *Jabatan Kerja Raya* is they work as a teamwork and cooperation. The staffs know their own roles in the organization which their teamwork and cooperation make them do their job properly in a right way. Other than that, based on my experienced during practical training at *Jabatan Kerja Raya*, the staffs will ask something related to their job if they don't understand or confuse.

Next strength under work ethics which has been shown by *Jabatan Kerja Raya* is they always show the consistency and hardwork in doing their job. According to my experienced during practical training, the engineers, technician and the staffs of administration department are so focus in doing the job done which it is to make the job effective and efficient. The *Jabatan Kerja Raya* didn't delay their job once during my practical training at that organization. This kind of attitude surely can influence the other staffs or other organization to follow it.

4.2.2 WEAKNESSES

However, *Jabatan Kerja Raya* also has some weaknesses like any organization. There a some weaknesses that I had observed during my practical training. Firstly, the filing task at *Jabatan Kerja Raya Betong* is not been done properly and systematically whereby it did not follow according to its dates, not been arranged according to its files name and alphabetical arrangement files. All the letters should be put in files properly and systematically so it can make the staffs to search for the documents or letters easily.

The next weakness of *Jabatan Kerja Raya Betong* is where the machine like photostate machine didn't functioning well. This give a difficulty to all staffs at *Jabatan Kerja Raya*

which administration department because based on my experienced, we have to use photostate machine at other departments and used photostate machine at the divisional office.

4.3 RECOMMENDATION

The recommendation that can be suggested is, the organization of *Jabatan Kerja Raya* must keep their letters according to its files number, dates, alphabetical and the files name. Other than that, I also would recommend the organization probably can provide a mobile shelving. Mobile shelving is a roller racking or rolling stack applied to shelving or storage units fitted with wheeled traction systems. This is to manage their filing and keep all the files properly and systematically. The next recommendation is, the organization should provide more facilities like in the office or department. Big organization like *Jabatan Kerja Raya* need to have the best and high quality of facilities so it can give a quality outcomes too.

4.4 CONCLUSION

In conclusion, chapter four showed the strength and weaknesses of the task that I performed during my practical training. There a some recommendation which to improve the weaknesses of JKR in the future above.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

Practical training can be considered as the good alternative for university student to feel and get an experience in a real working environment. Practical training can improve their skills and ability as well they can gain new or more knowledge. Other than that, student can apply new knowledge that they get from practical training in their future work later. In conclusion, After two months of practical training in *Jabatan Kerja Raya* (JKR), I got a lot of experience in term of the work environment, done a lot of new things.

5.2 CHAPTER ONE

In chapter one, the trainee had provided information about practical training and what had she's done during her the practical training in *Jabatan Kerja Raya* (JKR). In this chapter, all information on how *Jabatan Kerja Raya* (JKR) operates and its nature of the work. The organization chart also explained in this chapter which it show which department, position *Jabatan Kerja Raya* (JKR) responsible in certain part of the job in the organization.

During my practical training in *Jabatan Kerja Raya* (JKR), I have been given a tasks which some of it I know and some not. I was being supervised by Madam Jacklyn who is an engineer (J44). I was directly received other tasks given by other staffs regardless of me as a supervisee under Madam Jacklyn. I've been undergo a task like visited site which I've never done it before and many more.

5.3 CHAPTER TWO

In chapter two, it described on the task that had been done during the practical training in *Jabatan Kerja Raya* (JKR). In this chapter, all works need to be explained and organized in order to get the process of the works. Other than that, the pictures of the tasks that had been done or handled were put in appendix section as to prove that the trainee had done the job given. The main purpose of this chapter is to know the practical training task given can increased knowledge and new experience to the trainee.

5.4 CHAPTER THREE

Chapter three described on the subject and theories that related to what had been done during two months practical training. The entire related subject and theory chosen were related. This chapter also showed on how the trainee handled and managed to apply their knowledge and experience in their study. The purpose of this chapter was to make the trainee know what they learned in their studies. The trainee might be face the same thing in the future. This can be a preparation for the trainee to deal with a real working environment.

5.5 CHAPTER FOUR

In chapter four, SWOT analysis will be explained and recommendations also provided toward the organization. The SWOT analysis and recommendations are very crucial to be prepared by the trainee because they are the one who faced the working situation in the organization. The trainee can prepare the analysis in order to give their feedback to the organization and it might can help the organization to improve their weaknesses.

5.6 CHAPTER FIVE

As a conclusion, I would like to give a recommendation to the faculty of practical training course to extend the period of internship from two months into three months at least. This is

because the organization of *Jabatan Kerja Raya* (JKR) asking a question why the the internship period is short and supposedly it is three months of practical training. The longer the practical training, the more knowledge and experience that the trainee get. Besides, the trainee can exposed to more types of tasks or scope of job that is related to what had been learned in their studies.

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