



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

**PRACTICAL TRAINING REPORT
DEWAN UNDANGAN NEGERI SARAWAK**

GROUP : AM228 6D

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING
REPORT BY THE SUPERVISOR**

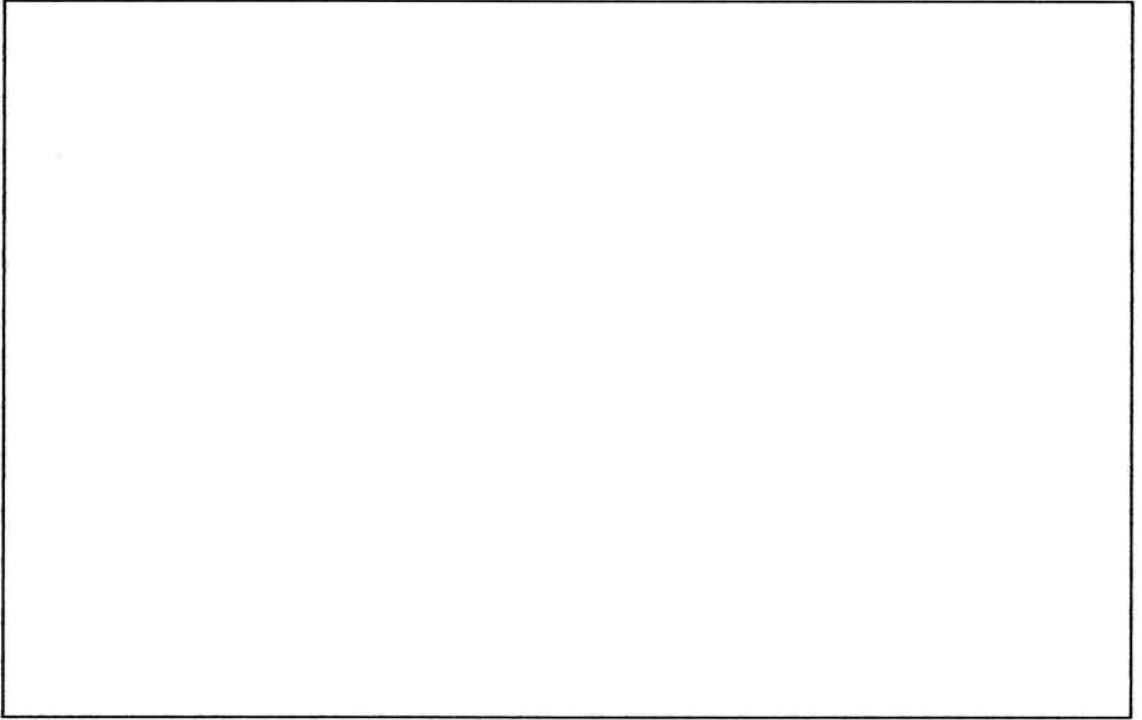
[Madam Nadrawina bt Hj Isnin]

I have reviewed the final and complete practical training and approve the submission of this report for evaluation

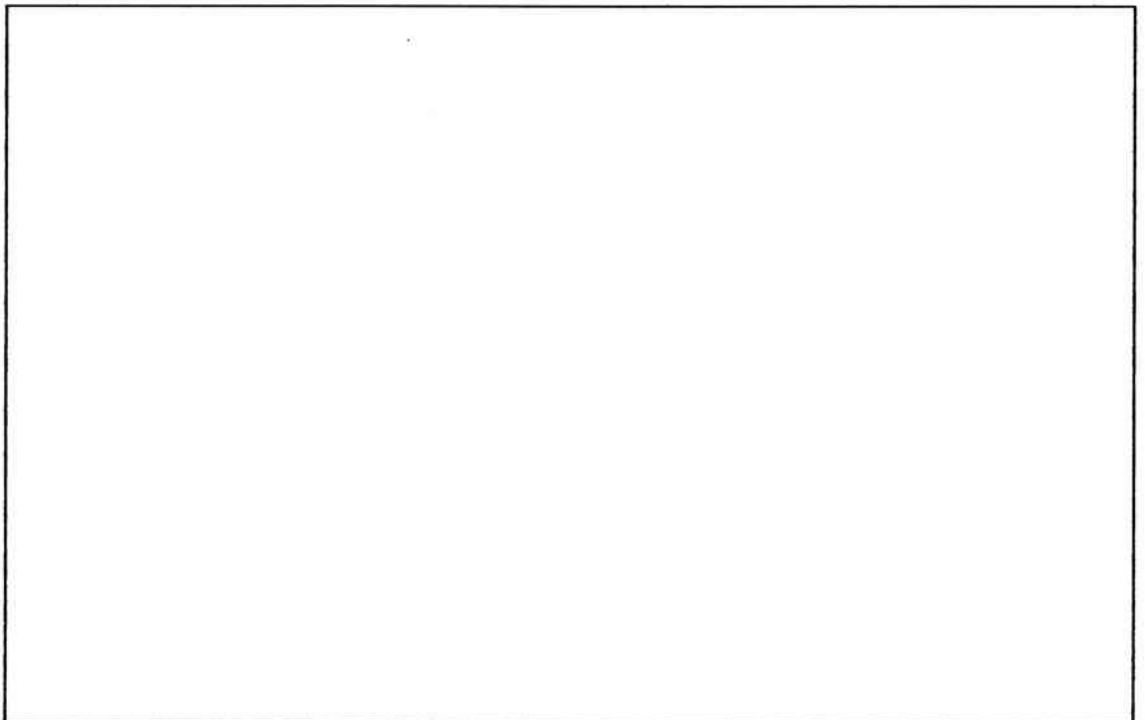
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Supervisor's Comments

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Moderator's Comments

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ACKNOWLEDGEMENT

Praise to Allah, the Most Gracious and the Most Merciful Lord for His Blessing.

First of all, I would like to thank to Allah SWT because the permission and give a good health during my practical training period. I am very grateful and appreciate all the cooperation and guidance until the end of this training.

With this opportunity, I would like to thank Madam Nadrawina bt Hj Isnin as the supervisor for this subject for assisted me with this practical training report and for her expert guidance. Deepest thanks also to En Supian Tarmizi bin Hj Mohd Tazuddin, Secretary of Sarawak State Legislative Assembly for giving me the opportunity to undergo my practical training starting from 22 July 2013 until 30 August 2013.

My gratitude also goes to my host supervisor, Madam Magdelene Nangkai, who is the Administrative Officer of Sarawak State Legislative Assembly. During the practical training, she have shared a lot of work experiences and giving me a chance to gain as much as knowledge during my training. Not forgotten for all the staff that always helped and supported me either directly or indirectly while delivering any duties as a trainee. Their contribution has been the most valuable asset for this study. All I have learned in this training has opened my eyes to some extent in the administration and adds valuable knowledge.

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CHAPTER 1

ORGANIZATIONAL PROFILE

1.0 INTRODUCTION

Students of Bachelor in Administrative Science (Hons.) or AM228 of UiTM Samarahan, Sarawak are required to undergo an external practical training with other organizations. Therefore, I have decided to complete this subject by undergo training in Sarawak State Legislative Assembly as my host organization. The practical training duration was within 6 weeks which started on 22 July 2013 until 30 August 2013.

1.1 THE BACKGROUND OF THE ORGANIZATION

In this chapter, it will explain about the background of the Sarawak State Legislative Assembly, vision and mission of the organization Sarawak State Legislative Assembly, structure as well as the functions of each of departments in the organization. In Sarawak State Legislative Assembly, there are two main departments that handle everyday work tasks which are the administration department and the legal and documentation department.

The Sarawak State Legislative Assembly was established on 8 September 1867 where it is the oldest council legislation in Malaysia (Dewan Undangan Negeri Sarawak, Website,2013). Moreover, the Sarawak State Legislative Assembly is the council legislation and the premier institution in a country as it practices the democratic principles where the people have the authoritative voice to determine the Government that rules the country. On the other hand, all laws that have been approved by the Dewan Undangan Negeri called Ordinance. Furthermore, the Sarawak State Legislative Assembly act as a meeting place between the authorities and the people.

1.2 HISTORICAL SERIES OF SARAWAK STATE ASSEMBLY

8 September 1867	<ul style="list-style-type: none"> - Establishment of the State Assembly of Sarawak in Bintulu by Raja Muda Charles Brooke
Year 1868	<ul style="list-style-type: none"> - General Council meeting held in Sibul and subsequent meeting in Astana Kuching
Year 1903	<ul style="list-style-type: none"> - Renamed of General Council to Council Negri
24 September 1941	<ul style="list-style-type: none"> - Written constitution known as the 1941 constitutional order was enacted - Council Negri then presided by Chief Secretary & meeting was held in Court House
16 December 1941	<ul style="list-style-type: none"> - Japanese Invasion brought World War II to Sarawak - Council Negri became the arena of contestation and debate regarding the issue of the cession of state as part of the British colony
Year 1956, after cession of Sarawak to Britain	<ul style="list-style-type: none"> - New constitution is enacted - Increase in the number of membership to 24 elected unofficial, 14 ex-officio, 4 nominated and 3 standing members
March 1963	<ul style="list-style-type: none"> - New constitution amended to increase the elected membership from 24 to 36 and reduces the ex-officio and nominated members to 3 each
31 August 1963	<ul style="list-style-type: none"> - Sarawak become internally self-governing with an elected cabinet - 16th day later on 16th September 1963, Sarawak together with Federation of Malaya and Sabah formed Malaysia
Year 1965	<ul style="list-style-type: none"> - Cabinet enlarged to consist of Chief Minister and 8 ministers

Year 1985	- Membership increases to 56 members elected directly by single member constituency
Year 1995	- Membership increases to 62 members (elected members)
Year 2005 till now	- Membership increases to 71 members (elected members)

(Source : www.dun.sarawak.gov.my , 2013)

1.3 THE OBJECTIVES OF SARAWAK STATE ASSEMBLY

The objectives of Sarawak State Assembly are to manage the information system regarding the recent assembly member, the members of administration as well as the inheritor's of assemble members. Secondly, to process the former assembly member's monthly allowances, pension and rewards into a systematic system as it need to be regularly updated. Next, is to provide documentation and references facilities that is in good condition and can be retrieved at any time. Fourthly, is to maintain and promote friendly and close relationship with parliament of Malaysia and other state legislative around Malaysia.

1.4 VISION AND MISSION OF SARAWAK STATE ASSEMBLY

The vision of Sarawak State Assembly is to protect and uphold the principles of democracy in a parliamentary system.

On the other hand, the mission of Sarawak State Assembly is to be an efficient and equipped with modern and comfortable facilities that allow the assembly members to perform their job and responsibilities.

1.5 PRIMARY FUNCTIONS OF THE SARAWAK STATE ASSEMBLY

- Maintaining constitutional sovereignty and Sarawak people's rights of constitution as noted in the constitution
- Providing services to executive body of the government and become a focus arena for check and balance of policies and implementation of government program
- Approving of expenses and material supply and that no taxes or expenses should be levied on consolidated fund unless being authorized by the law that is approved by the state assembly
- Represent the people and providing forum to people's representatives to voice their concern and to have open debates through exclusive privileges via ordinance of the state assemblyman
- Balance the type and benefits of legislature and bills that is brought to the state assembly and provide suggestion for any amendment that is suitable and necessary
- Become an arena of critical discussion about the government and the implementation of government policies
- Supervise the operation of government as noted in general debates
- Examining public account to ensure that public revenue is being spend according to the approval of the parliament and the benefits of taxpayers
- Appointing selective committee for the purpose of investigation via public discussion and reports
- Enlarging and utilizing the specialties and its parliamentary procedure to enable the state assembly to conduct its functions of constitution and legislature more effectively.

(Source : Work Procedure Manual Dewan Undangan Negeri, No Date)

1.6 FUNCTIONS OF DEPARTMENTS IN SARAWAK STATE ASSEMBLY

The administration department in Sarawak State Assembly can be divided into four units which comprising of administrative unit, account unit, public relation unit as well as library unit. These units play important roles in routine operation in order to improve effectiveness and efficiency of the organization. The objectives of administrative department are to establish comprehensive and up to date personnel information of the members and pensioners of the state legislative assembly and members of the administration. Secondly, it creates awareness and providing education about the system of governance and parliamentary procedure to the public. Lastly, the most important objective is to maintain and inspire good and friendly relationship with the parliament and other state assembly throughout Malaysia.

1.6.1 Functions of Administrative Department :

- Involves in overall Administering and Management work
- Managing the sitting of state assembly
- Buildings and tools management
- Safety control
- Manage the information of state assemblyman and its administrative staff
- Managing the filling of state assemblyman, administration staff and other staff
- Managing department website and e-DUN system
- Governance and management of department

1.6.2 Functions of Account Department :

- Preparing budget suggestion and estimation
- Preparing payment of allowances, state assemblyman claims, pension and gratuity to ex-state assemblyman and administration staff
- Preparing payment of salary, allowances and all other claims of the staff
- Budget and expenses control

1.6.3 Functions of Public Relation Unit :

- Management of visits to state assembly
- Handling of public relations and parliamentary protocol of the media
- Managing the relationship between state assembly, parliament and Commonwealth Parliamentary Association (CPA)
- Managing the relationship of parliament in regional and international level of which is related to the state assembly
- Preparing all the necessary information for parliamentary meeting in regional and international level
- Handling the presentation of speeches and information for state assembly visits
- Handling formal visits and receptions

1.6.4 Functions of Library Unit :

- Management of state assembly library
- Acquisition of books, magazines and official news report
- Books, journals and government news report storing
- Souvenirs storage
- Book borrowing and lending services
- Text retrieval system services
- Internet, audio and visual services
- Resource referencing services for state assemblyman and members of the parliament
- Management of the record of award, state honored titles, and federal honored titles
- Electronic library system management
- Official pass control during state assembly sitting

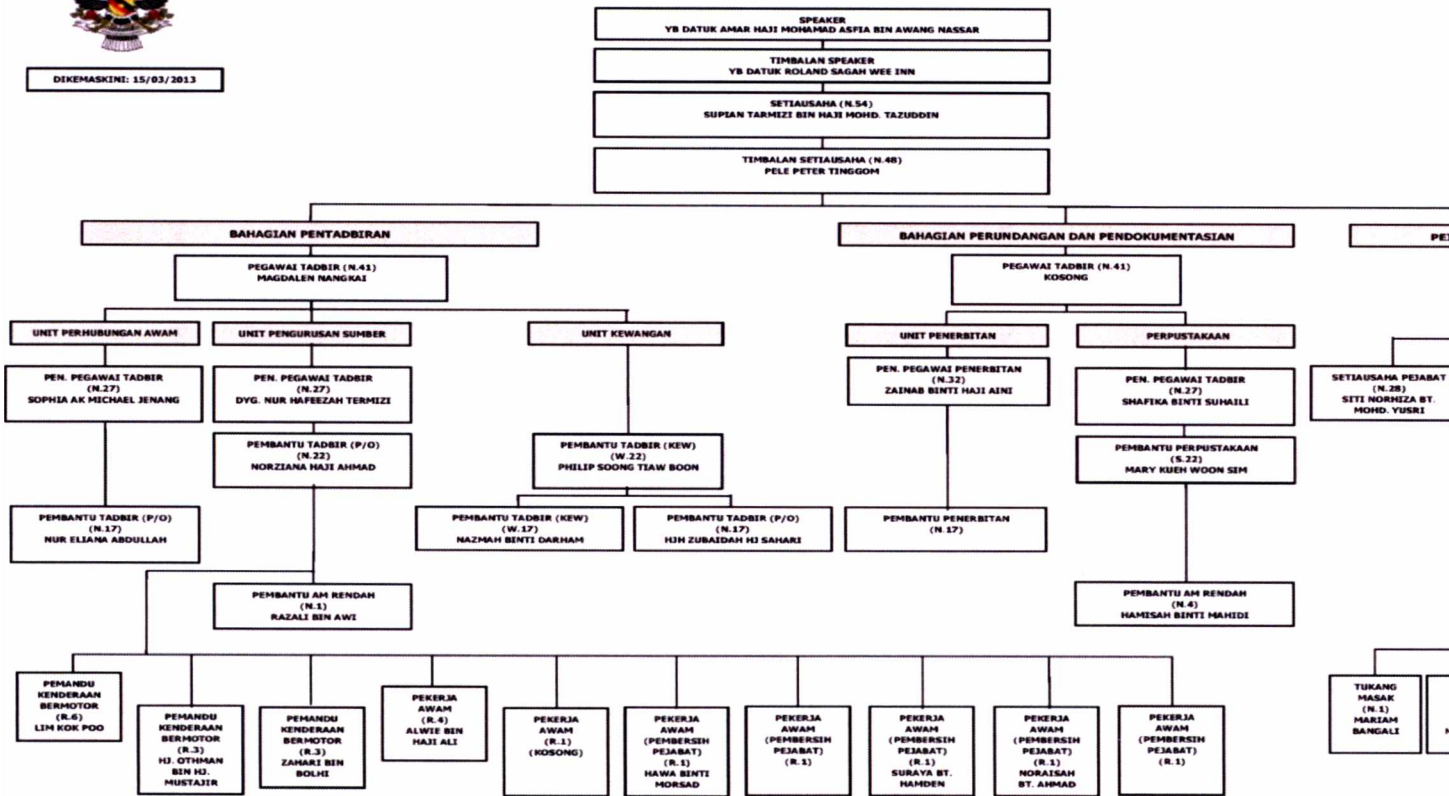
(Source : Work Procedure Manual Dewan Undangan Negeri, No Date)

ORGANIZATIONAL STRUCTURE OF SARAWAK STATE ASSEMBLY



DEKEMASKINI: 15/03/2013

CARTA ORGANISASI DEWAN UNDANGAN NEGERI



CHAPTER 2 SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

Chapter 2 of this practical training report will summarize the daily activities and tasks done in Sarawak State Legislative Assembly, which was being recorded in the log book given. During my Practical Training in Sarawak State Legislative Assembly, I was attached at the Administrative Unit from 22 July 2013 until 30 August 2013. Throughout the training, I was supervised by Madam Magdelene Nangkai who was the officer in the administrative unit. The description of job and tasks executed throughout training will be explained in this chapter.

2.1 LOG BOOK SUMMERIZATION

2.1.1 First Week (22 July 2013 – 26 July 2013)

On the first day of our practical training which is on 22 July 2013, other practical training and I reported the attendance at Dewan Undangan Negeri Sarawak to Assistant Administrative Officer, Miss Dayang Nurhafeezah bt Tarmizi. During this session, we were given a brief introduction regarding the organization such as the organization structure, mission, vision and other related information about the organization. In the afternoon, we were introduced to all staff in every department. Apart from that, we were given an opportunity to welcoming the Cabinet Ministers for their Cabinet Meeting which was held in DUN Sarawak in conjunction with the first Cabinet Meeting held when Sarawak announced its independence 50 years ago in 1963.

On 23 July 2013, we have been given a brief introduction regarding the nature of work in the organization, the functions of various units which are the administration unit, public relation unit, account unit as well as the library unit.

Furthermore, throughout the briefing, Madam Magdalene have been explained regarding the do's and dont's in performing the work tasks as to ensure that all trainees are doing the correct way in performing the daily tasks that will be given to us.

On the following day, which is on 24 July 2013, we are given an opportunity to do the office tasks which are to make a phone call and fax the invitation card for all Head of Department in various state departments. The invitation card is basically regarding the 'Majlis Berbuka Puasa Bersama Ketua Menteri Sarawak' which is held in DUN Sarawak. As this is the learning process for me to prepare to real working environment, I have learnt making phone calls especially to the other organization should be done in a proper way in order to deliver the right information to the receiver.

On the 25 July 2013, all the internship students are being asked to brainstorm ideas and opinion from the visitor's perspective regarding the DUN Sarawak. As we all know, the visitors who came to visit DUN Sarawak consists of different level of age and profession as well. For example, the primary and secondary students came to this building as they wanted to learn more on the history and the legislative structure particularly. However, for a group of professional profession such as the engineers, they came to Dun Sarawak as they wanted to experience themselves being in this prestige building and they wanted to look on the detailing of this landmark.

The next day, which is on the 26 July 2013, we are being instructed to key in all the asset code as well other details into a systematic documentation. The systematic documentation of all assets in DUN Sarawak are includes the furniture, the electrical components such as the personal computers as well as the quantity of each assets. This documentation of asset is important as it is need to be sent out to the auditors once in two years. Apart from that, at the afternoon, all the practical students are welcoming the delegation from South Korea for a day trip in DUN

Sarawak. Along the trip, the Speaker of DUN Sarawak, YB Datuk Amar Mohd Asfia bin Awg Nasar gave a brief introduction on the Malay culture as well as exchanged ideas and thought with the delegation.

2.1.2 Second Week (29 July 2013 – 2 August 2013)

For the following day, which is on 29 July 2013, I have been instructed to update the Sejarah Perkhidmatan documents of all officers in DUN Sarawak. From this task, I learnt the history of an officer starting from their first attachment until present in the organization. Moreover, all the practical students are being asked to do asset checking and documentation for Bilik Mesyuarat Majlis Raja-Raja. This is important task as all the assets need to re-check in order to avoid double documentation on the particular asset. On the evening, I was experienced to visit the Banquet Hall of DUN Sarawak and looked at the preparation for "Majlis Berbuka Puasa, Solat Berjemaah Maghrib, Isyak dan Terawih Bersama YAB Pehin Sri Haji Abdul Taib Mahmud" which was held on 30 July 2013. As this is a big event which is organized by DUN Sarawak, the preparation for this event need to be a well plan in order to ensure the program went smoothly.

The next day, which is on 30 July 2013, all the practical students helped the staff to prepare the goodies for the night function. Other than that, we visited the banquet hall to see the decoration progress and we took part in the rehearsal so that everyone knows their own tasks for the event. In order to ensure the event went smoothly, all practical students and staffs welcoming and give directions to the guest of the night.

On the 31 July 2013, I have attended a special meeting which is the handover ceremony of Puan Zainab bt Hj Aini, the Publication Assistant of DUN Sarawak. The ceremony was attended by the Secretary of DUN Sarawak, En. Supian Tarmizi bin Hj Mohd Tazuddin as well all staff of DUN Sarawak. In the ceremony, the Secretary

gave a brief speech on the handover and very thankful for her cooperation and contribution for past 20 years in the organization. Moreover, during the ceremony, Puan Zainab handover the work or tasks to the relevant officer so that the job can be done accordingly and continuously based on the work scope. Apart from that, the officer on transfer also need to handover other for instance access card, official things as listed in the transfer form.

On 1 August 2013, all the practical students are being asked to attend Majlis Perasmian Hari Bandaraya Ke-25 with DUN Sarawak officer, Puan Eliana Abdullah. In the ceremony, we are served by traditional dance show and participate in lucky draw which organized by municipal authorities which are Dewan Bandaraya Kuching Utara and Majlis Bandar Kuching Selatan. In the afternoon, I helped the officer to sort out and to do filing regarding ADUN personal files according to its coding number. The ADUN personal files need to be arranged into more meaningful form so that it is easy to be retrieved in the future.

The following day, which is on 2 August 2013, all the practical students attended a meeting with the officer, Puan Magdalene Nangkai. During the meeting, the officer gave a useful explanation regarding the function of all DUN Sarawak's department which are the Administrative, Account and Library Unit. Furthermore, she explained in detailed on the routines of each department as it plays an important role in order it runs smoothly. For example, the Administrative Unit managed daily routine of the organization such as incoming and outgoing documents that includes official letter as well as confidential files. Therefore, all documents need to be sort out systematically in order for easy retrieved.

2.1.3 Third Week (5 August 2013 – 7 August 2013)

On the 5 August 2013, all the intern students attend a briefing with Puan Magdalene Nangkai regarding the DUN sitting process of the state legislative assemble and the function of Publication Unit that plays an important roles during the sitting. During the sitting, we are exposed on the process of the sitting of the legislative assemble which is held twice a year which usually takes place in March and November. After the briefing, we continue sorting the ADUN's file for identification and labeling in t the Administration Unit.

On the following day, we continue with labeling the ADUN members file which about 320 of files. Furthermore, the files need to be update from time to time for future consideration.

On 7 August 2013, we continue to recalculate the claims and pension of ADUN members. All the claims and pension need to proofread before the document can be sent to the Treasury Board for next process. It needs to be correctly counted in order to avoid any misunderstanding and for better purpose in the future.

2.1.4 Fourth Week (14 August 2013 – 16 August 2013)

On 14 August 2013, after Hari Raya Aidilfitri celebration, we rearranged all ADUN's personal file and do new labels for the files according to its index number.

On the following day, 15 August 2013, I experienced to handle administration tasks such as answering and making phone calls, sorting incoming and outgoing letters as well as photocopying documents. It is a great opportunity for me to get directly involved in the administration work and learnt more on the process in handling tasks.

On 16 August 2013, I was attended a presentation by the Unimas students regarding 'Liason Officers' as they were presenting the proposal to request a sponsorship by DUN Speaker, Datuk Amar Mohd Asfia bin Awang Nasar. It was a very good presentation by them and we as the interns directly learnt more on the presentation skills in official matters. Moreover, the presentation was presented to the DUN Sarawak Secretary, En Supian Tarmizi and the personal assistant to Datuk Amar, Puan Hanisah Abdullah.

2.1.5 Fifth Week (19 August 2013 – 23 August 2013)

On 19 August 2013, I was being asked to update the history of employee services in DUN which is more focus on the details regarding their services in DUN. Basically, most of the employees in DUN were mainly the senior officers which are being in the service almost 20 years. Therefore, they have wide experience in order for them to give a better service in their scope of work as well as giving the best service for the state particularly.

The following day, which is on the 20 August 2013, all DUN staff as well as the trainees were involved in official ceremony launching of 'Golden Bridge' that was held in the new State Legislative Assembly building. The ceremony was attended by all cabinet ministers of Sarawak and the Golden Bridge was launched by the Chief Minister of Sarawak, YAB Pehin Sri Haji Abdul Taib Mahmud. Furthermore, the Golden Bridge is to link the north and south area of Kuching which was separated by Sungai Rajang and this bridge is going to be the new landmark in 2015.

On 21 August 2013, all trainees and I was asked to welcome visitors from SMK Serian that came to the State Legislative Assembly building for a visit. The visitors are consists of 109 students and 10 teachers who came to learnt the history of DUN as well as legislative procedures for their general knowledge. Therefore, it is

our responsibilities to gave them as much information as we could in order for them to really understand the legal system in Malaysia.

On the following day, 22 August 2013, I was being asked by the officer to do filing and sorting incoming as well as out coming documents while the officers went for a meeting. In DUN Sarawak, the staff shared the same document folder which was link to all personal computers in the organization. The reason why they have this kind of system is that all staff can managed incoming and outgoing documents and they can retrieved the documents easily.

The next day, all trainees were asked to welcome visitors from Jawatankuasa Rukun Tetangga Sarikei that came to have a visit in DUN. As the visitors were elderly, there was different approach taken by the staff in order for them to deliver information and it is easily understood. Therefore, a simple briefing with slides was being presented to the visitors and a tour in new State Legislative Assemble building would be a great experience for them.

2.1.6 Sixth Week (26 August 2013 – 30 August 2013)

On 26 August 2013, all the interns were asked by Deputy Secretary of DUN, Mr. Pele Peter Tinggom to do filing and to photo copy of DUN Sitting Question from the year 2009 to 2013. In the evening, we assisted the visitors from Kolej Kesihatan Awam Sarawak that consist of 20 students and 2 lecturers who came to have a visit in DUN Sarawak. They were attracted by the scenery which is situated near the river bank as well as the building architecture itself.

On the next day, I was being asked by the officer to update the medical leave for all staffs as in 2012 to present. In the evening, all the interns were attached in the library for recording and labeling the new book. Furthermore, all new books need to

be recorded according to its content and book category in order for easy retrieve in the future.

On the 28 August 2013, we continue with recording and labeling new books at the library with the librarian, Madam Mary Kuek. I have learnt the basic procedure of a library before the books can be borrowed by ADUN's via e-library. Moreover, the DUN library system is link to other library across Malaysia as it easier and fastest alternatives for ADUN to share the information with one another in other state.

The next morning, all the interns were asked to welcome the visitors from Institution of Engineers Malaysia who came to visit DUN Sarawak. The group was consisting of 22 engineers that wanted to know more on the building structure as well as the architecture of Sarawak landmark.

On the 30 August 2013, it is our last day undergone the practical training in new State Legislative Assembly and we continue to finished up all the remaining work tasks as it is our responsibilities to help and to learnt regarding the function of each department in this organization.

CHAPTER 3 ANALYSIS

3.0 INTRODUCTION

In this chapter, it will focus on the every area of tasks being done as mentioned in the practical training log book. This chapter also will discuss further on the application of the theoretical aspects that had been covered in the classroom into the workplace. Moreover, these aspects will be explained in detail by comparing the knowledge that had been learnt in various subjects during class with the real working environment.

3.1 TASK ANALYSIS

During the practical training in Sarawak State Assembly, there are various kinds of tasks that we need to carry out in order to understand the nature of the organization as a whole. The routine in this organization may differ from other as the nature of its activities is more focus on the relationship between the State Legislative Member's and the legislative system. Therefore, the ways of delivering work task are slightly different from other public sector as it requires several procedures before getting the work done. On the other hand, as a practical student, we need to cooperate with the staff in the organization during carrying out the tasks in order to give best service to the personnel as well as to the public. The practical training gives wide exposure on how the tasks is done, how to handle different situation with good solution and the staff are willing to share their experience regarding their duties. Throughout the training, I had been assigned to do more on administrative work tasks such as managing records and office equipment as well as dealing with public particularly. From this experience, a good management in terms of time and decision making is one of a crucial element in getting the tasks done smoothly and systematic in order to reduce delaying in execution. Furthermore, it is very important for the

organization to keep a good image by providing efficient system where the public will have better perspective towards public sector.

3.2 PUBLIC RELATIONS THEORY

The Public Relations theory can be explained in Public Relations : The Profession and the Practice book by Lattimore, Baskin, Heiman and Toth, they defined public relation as:

“A leadership and management function that helps achieve organizational objectives, define philosophy and facilitate organization change. Public relations practitioners communicate with all relevant internal and external public to develop positive relationships and to create consistency between organizational goals and societal expectations. Public relations practitioners develop, execute and evaluate organizational programs that promote the exchange of influence and understanding among an organization's constituent parts and publics” (Lattimore, Baskin, Heiman and Toth, 2009)

As mentioned by Lattimore, Baskin, Heiman and Toth in their book, there are several duties of public relations practitioners in order to guide them and understand more on their work specification and responsibilities toward an organization.

Duties of Public Relations Practitioners:

1. Channel the information

- The Public Relations Practitioners should share information in all medium of information for instance, appropriate newspaper, and broadcast in order to enlist their interest in publishing an organization's news and features.

2. Programming

- It is one of their duties to analyze problems and opportunities of the organization as well as define goals and the target and to recommend future planning activities.

3. Production

- The Public Relations Practitioners should communicate with the public as well as the interest target group in delivering organization policies activities. A good communication to the public in large particularly by using publications, special reports, films and other multimedia programs.

4. Relationships

- It is a crucial duty for the practitioners to have a good relation with internal as well as internal target groups in order to able to deliver vital information. Furthermore, they need to gather information from management which is the organization, from their work colleagues and from external sources.

5. Special Events

- The Public Relations Practitioners should organize an event that based on to gain attention and acceptance for the public as well as people in large. Therefore, the events require high standard of planning and coordination, full attention to details and the preparation for special booklets, publicity and reports.

6. Speaking

- It is a basic approach for the practitioners to have face-to-face communications as it is the key for interaction. It is important for them to give directions as well as to convince people from outside of the organization.

7. Research and evaluation

- It is particularly the study on the issues, organizations, public, competition, opportunities as well as threats. It is vital for them to reach the level of effectiveness of public relations programs that had been organized.

8. Writing and editing

- A good writing and editing by the public relations practitioners that reach a large group of people, through printed materials such as reports, news releases, booklets, speeches, film scripts, trade magazine articles, product information, shareholder reports, and other management communications directed to both organizational personnel and external groups.

3.2.1 Systems Theory In Public Relations

Systems theory can define as on how an organization interacts with the external environment and the relationships towards the organization itself. This theory gives the proper guidance for the organization in recognizing the interdependence of organization with the internal and external environment that surrounds the organization.

The internal and external environment of the Sarawak State Legislative Assembly can be interpreted as follow:

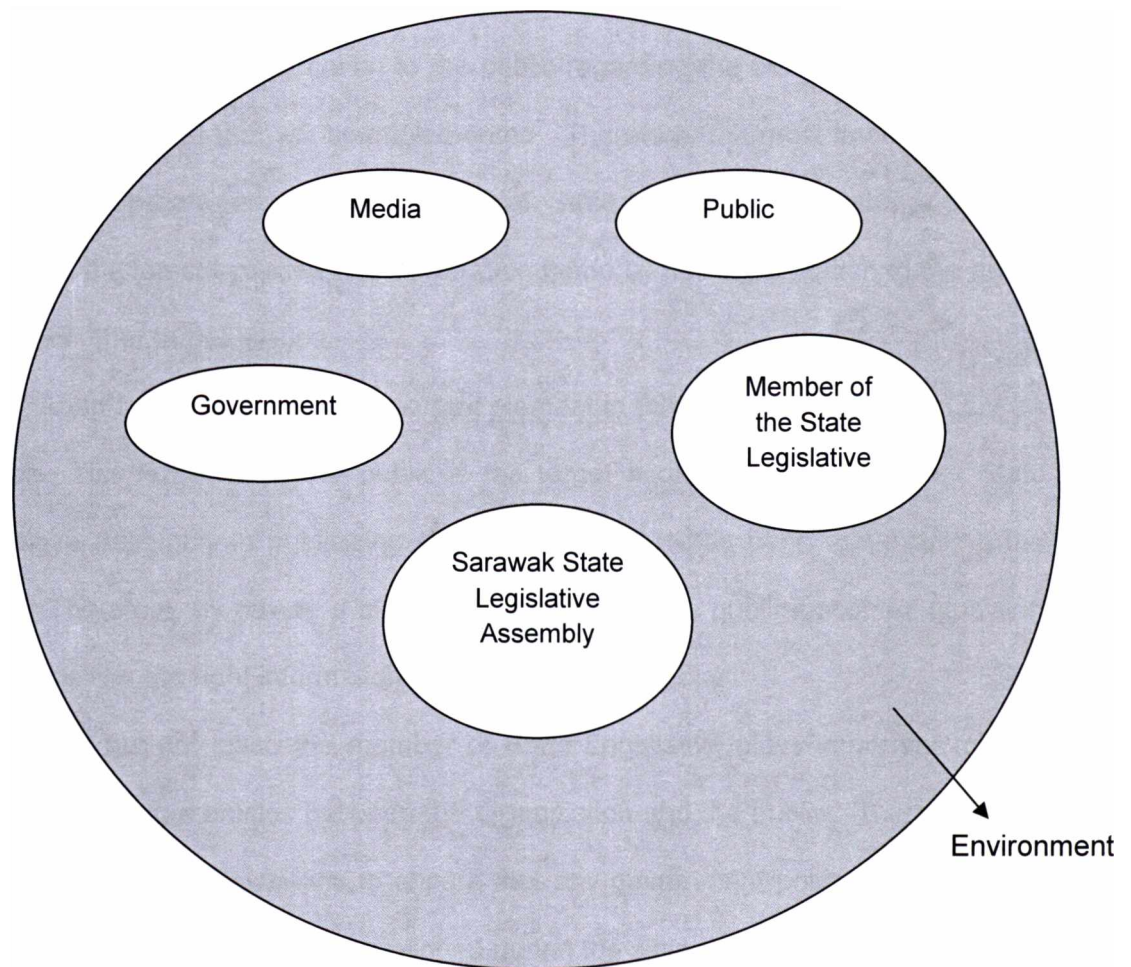


Figure 3.1 System Model of Sarawak State Legislative Assembly and its Environments

The relationship between this organization and other entities can be explained as follows:

From this model, the interaction between the government and this organization is more towards planning, providing the implementation of government policy to the Sarawak State Legislative Assembly and funding the activities carried out by the organization in the name of public attention. Furthermore, government can be seen as the upper rank in any organization as the administration of Sarawak State Legislative Assembly is directly under the State Government administration.

On the other hand, media also plays an important element in Sarawak State Legislative Assembly administration. This is because media will deliver any important message or information to the public regarding the DUN Sitting as well as government policies that will be implemented. Therefore, the most important role in the relationship between media and Sarawak State Legislative Assembly is towards publishing the latest activities and declarations made by this organization to the public as well as other target groups.

Apart from that, another important element in this relationship is the public as a whole. This is because, the public is the target audience of the Sarawak State Legislative Assembly in publicizing the declaration that has been made during the sitting. Therefore, by having a close relationship with the public becomes crucial in order to deliver the right information to the public in particular.

Last but not least, the member of State Legislative plays an important role as they are the middle entities between the organization and the public. Therefore, it is their duties and responsibilities to ensure that any government policy and programs need to be implemented as being mentioned during the sitting.

3.2.2 Two-Way Symmetrical Model In Public Relations

Two-way symmetrical model can be seen as how the organization adjusts themselves with the public. It concentrates on the use of social science research methods to achieve mutual understanding and two-way communication rather than one-way persuasion. In this model, balancing the self-interests with the interest of others in give-and-take process can waver between advocacy and collaboration, and the involvement from every parties are needed in dealing with various problems as mentioned by James E. Grunig (Lattimore, Baskin, Heiman and Toth, 2009).

In applying this model to the routine interaction in Sarawak State Legislative Assembly and the member's of State Legislative are likely to be in two-way communication. As discussed, the member's take initiative to enhance suitable approach in order to fulfilled the locals in their area and to deliver appropriate ways to tackle public attention as a whole. Moreover, the staff will cooperate with the public from time to time in order to identify the problems as well to make solution for the problem arise. Therefore, it shows that the daily task of the staffs in this organization is more on creating a mutual sense of interaction to deliver the required information to the public as response by the public.

3.3 MANAGEMENT THEORY

The Management Theory can be defined as the use of process to define the “one best way” for a job to be done, effectively and efficiently. A process refers to a set of ongoing and interrelated activities where, it deals with what we’re doing and how we’re doing it (Mary Coulter, 2011). In the other hand, efficiency means doing a task correctly by “doing things right” and getting the most output from the least amount of inputs. Moreover, effectiveness means “doing the right things” by doing those work tasks that help the organization reach its goals. Whereas efficiency is concerned with the means of getting things done, effectiveness is concerned with the ends, or attainment of organizational goals. Although efficiency and effectiveness are different, they are interrelated. Meaning that, good management is concerned with both attaining goals (effectiveness) and doing so as efficiently as possible.

Moreover, there are three management functions that can be describe in concerning to the effectiveness and efficiency of the work done. In the early part of the twentieth century, a French industrialist by the name Henry Fayol proposed that there are four management functions approach that can be used in an organization. The first function is planning which includes setting goals, establishing strategy, and developing plans to coordinate activities. Setting goals, establishing strategy and developing plans ensures that the work to be done is kept in proper focus and helps organizational members keep their attention on what is most important. The second function is organizing where it is to arrange and structuring work to accomplish the organizational goals. In other words, organizing includes determining what tasks are to be done and by whom, how tasks are to be grouped, who reports to whom and where decisions are to be made. Last but not least, the final management function is controlling, which involves monitoring, comparing and correcting work performance. After the goals are set, the plans are formulated, the structural arrangements determined, there has to be some evaluation to see if things are going as planned.

In order to focus in detail regarding the work done in Sarawak State Legislative Assembly that are the filing system and record management, I will only focus on the three main functions area of management that are planning, organizing and controlling. This is because the filing system and record management is concern more on the method itself in order to make it more effective and efficient in daily routine throughout the organization.

3.3.1 Filing System

A file can be defined as an organized unit of documents, accumulated during active used or in other words, the period when records are used frequently, and kept together as it is deal with the same subject or activity. A record of the files should contain the evidence of business activity and it must be considered as the smallest units of the record-keeping system. In addition, a single organization may create thousands of files every year and it is important to get control over uncountable records which is by having a good filing system throughout the organization.

Filing system can be defined as the system of classifying, coding arranging and placing records in the convenient place and easy to retrieve when requested by user. Before the filing system can be done, it is important for the staff to plan on the flow of filing system as it requires a proper classification of item, systematic coding and suitable storage of the records that have not easily got caught with damp environment, proper spacing and easy to be managed. Moreover, it involves systematically classifying, coding, arranging and placing records in storage and facilitating their quick and easy retrieval when requested by a user. There are two general filing methods exist which are alphabetic and non alphabetic filing system. The alphabetic method consists of three specialized indexing systems that are filing

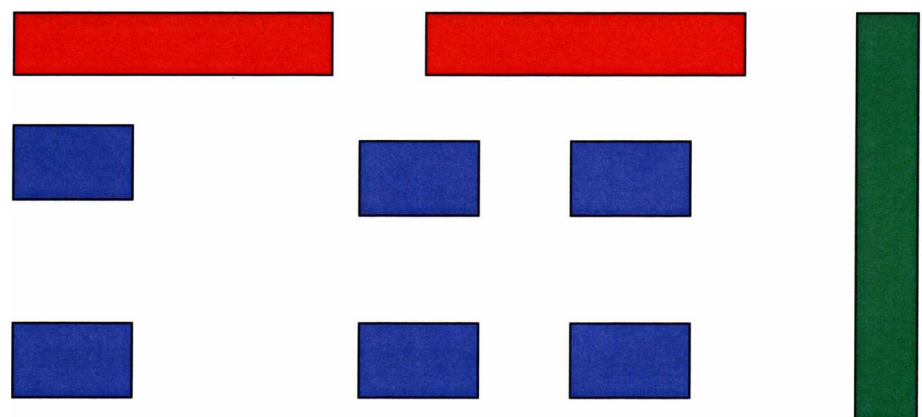
by name, subject or geographic area. The non alphabetic filing system however comprised of numerical and chronological indexing systems.

Furthermore, there are several basic requirements of a good filing system in an organization. The first requirement is that the filing system needs to be consistent from time to time. It indicates that identical methodologies should apply to all records and any difficulty should not occur without reason. Secondly, the system needs to be logical for all records. It refers to the fact that the filing system should identify and meet the requirements of all records. Next, the filing system must flexible for all circumstances as it is flexible enough to accommodate functional change and consequent changes in records policies and procedures. Last but not least, every preference should be given to a simple system rather than a complicated method of filing as both can achieve same end result.




The purpose to have a filing system in an organization is to store the important documents in an appropriate place, to have an easy finding of document that a user need, to make an arrangement or divisions of documents according to the title or type, avoid careless misplacement of documents and records, and also to safeguard the confidential data in the safe place.

Even though filing system is the most common type of storing data in the organization, some drawbacks also makes filing system somehow not effective. Filing system needs a huge place to store the documents. So, with the expansion of filings due to the addition of new records, the current storage would be inconvenient anymore and needs a new place. Secondly, filing system classification may be difficult if running out of coding or coding may become at infinite value. For example, using the alphabetical system, after all letters have been used up, the user need to create a new coding system again for continue to use this system, whereas using numeric system may also problematic due to the value of number used to classify documents will increased when the records keep increasing with upcoming new records.

In Sarawak State Legislative Assembly, they used both methods of filing system which are the alphabetic and non alphabetic methods. The alphabetic method of filing in this organization is particularly for personal file of the staff itself. The reason why they used this type of system is that it is easy for them to retrieved by name rather than index as the number of the staff much few compare to other organization. On the other hand, the non alphabetic filing system used for the records of the member's of Sarawak State Legislative which consists of their pension as well as remuneration of their service. In order to relate to the management function that are planning, organizing and controlling into meaningful form of filing system, the staff of this organization need to plan on what are the types of files that are going to construct. For example, documents that are under active files, for instance, the outgoing or incoming mails need to be systematically updated from day to day basis. Moreover, in terms of organizing, the documents that received from internal departments and external organization need to be organized according to its subject and receiving date. On the other hand, the files need to be controlled from time to time in order to maintain the availability of the files especially under private and confidential category.



Indicators:

-  Staff Personal Files
-  Member's of DUN Files
-  Tables

3.3.2 Record System Management

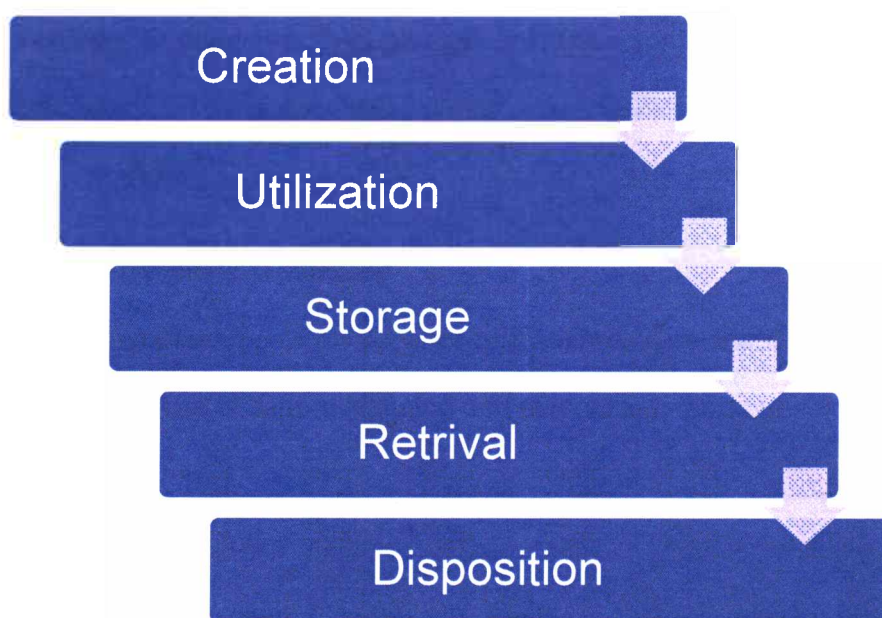
Record system management is the systematic control of an organization records throughout their life cycle in order to meet operational business needs and expectations. Effective record system management of information allows fast, accurate and reliable access to records as well as protection of vital and historically important records. Moreover, the activities involved in controlling the life cycle of a record, beginning with its creation and ending with its ultimate disposition.

The record system management is necessary for all organization as it directly increases employee productivity as it accomplishes its workload with fewer employees. Furthermore, it eliminates duplicate records and information for the same activity, hence, reduces its records storage space. Other than that, this record management keeps better track of, control over as well as centralize its records and information, thus making them readily available to all employees who need them.

In order to understand more on the concept of the record system management of an organization, it is important to know the records cycle of the record. The first stage is the creation stage as it concerned on the developing efficient methods of entering data on documents, a task of critical importance. The most important function of this stage is it involves determining the length of time records should be stored before they are destroyed. Secondly, the utilization stage of the records cycle is focus more on developing efficient procedures for use in retrieving and delivering desired records. Next, the storage stage involves developing efficient procedures for using filing equipment and the space occupied by the equipment. The records should be stored in a location readily accessible to users as well as protecting the records against disaster or unauthorized use. The fourth stage is the retrieval of the records where the documents are removed from the files, retrieval involves tracking down documents not returned to the files within a reasonable time. Last but not least is the disposition stage where it involves

preserving valuable documents, especially those vital to the smooth operation of the organization.

In Sarawak State Legislative Assembly, all the departments are using the same method in protecting their records. For example, in administration unit, the records or documents are being recorded once they received it from external organization as well as within the organization itself. The documents then will be stored manually by recorded it in a particular files in order for easy retrieve in the future. Therefore, most of organization will used the same method in order to maintain their records and vital documents.



Record System Management Cycle

3.4 PUBLIC ADMINISTRATION CONCEPT

In Public Administration subject, we learnt that it entails civil servants implementing a specified policy within the confines of a government executive framework. Moreover, in this subject we were exposed with the functions of government agencies in order to elevate the responsibilities towards the publics. Therefore, there are the concept of bureaucracy is the best method to explain these responsibilities in achieving government agencies goals and objectives.

3.4.1 Bureaucracy

According to Max Weber, bureaucracy can be defined as the process which involves full of rules and procedures, in a hierarchical manner. Max Weber's principles spread throughout both public and private sector in carrying out tasks and work procedures. Therefore, Max Weber has identified six principles of a bureaucratic organization.

1. A formal hierarchical structure

- It has clear view on superior and subordinates line of authority as it is the basis of central planning and centralized decision making.

2. Management by rules

- Every decision making are made at high levels to be executed consistently by all lower levels as it controlled by organization rules.

3. Organization by functional specialty

- The work tasks are to be done by specialist and staffs are organized into units based on the type of skills that they acquire.

4. An “up-focused” or “in-focused” mission

- If the mission is described as “up-focused”, then the organization aim is to serve the stockholders as well as the board. However, if the mission is to serve the organization particularly, it is then based on to produce high profits and to gain market share. Then it is described as “in-focused”.

5. Purposely impersonal

- The main objective is to treat all employees and customers equally and it is not to be influenced by individual differences.

6. Employment based on technical qualifications

- In an organization, the employments are based on his or her qualifications that match with their skills and ability.

In Sarawak State Legislative Assembly, most decision are made by the high-ranked officers that is the Speaker of Sarawak State Legislative Assembly that shows the hierarchical chain of command and strictly bounded by organization rules and procedures. By having bureaucracy in this organization, it then can maintain quality of decision making as it avoid biases in decision making. The need of organization rules and procedures can be crucial as it maintain the standard in service delivery so that the quality of work can be monitored from time to time. Moreover, it gives positive advantages to the staffs as it indirectly disciplines them in completing their tasks on time as well as focus on their roles and responsibilities throughout the organization.

3.5 REFLECTION

There are several theories that I can relate to the subject that I have learnt in classroom which are applicable to practice it during five weeks of practical training in Sarawak State Legislative Assembly. It is a very valuable experience for me as I am able to handle real working environment that need to apply theories in order to solve difficulties in daily routine.

3.5.1 Public Relations in Sarawak State Legislative Assembly

The public relations play an important role throughout my practical training in this organization. This is because, the front-line staffs are the one who cater the needs and wants both to the public as well as member's of Sarawak State Legislative. Therefore, in order to accommodate such needs, I need to play the role as the representative in delivering information for the target groups.

Moreover, I need to have an active communication with the public and respondent of the organization. As this organization basically managing and implementing government policies of the state, therefore, it is my responsibilities to figure out the important information regarding issues arise and deliver the information in appropriate manner. In general, it shows on how two-way symmetrical model works between me and the public in general. This can be reflected during the visits from various type of public from secondary students until professional personnel. During their visit, most of them wanted to know more about the Sarawak legislative as well as the history behind it. Therefore, it is a valuable opportunity for me to have a good interaction with them in delivering the right information.

3.5.2 Filing System in Sarawak State Legislative Assembly

The filing system that used by this organization are both alphabetic and non alphabetic method. I managed to gain a good experience in handling filing system in this organization as it makes my retrieved process of the documents become easier and required less time. Furthermore, the index number that labeled at every files drawer becomes an indicator and guideline for officers in the organization. Moreover, this filing system is proven to be effective in practically. On the other hand, the files or documents were placed in the Administration Unit at the main office as it is easy to obtain by anyone within the organization.

Even though in the Administration Unit they used traditional method of filing the documents and other related materials, it is less complex to the present system. It is easier for anybody to access as they can look through alphabetized filing cabinets to find a file. On the other hand, this organization used centralized control over the documents and records of the members of Sarawak State Legislative Assembly. Meaning that, there are an individual who are responsible and have authority to know the flow of the records itself. The person who is in charge in terms of the filing control in this organization is Mdm Norziana Hj Ahmad. Therefore, she will ensure that there is no duplication of records are stored as well as controlling the retrieval, retention and transfer of records throughout the organization. Furthermore, this type of record storage is cost savings as it accrues from the use of standardized equipment and procedures. Moreover, the records pertaining to a particular subject are stored in one place and it can operate continuously and is not hampered by employee absence.

3.5.3 Bureaucratic System in Sarawak State Legislative Assembly

As mentioned in Chapter 1, the organization chart plays important role in delegating work tasks according to the chain of command. The organization chart shows the line of authority in order to make it easier for the subordinates to refer to as well as to get instruction from who it is supposed to be. Furthermore, the organization is hierarchical in manner as it is clearly shows the chain of command in Sarawak State Legislative Assembly and it gives descriptive views on to whom the job is hold according to the position and units attached to.

Besides that, the staffs bound by rules and procedures as well as instructions from high-ranked officers. The bureaucracy creates a strict decision making with everything might need to refer to the high-ranked officers if something happen or the issues regarding the services. This means that the usage of bureaucracy has restrict the independent action made by the lower-level management in order to increase the quality of decision making and avoid biases. I also experienced several situations that need to get permission and further confirmation from the high-ranked officer who are Mr Supian Tarmizi bin Hj Mohd Tazuddin and Mr Pele Peter Tinggom.

The bureaucracy in this office gives the specialization of work for each staff. It can be seen with the division of departments that has its own role in the job. From this specialization of work, the staffs will be more focus in doing their job without having some duplication of works and remain functional to be aligned with the objectives of the organization itself. Therefore, based on my observation during 5 weeks in this organization, the bureaucratic system in Sarawak State Legislative Assemble is effective as there is less conflict occurs among the staff and they can improve the work quality in their workplace.

CHAPTER 4 RECOMMENDATION AND SUGGESTION

4.0 INTRODUCTION

Chapter 4 will focus on the further analysis that carried forward from Chapter 3. In this chapter, the discussion will provide suggestions or recommendations for the improvement of the organization itself, based on the analysis of strengths and weaknesses that organization currently possesses.

As I have been attached at new Sarawak State Legislative Assembly, I have learnt a lot regarding office scenario as well as gained new experience which is very important in the future. The practical training has exposed me to the real working environment as I need to get familiar regarding office attire, punctuality as well as office tasks. Along 6 weeks of attachment, I am able to communicate with public and get to know more about our legislative system in Malaysia. For example, there was a lot of educational trip had been done that include primary school students until professional level and the building itself become the landmark of Sarawak. Therefore, being a part of the host for the trip became the most memorable experiences for me as I can get to know people from various professions and it increases my ability to communicate. Furthermore, it improves my confident level as I gave directions and do some simple briefing regarding the history of DUN Sarawak to the visitors. Moreover, there are several ceremony was held in DUN for instance the Cabinet Meeting as well the official launching ceremony of the Golden Bridge. During the ceremony, I experienced to welcome all Ministers and the Head of Department in Sarawak and to witness the prestige ceremony myself.

4.1 SWOT ANALYSIS

SWOT Analysis is used to make an analysis of the current capabilities possessed by an organization. SWOT Analysis used to identify the strength of the organization and also what organization are the weaknesses as well as to compare whether the current performance of the organization is aligned with the organizational goals and objectives. Based on my working experience in practical training for 6 weeks, I am managed to identify the organization capabilities that currently possessed.

4.1.1 Strengths

- Active communication

Working in public sector will require the staff to have an active interaction with the public. In this organization, it practices the same type of communication as they need to actively respond to the internal as well as external daily routine. Furthermore, it is important for them to deliver necessary information to the public as it is one of the criteria in serve a good service to the public as a whole.

- Spacious working place

As the Sarawak State Legislative Assemble is one of the landmark in Sarawak, therefore, it has a good office layout that equipped with latest and high technology equipments. One of the most important element in this aspect is that in every department, the staffs are freely move from one place to another without any barrier which is the partitions and it is one way to keep the active interaction among them as well.

4.1.2 Weaknesses

- Low awareness of Information and Technology usage

The usage of Information Technology (IT) in the working place becomes the most crucial element in an organization. Information Technology is the use of computers and software to manage information. In DUN Sarawak, there was limited use of software and it directly slow down the rate efficiency of the staff. For example, in library department, the librarian still used traditional method in labeling and categorizing the books according its content. Therefore, there are more time consume for these process and cause in delaying other work that is more important. Other than that, the administration department does not have their own software in organizing the ADUN's personal files.

For instance, the administration staff needs to update manually regarding the ADUN member's pension, claim and remunerations as they need to keep it updated from time to time. Moreover, the database management system is not strongly implemented in this office and still highly dependent on the filing system. This may increase the usage of papers due to the low awareness of the staffs in using the database management system for safekeeping records.

- Lack of 5s implementation

The 5s system becomes the most crucial activities within the sector as it can improve efficiency and effectiveness on daily routine of the organization. However, in DUN Sarawak, the organization did not practice 5S activities as it should be. Throughout the departments in the organization, there was only Administration Unit that practices the activities where they have a 5S corner in the department. However, the corner was not maintained by the staff as the photos and other documents were not being updated. In this case, the officer in charge should view this as a problem in the department in order to improve their working skills. Moreover, 5S activities should be practiced once a month for every department to show that these activities play an important role in delivering a good service to the public. The implementation of 5S becomes one of the most important practices in the public sector as most sectors are experiencing complexity due to a changing environment. This is because 5S becomes one of the elements of Total Quality Management (TQM) as it measures the continuous improvement in public organization.

4.2 MAJOR CHALLENGES

During practical training period, there will be several problems or challenges that need to take into consideration that is in terms of enhancing more proactive cooperation in the organization for having a balance learning process. It can be divided into two aspects:

1. Adapting to new working environment
2. Maintaining objectives during training period

4.2.1 Adapting to new working environment

For the fresh graduate students, entering a new working environment becomes a new experience for them. Therefore, in order to adapt with new culture in the workplace, it will take a lot of time for them to suit themselves into the organization. The biggest challenge for them is that to create links and maintain good relation between the staffs and other practical students from other education institutions. In this environment, we need to adhere and be prepared for the work tasks that have been delegated to us. Moreover, we need to gain high expectation from the staff in the organization as we need to impress them with our knowledge and capabilities throughout the practical training period.

4.2.2 Maintaining objectives during training period

A short practical training period requires a proper management of work in order to maintain the objectives during this 6 weeks period. There might be some problems experienced by the students in maintaining the learning objectives as we need to actively participate directly in the organization activities.

4.3 RECOMMENDATIONS

The practical training attachment, as introduced in this subject, ADS666, is a good program for the students for learning purposes as they are being exposed to the management of the organization. Furthermore, it will strengthen the cooperation and collaboration between UiTM and the Sarawak State Legislative Assembly as well as other government agencies. Moreover, it will become a medium for exchange of knowledge between the students and the organization in terms of managing the local government administration.

By undergone the practical training, the students are able to experience the true working environment in the local government administration compare to have theoretical knowledge in the class. There are various theories can be adapted into the real working environment which suits the situation. By having this experience, it gives better chances for the students to make flexible decision making in the future. On the other hand, the decision making are mainly made by high-ranked officers that related to the management of the organization. Therefore, it shows the high degree of bureaucracy has been implemented in this organization. Furthermore, it is important for the students to keep a good relation with the staffs in order to get some tips and recommendations in facing the real environment once graduating.

As I am being attached at Administration Unit, it gives knowledgeable experience as I was exposed by the work procedures in the organization. There are various kinds of work tasks that I have learnt on such as handling important documents that need proper filing for future reference, answering proper phone calls, as well as delegation of tasks according to its importance. The Sarawak State Legislative Assembly is well known by its high formalities from basic physical aspects until how the work done. Therefore, there are rules and procedures that need to be follow in order to keep the quality and to respect the speaker of Sarawak State Legislative Assembly.

4.3.1 Recommendations to Sarawak State Legislative Assembly

- Reduce paper consumption

In this organization, they should conduct paper-less meetings. They need to distribute meeting minutes via electronic mail and encourage employees to take notes on laptops. This is because, they still used papers to keep record of information copies and minutes sheets which is not applicable method. Furthermore, if a document needs to be viewed by everyone in the office, try passing the document around the office rather than printing individual copies for each person. It is a huge waste of paper for everyone to each receive a copy if it is only meant for viewing purposes.

- Provide proper training module

The Sarawak State Assembly must provide proper training module for the students who undergo the internship in their organization. The training module will become a guideline for the host supervisor in dealing with instruction as well as nature of work in the workplace throughout the practical period. Moreover, the host supervisor needs to explain on job description of each department and their span of control in making decision. It is very crucial for the student to know for whom they will report to when there is problem arise. Therefore, a clear training module will give the students overall view on their roles and responsibilities once they attached in a particular department.

- Task assignments

The staff of the Sarawak State Assembly need to give task assignments to the students with brief introduction and explanation before the task can

be done. The task includes the formal phone calls to other organization as well as to respond to the formal letters. However, there are work tasks that may not give full explanation and guide which includes normal clerical work and simple tasks for instance, updating the files. Moreover, a challenging task must assigned to the students in order to enhance their administrative knowledge and practice the theory into practical. The problem is that the host supervisor may not give students the chance to contribute their ideas and share the knowledge to the organization. The knowledge is crucial for the students to prepare themselves into working environment once they are graduating.

4.3.2 Recommendations to Universiti Teknologi Mara (UiTM) / Faculty of Administrative Science and Policy Studies (FSPPP)

- UiTM lecturers' supervisions during practical training period

Currently, the UiTM lecturers' visit to the practical training places once in 6 weeks may be a tool to measure the students' progress during practical training period. In this case, to have a better monitoring over the students, UiTM should provide active contacts to the host supervisor through UiTM lecturer in monitoring the current progress of the students and the task done by them. It will help the host supervisor to create a better task or work assignment to the students in the process of assisting the students to learn more in administrative field.

- Increase the practical training period

Practical training attachment during semester break in Part 5 may be a short period for students of Bachelor of Administrative Science (Hons.). The period of practical training is dependent on how long the semesters break in the academic calendar. Therefore, the knowledge and experience obtained by the students might not be enough for the learning purposes. Asking about increasing the practical training period by taking one semester in the study plan might be difficult for the faculty to decide due to the many subjects that need to be learn in the study plan and creating a new study plan might need a strict procedure. However, the suggestion for at least extending the practical training period might be rational to increase the learning experience of the students in the office.

CHAPTER 5

CONCLUSION

5.0 Introduction

Chapter 5 will summarize all the discussion in each chapter in the report by mainly concentrate on the main points.

5.1 Conclusion

These are the summary of each chapter in my practical training report.

In Chapter 1, it is discussing more on the background of the organization and other important details are being introduced. The content of this chapter is more on the background of Sarawak State Assembly, the nature of the organization activities as well as its profile. Moreover, I have discussed on the organization history, mission and vision, objectives as well as other details regarding Sarawak State Assembly. In referring to this chapter, it directly gives overall view on the organization hierarchy as well as span of control which is important in dealing with line of authority. Furthermore, it is important to know the fundamental information before discussing other aspects of organization in depth.

In Chapter 2, I am discussed more on my daily activities and the work done by the practical students in the Sarawak State Assembly. In this chapter, it particularly reflects on the activities that acquire our knowledge and skills in dealing with daily work task as well as personnel. Furthermore, the daily work tasks were recorded not only in my logbook but also in the report to support my task performing progress in the office. On the other hand, the practical logbook was being supervised by both host supervisor as well as the lecturer in evaluating the student's current progress in the organization. Moreover, in this chapter, it give clear views on how I managed and record every work task that I have done throughout practical

training period in an organized way. By having the practical training log book, I am able to see my potential abilities as well as the contribution towards the Sarawak State Assembly.

Chapter 3 is focus more on the analysis of my task done in the organization. During practical training, I have analyzing on the task that normally done in this office, the applicable theory that applies in the job, the theoretical aspects that practices in the office and also the analysis on the theoretical parts that reflects the real-life experience during working. From the analysis made in Chapter 3, it can show that how much theoretical aspects that I learnt in the classroom are applicable in my practical training attachment in five weeks time. The job done and how I am going to make the theory that I have learnt in the class can be used in the workplace is seen as the most challenging part during this period. From this situation, I realized that this a valuable opportunities given by the faculty to see what can I done if facing several workplace issues that might test my theoretical part as well as critical thinking in managing each problem. Furthermore, during the practical training, I experienced to be a public servant and dealing with personnel who holds high status in the state. Being less experience in attending official event with high protocol gives me motivation and efforts to get familiar with the occasion. Moreover, I learnt on how the management through people is done and how does the implementation stage works in ensuring the government policy runs smoothly in the implementation stage.

Next, Chapter 4 is more concern on the analysis of the strengths and weaknesses as well as major challenges faced by the students throughout the practical training. From this chapter, it is describe clearly as there are several strengths and weaknesses of the Sarawak State Assembly in dealing with daily routines. The strengths of this organization is that it provides the best service to the public as well as the members of Sarawak State Assembly particularly. However, the organization lack of using the current technologies which could help the staff to enhance their daily work performance. Furthermore, several recommendations are

being recommended to the Sarawak State Assembly in improving the practical training attachment as well as the organization management in dealing with practical students. These suggestions would help the organization to improve the way of management in terms of student's perspective and it able for the students to collect as much information and experience during the attachment.

5.2 Overall Summary

In conclusion, throughout the five weeks of the practical training in the Sarawak State Assembly, I gained vast knowledge and experience that are valuable for my career development in the future. From the practical training, I have learnt many things regarding the work tasks and working environment which only gained during the training that may not be obtained from the ordinary lesson in the classroom. The learning process includes on how do the job normally done, several uncertain issues that need to be tackle properly, the working environment in the office and working system in the organization. Moreover, the meaningful help by the staff who always giving opportunity to learn about the administrative line and the public relations with the public gives me wider perspective in dealing with personnel. By having this experience, I can conclude that there are many challenges that might be faced in the future when working with public sector. On the other hand, I also can use this opportunity to establish contact and link with the other staffs in every department in the office. This is because the need to make connection and link with the supervisor and the staffs in the office is to create an opportunity in applying job with the previous practical training organization. Moreover, having at least a working experience in practical training can also be useful to be included in the resume for applying a job in the future. Furthermore, supervisor and other staffs can also be mentioned in resume as a reference and therefore keeping a strong tie with them is necessary for supporting the resume of a student. Last but not least, I recommended

that Sarawak State Assembly is the best organization as a starting line to prepare the students in becoming the administrative officer in the future.

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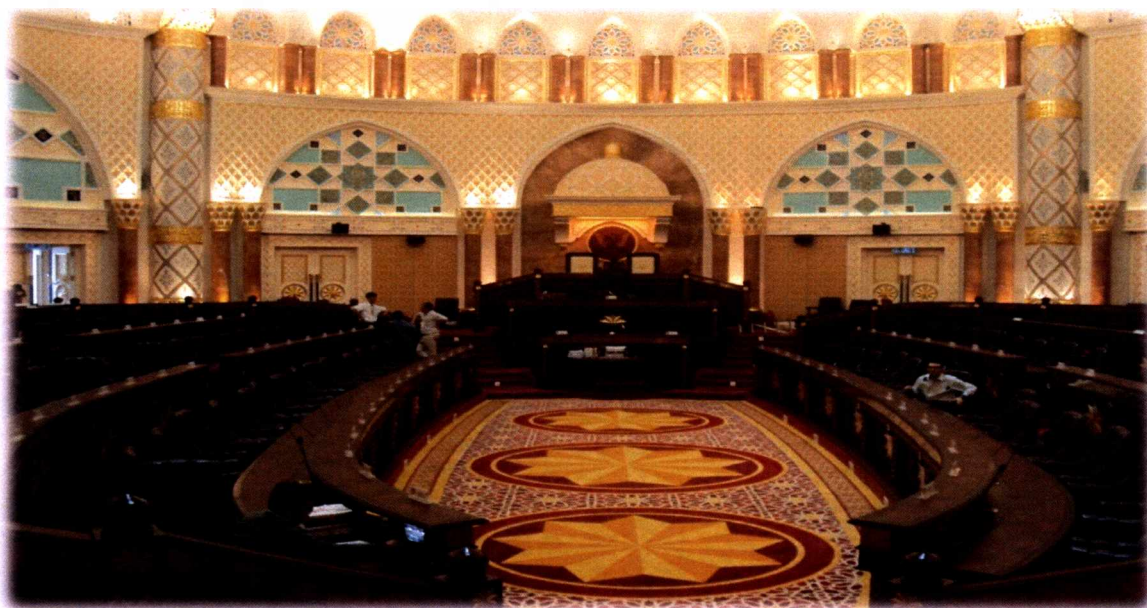
Website

www.dun.sarawak.gov.my

APPENDICES



The Sarawak State Legislative Assembly Building



The Chamber Hall

Events in Sarawak State Legislative Assembly



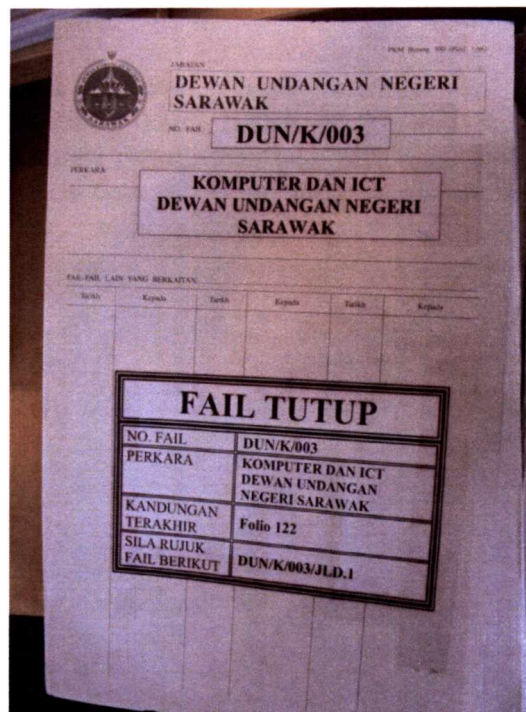
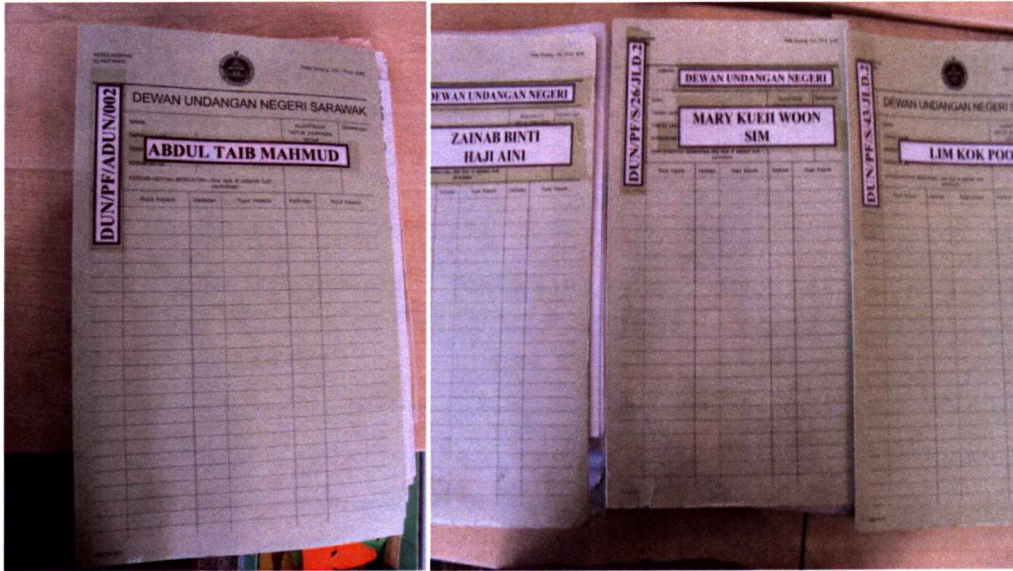
Work Done in Sarawak State Legislative Assembly

No.	ADUN
1	Stephen Kalong Ningkan
2	Abdul Taib bin Mahmud
3	Teo Kui Seng
4	Awang Hipni bin Pengiran Annu
5	Abang Othman bin Abang Hj Moasili
6	Charles Linang
7	Penghulu Tawi Sli
8	Abang Hj Abdul Rahim bin Abg Hj Moasili
9	Francis Umpau ak Empam
10	Tajang Laing
11	Ling Beng Siong
12	Sandom ak Nyuak
13	Abok ak Jalin
14	Storey ak Ngumbang
15	Kadam ak Kiai
16	Sim Boon Liang
17	Mak Yau Kim
18	Ong Kee Hui
19	Stephen Yong Kuet Tze
20	Chan Siaw Hee
21	Leong Ho Yuen
22	Dominic Andrew Dago
23	Jinggut ak Attan
24	Tutong ak Ningkan
25	Pengarah Bayang



Filing System

Examples of Files



Ketua Pusat Pengajian Sains Sosial
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Kota Samarahan
Jalan Meranek
94300 Kota Samarahan
Sarawak

(u.p: Encik Fairuz Hidayat Merican Wan Merican
Penyelaras Latihan Praktikal Program AM228)

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

Tuan

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

NAMA PELAJAR: Aimi Liyana bt Ariffah

NO KAD MATRIK: 2011801496

KOD PROGRAM: Am228

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITM/KS (FS PPP/412) bertarikh 10 April 2013..... mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / ~~TIDAK BERSETUJU~~** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 22 Julai 2013 hingga 30 Ogos 2013 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar

Tandatangan Pegawai dan Cop Organisasi



* Potong mana yang tidak berkenaan

KERTAS MINIT
MINUTE SHEET

Ketua Pengawal Keselamatan
Unit Keselamatan
Dewan Undangan Negeri Sarawak

LAWATAN KE DEWAN UNDANGAN NEGERI SARAWAK

Dengan ini saya merujuk perkara di atas. Berikut adalah senarai lawatan rasmi yang telah dijadualkan untuk bulan Ogos 2013 adalah seperti berikut:-

No.	Sekolah/Pertubuhan/Agensi Kerajaan	Tarikh/Hari	Masa	Bilangan
1.	Rombongan dari SMK Serian (Pn. Teresa)	Rabu, 21/08/13	10.00 pagi	109 pelajar + 10 guru (Toyota Unser QKQ60, Bas sekolah: NAL 7556, WPA 514Z, QKF 9126)
2.	Rombongan dari Jawatankuasa Rukun Tetangga Sarikei (Jab Perpaduan Negara)	Jumaat, 23/08/13	3.00 petang	53 ahli (Bas Charter)
3.	Rombongan dari Kolej Kesihatan Awam (En. Zaharen - 013-8280971)	Isnin, 26/08/13	2.00 petang	(20 pelajar & 2 pengajar) Bas atau Van Kolej
4.	Rombongan dari Institution of Engineers Malaysia	Khamis, 29/08/13	9.30 pagi	20 orang (kenderaan persendirian)

2. Untuk perhatian segera dan tindakan sewajarnya.

Terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"


Supian Tarmizi Bin Haji Mohd Tazuddin
Setiausaha
Dewan Undangan Negeri Sarawak

s.k. Puan Shafika bt. Suhaili (Taklimat & lawatan)
Puan Nur Eliana Abdullah (Taklimat & lawatan)
Cik Suzy Anggo (Sambutan & Borang Soal Selidik)
Encik Mohd. Erna Syuqma (Jurugambar)

Rujukan : DUN/L/004/JLD.18 (33)
Tarikh : 19 Ogos 2013

KERTAS MINIT
Minute Sheet

Kepada

Puan Hanisah Abdullah
Puan Shafika binti Suhaili
Cik Dayang Nur Hafeezah bitni Termizi
Puan Sophia anak Michael Jenang
Puan Norziana binti Haji Ahmad
Puan Nur Eliana Abdullah
Encik Alwie bin Haji Ali
Cik Angela Delquin anak Edward Jimen
Cik Suzy anak Anggo
Cik Aimi Liyana binti Haji Ariffin
Cik Afiqah binti Bojeng
Cik Zarith Aimi binti Sarkawi
Encik Mohd Erna Syuqma bin Marzuki

Tuan/Puan

MAJLIS MAKAN MALAM SEMPENA DENGAN PERSIDANGAN ANTARABANGSA "CITY WITH A SOUL"

Perkara di atas dirujuk.

2. Adalah dimaklumkan bahawa satu Majlis Makan Malam Sempena Dengan Persidangan Antarabangsa "City With A Soul" akan diadakan pada **26 Ogos 2013 (Isnin)**, jam **7.30 malam hingga 11.30 malam**.
3. Sehubungan itu, tuan/puan diminta untuk hadir bagi membantu memantau perjalanan majlis tersebut.
4. Kerjasama tuan/puan amatlah dihargai.

Sekian, terima kasih.

"KUALITI DAYA KETRAMPILAN"

"BERSATU BERUSAHA BERBAKTI"



(PELE PETER TINGGOM)

Timbalan Setiausaha
Dewan Undangan Negeri Sarawak

Ruj. : DUN/D/001/JLD.1(47)
Tarikh : 23 Ogos, 2013