



UNIVERSITI TEKNOLOGI MARA

**PRACTICAL TRAINING
REPORT**

SERIAN DISTRICT OFFICE

Practical report submitted in partial fulfilment of the requirement for the degree of

ADMINISTRATION SCIENCE (HONS)

FACULTY OF ADMINISTRATION SCIENCE AND POLICY STUDIES

For

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STUDENT'S DECLARATION

I hereby declare that the work contained in this practical report is an original work except those as cited in the references. It is the result of student work, with the help of organization, lecturer and other references. The industrial training report has not been submitted to any other academic or non-academic institution. Any form of plagiarism, copying and publishing is prohibited and requires the consent of the student and should be taken against the Academic Regulation of UiTM.

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

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Name of Student : **JASPER ANAK ROBIN**

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

(DR NADRAWINA BINTI ISNIN)

Date:

ACKNOWLEDGEMENT

In this past two months, I had undergone my industrial training in Serian District Office, Serian Sarawak. The purpose of conducting this study is to fulfil the requirement for the Bachelor of Administrative Science, Universiti Teknologi Mara (UiTM) Campus 2 Samarahan.

Here, I would like to take this opportunity to express my gratitude to all the individuals that had been supported and helping me in this past two months. Firstly, I would like to thank my family who had been supporting me and being tolerant to me.

Secondly, I would like to express my deepest appreciation to Serian District Office for allowing and giving me chances to undergo my practical training in their organization. Furthermore, I would like to acknowledge with much appreciation the crucial role of my host supervisor, Mdm. Ivon anak Andrew for guiding me. Without their helped, I would not have gone through my practical training smoothly and while under their supervision, I have learned a lot of things and also knowledge.

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CHAPTER 1

1.1 Chapter Review

This chapter focuses on the introduction of the organization. In Section 1.2, discusses the background of the organization which is the background of Serian District Office. While, in Section 1.3 focus on the objective of the organization and Section 1.4 is on the vision, mission, slogan, value and the main function of the organization. Besides, Section 1.5 is focus more on the organization structure and in Section 1.6 is on core business of the organization. The last one in Section 1.7 is on the client charter of the organization.

1.2 BACKGROUND OF SERIAN DISTRICT OFFICE

Serian District is one of four districts in the Samarahan Division declared after the Samarahan Division on January 1, 1987. It is known as the Regional Sadong at its inception in 1901, headquartered in Simunjan. In February 1955 Serian (Upper Sadong) and Simunjan (Lower Sadong) were separated and each became a full district. The first district officer during the occupation is Mr. HR Harbow.

Serian was declared the 12th Division in Sarawak on 11 April 2015. The declaration was made by the Honourable Datuk Patinggi Tan Sri (Dr) Haji Adenan bin Haji Satem, Sarawak Chief Minister at the opening of the 2015 Festival Birumuh Serian Serian Sports Complex.

Part Serian been gazetted as part of the August 1, 2015 include the Serian District, District and Sub-District Tebedu and Siburan area of 2,405 square km. Serian District Office and District Office Tebedu chaired by the District Officer and District Office Siburan led by Sarawak Administrative Officer (SAO).

1.3 OBJECTIVE OF THE ORGANIZATION

Every organization may have their own objective which this objective will be used to measure their performance either they really follow or perform the objective in delivering their service. In District Office Serian, they also have their own objective which they are committed to deliver the service through quality work culture, efficient and permeable in bringing the development and also fulfill the customer's requirement. Then, there are seven objectives in District Office Serian.

- Being a respected organization as the administrative and service to the community.
- Planning and implementing socio-economic infrastructure development.
- Supply and administers a wide range of public service

1.4 VISION, MISSION, SLOGAN,VALUE AND MAIN FUNCTION OF THE ORGANIZATION

1.4.1 VISION

“Leading administrative machinery and development of excellence”

1.4.2 MISSION

- Infra strengthening and human energy potential
- Cultivating distinctive service delivery in developing part
- Becoming an agent activator change towards expressed society innovative, progressive and informative
- Increase community involvement

1.4.3 SLOGAN

“Bersatu, Berusaha, Berbakti”

1.4.4 VALUE

Therefore, we in the Serian District Office will hold on to the joint to ensure that the vision, mission and objectives can be achieved.

1. Integrity and discipline
2. Teamwork
3. Dedication to duty
4. Respect
5. The culture of science and innovation
6. Competent
7. Action and result oriented
8. Timeliness

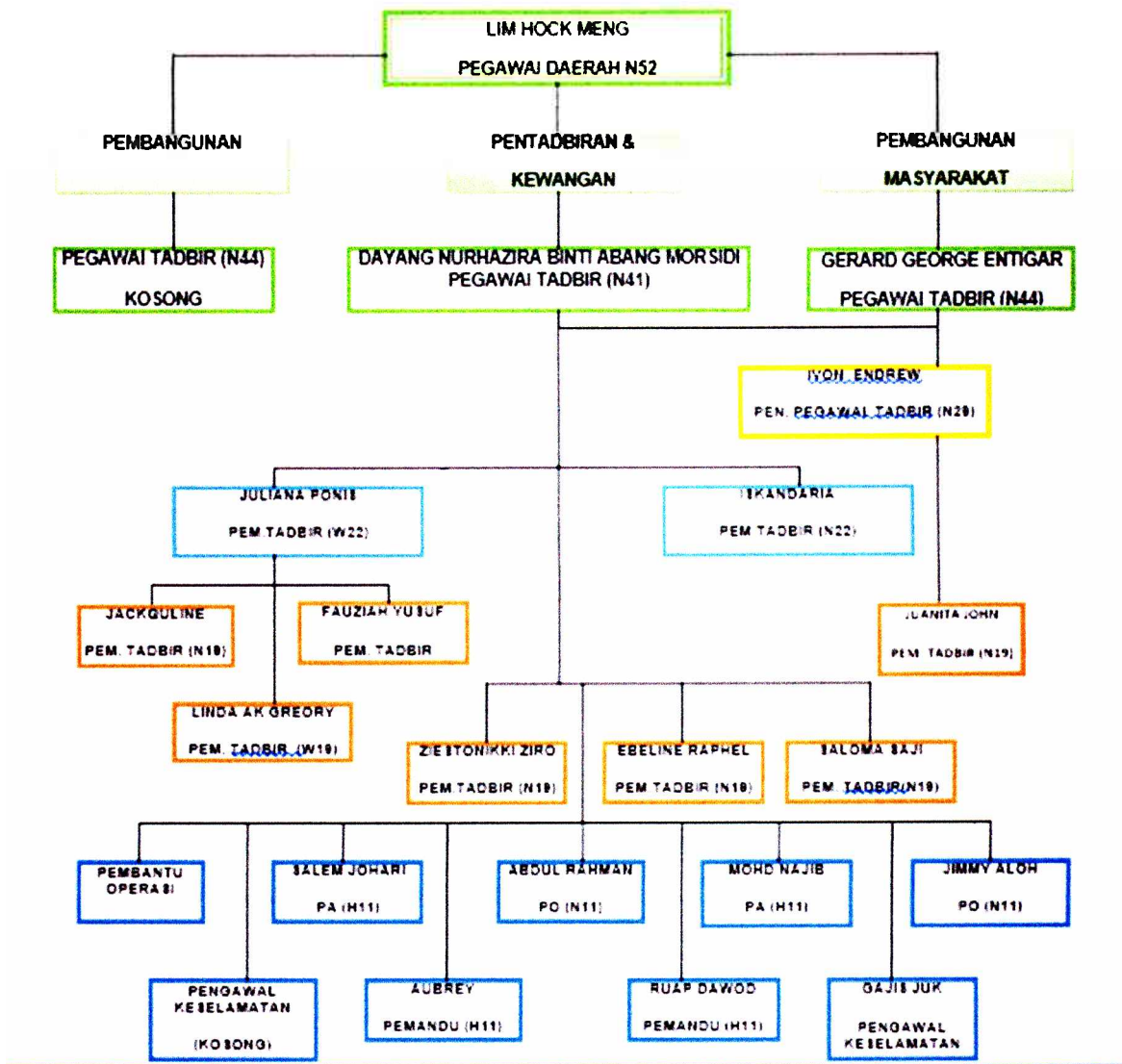
1.4.5 MAIN FUNCTION

Serian District Office in general, is the organization responsible for the administration in Serian. It plays an important role in implementing government policies and the welfare and interests of the people under his administration. The main function of the Serian District Office are as follows:

- To coordinate the activities of government agencies.
- Designing, implementing, coordinating, tracking and reporting on development projects.

- Perform administrative tasks administrative district that includes public institutions, statutory services and community affairs.
- Perform tasks control, creating and maintaining peace and security of the region.
- Implementing and coordinating tasks Secretariat for the ceremony and the official program of the government.
- Managing the affairs of general administration, human resources, property, and finance and budget office.

1.5 ORGANIZATIONAL STRUCTURE



1.6 CORE BUSINESS

District Office Serian is one of the organizations that provide multiple services to the people which each service will represent by different core business. So, there are four core businesses that provide by District Office Serian. First core business is administration. In administration, it divided into five categories which consist of office quality management, human resources management, human resources development management, office administration management and service management. Every category has its own function. For office quality management, it is include 5S practices, customer's complaint, MS ISO, counter service award, BSC and also KFA. Then, for human resources management, it is include leave for the staff, pensionable, GEMS system and service record. The other category is human resources development management which is includes an award, promotion, performance and practices. Next is office administration management that includes maintenance and security of office building, correspondent, confidential file and general file. The last one is service management that includes issuance of permits to buy ammunition, KMKK registration management, probate registration, adoption registration and registration of property rights on shotgun.

Moreover, the other core business that provided by District Office Serian is development. In this core business, District Office Serian will monitor all the development projects done in Serian District. Besides, it is include management on minor rural project that consists of planning activities, performing, monitoring and reporting. In other word, it can be called as planning and implementing projects rural small (MRP). Then this core business also include make report on all the development projects to related agency. Coordinator of Development Programs and activities of the Government and agencies that do not have representatives in the Serian District. Apart from that, Serian District Office also implement the Integrated Development Plan for the poorest

villages. It is focuses on the physical and mental development. Therefore, Serian District Officer also provide advisory services to internal and external customers who need help and guidance.

The third core business provided by District Office Serian is Social. This core business is focus more on the people's welfare. It includes, identify, planning, coordinate and monitor the social development programs that involve related agency, in order to prevent the social problem. Next, the other activity that they will do is by planning, organize and done the program or the activity that involve youth or sports activity or cultural activity. They also monitor the activity that related to eradicate poverty. In other hand, District Office Serian also coordinates work committee for any celebration, official ceremony, religious ceremony, cultural programs, and tourism. Besides, they also monitoring and help in organizing the social activity (including welfare) such as sports, cultural, youth, women and family through JKKK, NGO and those related agency that may create intelligent community and prosperous surrounding. Under this core business, they also handle 1 AZAM Program, responsible in security of the district, and manage the district profile.

Last core business provided by District Office Serian is legislative. In this core of business, Serian District Office will process, probate records and issuance of Letters of Administration (LA) for the internal and external customers. Next, Serian District Office also assist customers in registering and adopting process which may took one week to complete. Besides that, Serian District Office also responsible in processing business name registration, license application for renewal of trade and commerce. Apart from that, Serian District Office also responsible to assist customers in processing transfer of ownership of firearms through probate which took one week to complete. The other functions of Serian District Office under this core of business are provide permit buying bullets, managing sworn declaration, process collecting donations application of the public, up and listen to the Native Court cases, processing transfer of ownership of land and "DEED" registration.

1.7 THE CLIENT CHARTER

We are committed to providing effective, efficient and transparent to all customers who deal in this office.

- Processing and issuing Letters of Administration Estates / Probate within 14 working days.
- Adoption process applications within 7 working days.
- Process for Registration of Ownership Shotguns for Probate / Life within 1 working day and presented the results (Pass / Not Pass) Ownership Shotguns within 3 working days.
- Process applications for Permit to buy shotgun shells in 30 minutes.
- Process of Registration of Business Names in 7 working days.
- Processing Application for Renewal of Business Licence within 7 working days.
- Process of Registration Agreement (Deeds) within 7 working days.
- Improve Statutory Declaration in 15 minutes.
- Implement a Minor Rural Project (MRP) the provisions of State and Federal Grants / "Outright Grant" within 30 working days.
- Implement Project Physical Minor Rural Project (FAR) Federal Provisions within 4 months.
- Processing payment vouchers within 7 days.
- Processing Revenue Collections from the public within 10 minutes

1.8 Chapter Summary

This chapter discusses about the background of the organization which is District Office Serian. Besides, it also discuss about the objective of the organization which it is focus more on their purpose, especially in delivering the service and their hopes toward people. Other than that, this chapter also discussed about the vision, mission, slogan, value and the main function of the organization. Moreover, there also have the organization structure of District Office Serian which is there have the organizational chart of the organization. This chapter also discussed about the core business provided by District Office Serian which there has four different sections that provide different services to the people. Finally, the client charter of the organization also been discussed in this chapter.

CHAPTER 2

2.1 CHAPTER REVIEW

This chapter is focused on the training schedule which has been recorded on the logbook that has been filled by the practical trainee during the practical training. It begins with Section 2.2 for Introduction. Then, continue with Section 2.3 for the logbook, scope of works and the daily activities while undergo the practical training in the company. Lastly in Section 2.4 is the chapter summary.

2.2 INTRODUCTION

During undergo the industrial training program, the trainee, Jasper anak Robin was given a practical training log book which is for the students to report and summarize the daily activities that are being done while undergo the two months of industrial training which is from 23 January 2017 to 17 March 2017. Thus in this chapter, there will be a review of the description of jobs and tasks executed throughout the training which have been undergo at the District Office Serian. The trainee was under the supervision of Mdm. Ivon anak Endrew. All the task or job that has been executed was under the supervision of division along the period of practical training. Following is the description of the daily activities that have been implemented while the practical trainee undergoes their practical training which are in weekly order.

2.3 PRACTICAL TRAINING SCHEDULE

The trainee is provided with log book by Universiti Teknologi MARA (UITM) Sarawak. All tasks done by the trainee is recorded in the log book as the daily routine. Meanwhile, the recorded activities must be signed by the supervisor, Mdm. Ivon anak Endrew by weekly.

On the first week of my practical training, I have done my report duty to Mdm Dayang at Serian district office. On my first day, 23 January 2017 I have been given a task at account section by Mdm Dayang. At account section, I have learned on how to fill out business license form. Besides that, Mdm Linda asked me to help her stamped new weapon license renewal form. On 26 January 2017, I have been move to administration section by District Office based on my course. Since I was move to administration section, Mdm Dayang gave briefing on the counter section. From that I was learned on how to handle with public and other staff.

My second week of practical training began with a wonderful day. While waiting for any instructions by my supervisor, one of the staffs of Serian District Office asked me to help her to make a list names of RELA members. After that, I arranged or sorting a list names of RELA member according to their village. Since it was my first time I have to sorting a names according to their village, so I got new knowledge. After sorting all of the list names, I have make a call to 'ketua kampung' to come over to the office to collect the letter on behalf of the RELA member. On the next day, I and my colleagues distribute a letter to 'ketua kampung'. Since I was done with my task, I was asked one of the staff to photocopying 'Program Bantuan Rumah' and E-kasih form. One the next day, I was asked to key in 1 Azam data.

On my third week of praktikal training, I have been given a task by my supervisor, Mdm Ivon anak Endrew. Since my course or scope of study are more to administration, I was given a task to updating the list of weapons owner. During updating the list of weapons owner, I have learned that there are many types of weapon. Furthermore, I help my supervisor to find several names under adopted child form. Therefore, I help my colleagues to distribute file to the other staff. Besides that, I have make a call to 'ketua kampung' or anyone who was mention to collect a letter or remind them about meeting.

On my fourth week of practical training, I have been given a task at counter section for the whole week. Since I was servicing at counter service, I have to know how to handle the public and gave true information which they asked for. Besides that, Miss Niki asked me to contacting all the legatees to collect their complete probate letter. In addition, I also stamped weapon license renewal book and other documents that need approval from SAO. When there is no customer, I help Mdm Ebeline to distribute minutes of meeting to all the staff at district office. Besides that, I have learned on how to record incoming mail from Mdm Ebeline.

On my fifth week of practical training, I and my colleagues been given a task to manage the distribution of Bantuan Rakyat 1Malaysia by Mdm Ivon and Mdm Dayang. On our first day of the week, I and my colleagues make a sorting BR1M by status. After that, me and my colleagues make a sorting of BR1M by DUN such as Kedup, Balai Ringin, Tebedu, Bukit Simuja and so on. Since we have done with first stage, we have make a list of names according to their village. With this way, it will ease the distribution of BR1M to the public. In addition, for certain village we make a call to 'ketua kampung' to come over on behalf of the villagers. On the next day, I and my colleagues distribute BR1M to 'ketua kampung'.

On my sixth week of practical training, I continued servicing at counter service. At counter, I stamped the weapons license renewal. Therefore, I and my colleagues handling the 'akuan sumpah', certified true copy and also the daily record of the counter service. After that, I continuing updating the list of weapons owner. Besides that, I helped other staff to contacting all the legatees to collect their complete probate letter from district office. Other than that, I make a call to 'Penghulu' to ask them to come over collect their letter. While doing nothing, I also photocopying staff attendance form.

On my second last week of practical training, I servicing at counter service and directing the customers to the officers in charge regarding the probate matter, child adoption and 'senapang patah'. Besides that, I also stamped the weapon license renewal book. On the next day, my supervisor asked me to rearrange the probate letter according to serial number for the year 2016. Therefore, I also helped my supervisor to find several names under 'Surat Pembatalan Kuasa Tadbir'. Since I was done with rearrange the probate letter, I continuing updating the list of weapons owner. On 11 March 2017, I and my colleagues manage invitations letter for 'Pesta Birumuh'.

On my final week of practical training, I continuing updating the list of weapons owner. Besides that, I stamped certificate and other document that need approval from SAO. Therefore, I help customer to check their BR1M status and explain briefly to them. During my final week, I also helped other staff to verifying 'E-Kasih' form. Lastly, me and my colleagues attending 'Majlis Jasamu Dikenang' a farewell party for the practical student.

2.4 CHAPTER SUMMARY

In this chapter, the trainee had explained about the task and job that she did during her practical training. The task given to the trainee is based on the guidelines that have been provided by the faculty. Aside from that, it additionally can be presumed that the student can comprehend the District Office Serian working environment particularly and experience the hard working attitude that connected in this office. Moreover, trainee has experience variety tasks and activities during her practical training at the office. Instead of that, it is a valuable experience that can be gaining form the internship program where all the task and activities that are being given by the supervisor can prepare the trainee for the reality of working environment in the future.

CHAPTER 3

3.1 CHAPTER REVIEW

This chapter focuses on the overview of the task done by trainee during practical training. Starting Section 3.2 about introduction to this chapter, Section 3.3 until 3.7 explain about subject and relate with task. Next on Section 3.8 for chapter summary

3.2 INTRODUCTION

In this chapter, the trainee explain about the task and job that he conduct during her practical at Serian District Office is an organization that coordinates work committee for any celebration, official ceremony, religious ceremony, cultural programs, and tourism. Besides, they also monitoring and help in organizing the social activity (including welfare) such as sports, cultural, youth, women and family through JKKK, NGO and those related agency that may create intelligent community and prosperous surrounding. The activity that they will do is by planning, organize and done the program or the activity that involve youth or sports activity or cultural activity and also festive event The trainee has involved directly to this event by preparing the invitation list, joining the event's meetings, site visit, rehearsal and attending the event himself.

ADM 510 (QUALITY MANAGEMENT)

3.3 OFFICE MANAGEMENT (Filing System)

First of all, the scope of task that I have done during my practical training at Serian District Office is under past semester subject which is Quality Management (ADM510).

The basic premise for establishing filing systems within an organization is the ability to retrieve records. Appropriate storage of records is the key to records retrieval a means to an end with the end being retrieval. The average cost of each misfiled record or filing error is more than \$100.

3.3.1 ANALYZING RECORDS AND RECORDS SYSTEMS

According to Mills and Stending Ford, filing is that science whereby we keep the incoming letters and the copies of outgoing letters safe so that it may be used for future reference. Information in the form of documents can be categorized as records and no records. Records are official documents valuable enough to be retained and stored in a format for future use. Meanwhile, no records are of temporary use and eventually disposed of. Firstly is classifying records. Records are either active or inactive and classified according to use. Active records are accessed and utilized in the current administration of business functions. Inactive records are no longer referred to on a regular basis but still of limited importance. Records are classified as vital, important, useful, or nonessential. Vital records are irreplaceable such as accounting, insurance policies, legal documents, etc. Important records can be replaced or duplicated if lost or destroyed. Useful records can be easily replaced and nonessential records are not necessary for the restoration of the company and have no predictable value. The advantages of filing are help in policy information, follow up action, documentary proof, prompt handling of mails, and convenience of ready reference and safety of records.

During my practical training, I have apply this office administration or management as my task. Under this office administration, I have been monitored by my supervisor Mdm Ivon anak Endrew. During my practical training, firstly I been asked to filling an old document for the certain years. Furthermore, to do filling I need to done based on the classification such as group, form of the

record, record of cycle and etc. Therefore, filing also be record based on the vital value such as a report stored in computer disk. In addition, I help one of the staff to filing all the latest letter to ensure it can be refer easily.

ACC516 (MANAGEMENT ACCOUNTING)

3.4 ACCOUNTING

First of all, the tasks that I have done during my practical training at Serian District Office is under past semester subject which is Management Accounting (ACC516).

Account department is part of a company's administration that is responsible for preparing the financial statements, maintaining the general ledger, paying bills, billing customers, cost accounting, financial analysis and many more. The head of the accounting department often has a title of controller.

3.4.1 PUPROSE OF ACCOUNTING

The purpose of management accounting in the organization is to support competitive decision making by collecting, processing, and communicating information that helps management plan, control, and evaluate business processes and company strategy. The interesting thing about management accounting is that it is rare to find an individual within a company with the title of "management accountant." Often many individuals function as accountants within the organization, but these individuals typically operate as financial accountants, costs accountants, tax accountants, or internal auditors. However, the ability to develop and use good management accounting is actually an important ability for many individuals, including finance professionals, operational and marketing managers, top-level executives, and information technologists.

During my practical training, Serian District Office account department, we responsible for collect related payment such as payment for buying bullet licence, renew trade license and deeds. We also responsible for stamping duty stamp. Another responsibility we had been prepare tax invoice for the company, prepare voucher for the staffs that need to claim their overtime and pay for the bills for offices' requirement. For example, an employee uses his own cash to buy office's stationeries. The employee can claim his cash at our department. We will reimburse his cash using the correct procedures. Besides that, we also need to make sure that office had enough furniture and stock. We are the department that will contact with all the suppliers. For example, if the staffs need any equipment such as wire, double tap, A4 paper and etc, they need to ask or take it from our department. Every stock that they take need to be record in the stock record's book. This was for our office record and we can prepare new stock in advance if needed.

ADS512 (PROJECT MANAGEMENT)

3.5 EVENT OR PROJECT MANAGEMENT

3.5.1 DEFINITION

First of all, the tasks that I have done during my practical training at Serian District Office is under past semester subject which is Project Management (ADS512).

According to Glenn McCartney (2010), event management is a multidisciplinary phenomenon that comprises of marketing, catering, finance, security and risk management, logistics and human resource management, among other disciplines. All the variables are connected to each other to produce successful event. Event management requires the process of planning, executing and evaluation. Each and every stage of the event process is vital in ensuring the attainment of the

events. The process of event management started from the initiation of the event to the termination of the events. In addition, events management also requires strong organizational, budgeting and creative skills tools and techniques. This is because a proper planning alone without good resources may disturb the flow of the event, making it far then what it has been anticipated.

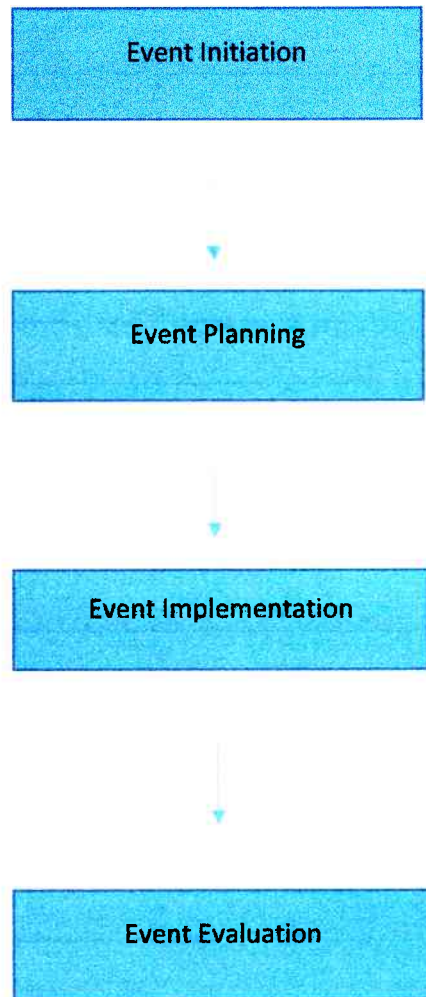
3.5.2 PURPOSES OF THE EVENT

Every events planned has a specific aim and value, whether it is for celebrations or act as marketing strategy to any organizations. Events can also categorize into several types. There are several categories of events namely sports events, cultural events, arts events, political events, social events, MICE (meetings, incentive travel, conventions and exhibitions) events, recreational events, special events and also private events.

As for the event of “Majlis Penyampian Bantuan Rakyat 1Malaysia”, it is fall under social events. A special event according to Goldblatt (2001) in Shone & Parry (2004) is recognition of a moment in time with ceremony and rituals to meet specific purpose. As for the Serian District Office, the event purposely as the symbolic Bantuan Rakyat 1Malaysia to the people.

3.5.3 EVENT MANAGEMENT PROCESS

The event management process involves few stages which are the event initiation, event planning, event implementation, and lastly event termination. Usually the process would take up from weeks to years depending on the scale of the events. However, not all events will go through this process. The figure below shows the event management process.



ADM570 (SERVICE MANAGEMENT)

3.6 COUNTER SERVICE

First of all, the tasks that I have done during my practical training at Serian District Office is under past semester subject which is Service Management (ADM570).

A counter or customer service is a front-line service where customers interact with public officers and are provided with various types of services, often essential ones such as the issue of civil status certificates, identity cards, passports, and other permits and licenses. According to Mahatma Gandhi a customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. Besides that, the customer is not an interruption of our work. He is the purpose of it, he is not an outsider to our business and he is a part of it. We are not doing him a favors by serving him. He is doing us a favors by giving us an opportunity to do so.

3.6.1 STAGES OF COUNTER SERVICE

According to Ministry of Civil Service and Administrative Reforms stated that counter service divided into three part such as in front of counter, at the counter and behind the counter. Firstly in front of counter, members of the public should be provided with appropriate and adequate facilities that lead them to the counter such as easy accessibility which means as far as possible, counter or services should be centrally located. Besides that, clear directional signs should be visible and give directions regarding location and type of services offered. Therefore, waiting area should be kept clean, well- ventilated and equipped with comfortable visitor's chairs and provides magazines or newspaper as well as the queuing system should be appropriates to avoid discomforts among customers. Secondly is at the counter. During this session, at the counter, quality services should be delivered in a professional manner. Enquiry Counters should be easily accessible and be equipped with appropriate forms, guidelines and pamphlets regarding services provided. Officers posted at the Counters should be knowledgeable about the activities of the organization and be in a position to properly channel and advise members of the public accordingly. Meanwhile behind the counter, the management need to ensure the development of human resources so as to enable

front-line officers to deliver an excellent counter service. There are four principle to achieve a quality of counter service such as establishing a customer driven strategy which this principle takes into account the specific needs of customers in designing an efficient and effective service. For example, one stop counters centralize all counter or customers services provided by several ministries or departments at one place. This enables members of the public and businesses to obtain various services provided by ministries or departments at these Counters and saves them from going from place to place. Besides that, performance standards should be set by management and monitored to ensure that services delivered are according to expected standards. The use of an effective feedback and complaints mechanism will enable citizens to evaluate the performance of the services provided and express their complaints, suggestions and expectation. Therefore, manpower management is important to achieve quality of counter service. This is because it is important that counter staff be properly selected, trained and retrained. They should have a pleasant personality and be emotionally stable when dealing with all types of customers. An adequate number of staff should be provided in relation to the workload. Human resource management can be carried out through in house training, motivational programs and many more. Lastly, improving system and work procedures such as short sentences, simple forms that did not confuse the costumer.

During my practical training, I have applied this requirement at counter service. To ensure the costumer feel satisfied, I arranged all the magazines, books, letter and many more on the better position. Besides that, I will let them to be more patient if there are a number of costumer need to deal with. Handling the costumer was not an easy task but I have learned on how to deal with them. Be more patient and explain smoothly to the costumer is important to avoid any dissatisfaction

among customer towards us. Furthermore, I have learned that a bad environment of counter service will lead to many problems in other processes such as wrong information from the counter will make customers do wrong and dissatisfaction occurs. Besides that, bad habits such as allowing customers to wait without any reason also should be avoided to ensure high expectations of quality of our counter service.

ADS452 (ETHICS IN ADMINISTRATION)

3.7 ETHICS IN WORKPLACE

3.7.1 DEFINITION

First of all, the tasks that I have done during my practical training at Serian District Office are under the past semester subject which is Ethics in Administration (ADS452).

According to El Paso Community College, ethics in the workplace is defined as the application of moral principles, standards of behavior, or a set of values regarding proper conduct in the workplace as individuals and in a group setting. Therefore, ethics allow you to distinguish the difference between right and wrong. Ethics in every department or organization may be different but they need to stress on trustworthiness, respect, responsibility, fairness, and caring.

3.7.2 RELATIONSHIPS AND ETHICS

Ethics applies to any relationship between the following individuals such as management and supervisors, colleagues and employees as well as the customer. Thus, communication is key among management, employees and customer in order for respect to be extended to each person.

within the organization. Besides that, El Paso Community College also stated that good workplace ethics can be staying productive, be accountable for your actions, and be punctual and many more. In order to encourage good ethics in the workplace, fair consequences as well as fair treatment should be apply. Therefore, recognition, communication, transparency and many more also should be encourage among managers as well as the employees. Thus, the benefits of good ethics in the workplace is to maintain loyalty among employees towards the organization, desirable work environment to encourage more positive feedback from costumer, good office morale to reduce the number of poor ethics, growth and expansion and many more.

During my practical training, I have applied this ethics in Serian District Office as my place for practical training. Since I was a trainee, be punctual is important all the time. Every day of my practical training, I came early to the office and greetings others staff. Therefore, since I was been often given a task at counter service, I applied better communications towards the costumer. For example, I greet the costumer and ask what are their purpose came to Serian District Office. Besides that, all staff in Serian District Office were supportive and have good example as the good leader because they would reprove if there is wrong done by me and my colleagues. Even though there are many different level of studies or grade among the managers and employees, me and my colleagues was been treated fairly. This is because no such thing that top management cannot have good relationships with lower management.

3.8 CHAPTER SUMMARY

In chapter three, trainee had explained that during practical training trainee identified that there are related concepts had been applied to the workplace which able to help the trainee to gain more understanding on the concept already learns during past semester. Trainee had identified office administration, ethics in workplace, stages of counter service as well as the processes that are involved in the event management during her practical training at Serian District Office. Besides from that the process that have been applied is related to the coursework that the trainee had learned during past semester which is under subject of Project Management, Ethics, Account, Quality Management and Human Resource Management.

CHAPTER 4

4.1 CHAPTER REVIEW

Chapter 4 has begun with Section 4.2 for the introduction of this chapter and Section 4.3 strength and weaknesses of task or responsibility and Section 4.4 for strength and weaknesses of the organization and Section 4.5 for the recommendations and 4.6 for the chapter summary.

4.2 INTRODUCTION

Based on the overview of human resources management, accounting, event management process that are being applied in the organization that trainee attached during internship, the trainee come out with strength and weaknesses of task or responsibility and strength and weaknesses of the organization as well as suggestions or recommendations from the overview of Chapter 3. Apart from that, the recommendations that are being made can help the company in term of efficiency and effectiveness as the strengths and limitations have been recognized.

4.3 STRENGTH AND WEAKNESSES OF TASK OR RESPONSIBILTY

4.3.1 STRENGTH

One of my strengths during my practical training is knew my scope of responsibility. Since I was administrative students, task given by my supervisor and others staff were related with my course or scope of study. Thus, I have applied some of criteria that needed when I done my task. When I doing my task, to ensure that I have done the right things or task me would asked my supervisor for any adjustment. As an administration student, knowing all the level of organization, filling

systems, analyzing systems or workplace environment are important in order to contribute some ideas to improve or ensuring high quality performance and result of administrative system of Serian District Office.

Besides that, one of my strength during my practical training is have good communication with other staff. Since I was talkative person, it is not difficult when it comes to deal with all the managers, staff and the costumers of Serian District Office. Therefore, when I has been asked to handle the counter service, I used my strength to ensure all the costumers feel comfortable and easy to communicate with. Otherwise, I would handle with eager costumers. Besides that, since I have good communication, it is easy for me to carry out my task because I would asked others staff especially my supervisor for help. Therefore, good communication help me to be more friendly with others staff and the costumers.

Other than that, one of my strength during my practical training is experienced event management. The event management team was led by Serian District Officer Lim Kok Meng. He was been assisted by the experienced members of Serian District Office. During this event, as a trainee I helped to carry out an easy task such as managed invitations card, tentative of the programed and many more.

4.3.2 WEAKNESSES

One of my weaknesses during my practical training is low access to any project related to subject. Since I was administrative student, I am sure that many type of programed or project that I could join. But, it seems that no one of the others staff did not take it as an important because trainee student would know nothing and cannot help them in the programed or project. During my practical training, it is only one time I have been given a chance to get out from the office and

doing some project. Therefore, as a trainee I do not have any idea on how the real situation of project or program might be. Thus, I do not have learned experience on field as expected before started my practical training.

Other than that, the weaknesses I had was impatience with the customer. It was a challenge for me and a very tough one. I am a type of person that cannot be patient if people asking me the same matters more than three times. It surely will irritate me. Therefore, this job had taught me to be more patient while handling the customers. I need to value my customers more because they are the people or the community that I need to serve and I need to respect. Besides that, as a civil servant, I need to respect the community more and always help them in what they need. In other words, this is a beautiful experience for me because I get to know the real image of the communities that I lived in and I will help them now and even in the future.

Another weakness of me during my practical training is low access to other departments. Since I was an administrative student, I have been entitled to stay at the administration department. Due to this problem, I have low accessibility and knowledge about other important things that might be useful for the future. In addition, eventually I could not answer and give reliable data to the customer if there is no other staff that may help me in the situation.

4.4 STRENGTH AND WEAKNESSES OF THE ORGANISATION

4.4.1 STRENGTH

Every organization have their own strength. One of the strength of Serian District Office is good leadership or network of top level towards their subordinates. Cooperation can also be the factor to determine the success or the failure of the events. Hence, a dynamic organizing team must form. In running event, Majlis Penyerahan BRIM, the District Officer has been collaborating with the other members of Serian District Office in organizing the event. Each of the department played their own role in making the event a success. Besides that, each of the unit also has given full commitment toward this event by joining the coordinates meetings and rehearsal. In addition, the involvements of government agencies such as Bank Simpanan Nasional, Royal Malaysia Police also participate in completing the event. The cooperation and networking with these agencies are very warm and the event organizers could work well with them.

Another strength of Serian District Office is good office administration. Office administration defined a set of day to day activities related to financial planning, maintaining personnel records, maintaining files, distribution data and many more. In Serian District Office, once the goals are given, then there is a need on how to get it done. Human resource officer will identify the responsibilities that needs to be taken care of and which section or department should be involved. Therefore, administrative activities in Serian District Office like delegation of authority, control measures are necessary for bringing out successful work. In addition, good office administration help all the staff be faster and efficient in performed their work such as gather information, organize them and keep in orderly manner. Lastly, good administration in Serian District Office came from good supervision by top management which allow his or her staff to involve in decision making in order to achieve their objectives and target.

Last strength of Serian District office is strong financial sponsorship. Budgeting or financial is one of the important matters in the event. A sufficient financial flow is needed to make sure that the event can run smoothly. For the event of “Majlis Penyampaian BRIM”, half sponsorship from YB under DUN Bukit Semuja and Tebedu. This sponsorship is on the backdrop panel, equipment and the food catering of the events. The sponsor did not put any limitations to this event, making it easier for the organizer to execute the event according to what have been planned. The accumulative amount of the sponsorship is not being informed to the trainee because it is confidential and stays between the top management only. Besides that, strong financial sponsorship always help Serian District Office may conduct their programed or event done smoothly. In addition, strong financial sponsorship also help account section to have better budget to change or improve the organization.

4.4.2 WEAKNESSES

The longer students to undergo industrial training in this organization, students can see some of the weaknesses that exist in the organization. The organization is clearly seen to have a shortage of labor. This has prompted local officials to accept more students from various institutes of the practical support of the business office. Therefore, due to the shortage of staff in this organization, students feel somewhat burdened because practically left alone at the front desk for a variety of customers, especially when starting a new office because many customers come in large numbers. Besides that, shortage of staff cause more delayed appointment which lead to dissatisfaction among customers. Delayed appointment usually occurs because the only one officer who are entitle to certain process got meeting or course need to attend outside the office.

Another weaknesses of the organization students can also see the lack of interaction between employees bring in the organization. Most workers are busy with their work when it is in the organization and they seem to have no time to joke with each other so that the situation is quite bleak and lonely. Students can also see that the lack of cooperation between officers in the organization. Some of these officers will refuse orders and proposals put forward in a discussion. This situation creates dissatisfaction with each other. Therefore, lack of interaction between top level and low level cause different orders and sometimes lead to argue with each other. Thus, trainees would feel the same way because even though they are trainees but for a short period they are part of the organization.

Another drawback that can be seen also is that many of the workers are not punctual came to work. According to my observations for two months, a handful of the organization's staff came almost an hour later than the time at work. This resulted in practical student working at the counter asked many times about the presence of staff on duty according to customer dealings. In addition to that, students also had been scolded by customers and employees are responsible for the delay they have been waiting for the officer. Besides that, this problem cause delayed in paperwork or meeting with costumer. Thus, it showed low ethics to practical students.

4.5 RECOMMENDATIONS

Any problems that occur certainly has a solution that can be cultivated little by little through a joint proposal. Based on the weaknesses that appear in Serian District Office, students call on the government to add more new staff in the organization so that service quality can be improved. With the addition of new staff in the organization, students will be able to learn more things and load them keep the front counter will decrease as a maid. In addition, new staff may help to contribute to the improvement of the organizations in term of administration, culture and so on. New staff also would help to carry out delayed projects or task which cannot be done my practical students since they do not have any authority. The exposure could be a good experience to them and the organization would be able to produce more skilled and competent employees.

A further suggestion district officers should play an important role for a further tightening of official regulations involving another employee work time. Since I was ex trainees at Serian District Office, there is no "punch-card" system for the staff. The "punch-card" should start serving compared to writing in order to avoid the presence of staff coming late to the office. For those who do not comply with the regulations, they should be given counseling sessions as a penalty for not timely action because it is closely related to the performance and public perception of the Serian District Office. Thus, with "punch-card" system, it would help to improve punctuality as well as attitude among staff.

In addition, students also suggested that the organization more often make activities like parties or sports to foster relationships between employees. During my practical training, there are only a few of event that has been conducted by Serian District Office. Thus, Serian District Office need to conduct more activities and it not necessary to conduct big event. This activity will create understanding between workers and help boost the morale of a team in delivering quality service

to customers who come in Serian District Office. Through this activity, they will be producing a fun and harmony in the workplace and to provide a high motivation to carry out their assignments. In addition, those activities would help all the employee brainstorm on how to carry out the activity or event. Thus, the interaction and communication among top level and lower level would be better which would lead to effective work done.

Other proposals to be given is to improve the existing management systems in the organization, especially when one of the officers have affairs or even holidays. Each employee must have a helper to the jurisdiction of each order customers who come in Serian District Office did not have to come over and over again just to deal with the officer in charge during their absence. This can save customers time and speed up the affairs of the organization. Therefore, it is expected that all these recommendations can give a change to the weakness of the Serian District Office.

4.6 CHAPTER SUMMARY

For this chapter, the main highlight was to make analysis on the strengths and limitations of the task as well as the organization that being chosen as the main focus. This is in accordance with the analysis in chapter 3 whereby there are some recommendations that have been suggested in this chapter regarding the strengths and weaknesses of the tasks as well as the organization. The recommendations made based on the strengths is to further firming the action meanwhile the recommendations made based on the limitations of the event is to suggest some corrective actions that can be occupied by the company for future endeavors. Thus, it can enhance my knowledge on how to evaluate the tasks given by suggesting reasonable idea to reduce any difficulties in the future.

CHAPTER 5

CHAPTER SUMMARY

5.1 Chapter Review

Chapter 5 begins with Section 5.2 for the introduction of this chapter. Section 5.3 for Summary of Chapter 1, Section 5.4 for Summary of Chapter 2, Section 5.5 for Summary of Chapter 3 and Section 5.6 for Summary of Chapter 4. Lastly in Section 5.7 is on the Report Summary.

5.2 Introduction

This chapter will conclude every chapter that I have explained previously.

5.3 Summary of Chapter 1

In chapter 1, the trainee had explained about the organizational background of Serian District Office. The trainee had recognizes and understands the mission, vision, and its rationale, and the policies practiced. Furthermore, the trainee also acknowledges regarding District Office organizational structure and is well informed about the division for each department. Thus, the trainee know that each department has different job field and responsibility. Different core business in Serian District Office shows Serian District Office have better planning on how to manage their task to be more effective and efficient. Furthermore, the trainee also gain extra knowledge on how the organization operate their office and business.

5.4 Summary of Chapter 2

In chapter 2, the trainee had explained about the task and job that he did during his practical training at Serian District Office. The task given to the trainee is based on the guidelines that have been provided by the faculty. In line with that, it also can be concluded that the trainee was able to understand the Serian District Office working environment and culture especially in Administration and Development areas thus the trainee can experience the work ethic that applied at the department. In addition, it is a valuable experience that can be gain form the internship program where all the task and activities that are being given by the supervisor to the trainee can prepared him for the reality of working environment yet to come.

5.5 Summary of Chapter 3

In chapter 3, the trainee had explained that during practical training, that there are related concepts that had been practiced to the workplace which able to help the trainee to gain more understanding on the concept already learns during past semester. Trainee also able to identify the practice involved in event management process during his practical training at Serian District Office. Plus, trainee has also able to relate most of the task she did when organizing an event with past semester subject which are ADM(510) Quality Management, ACC(516) Management Accounting, ADS(512) Project Management, ADM(570) Service Management and ADS(452) Ethics in Administration. With that, trainee has able to compare the theory and application parts of it and make analysis regarding the strengths and limitations of the task that have been selected as the main focus to prepare this report.

5.6 Summary of Chapter 4

In chapter 4, the main focus was to provide strength and weaknesses of job or task done by trainee as well as strength and weaknesses of the organization. The chapter is regarded as the extension of the analysis done in chapter 3. This chapter has focused on identifying the slips of certain task or area as well as the organizational practices. In line with that, trainee has suggested few recommendations that could be taken by the organization to enhance the work process and services delivery in future.

5.7 Report Summary

The trainee has done his practical training at Serian District Office from 23th January 2017 until 17th March 2017 for eight consecutive weeks. There were a lot of experiences that he gains from the practical training in working environment for the first time. She also able to make use most of her knowledge in her studies to be apply to the real working environment, particularly in the task of handling event, office management in term of filing system, accounting, ethics in workplace and so on. Through that, trainee has able to understand better on how the work process to be done through the exposure during practical training period.

Furthermore, trainee has also gained other benefits in enhancing her personal development. This is in terms of self-confidence level and also her communication skills. The improvement that she obtains was through the tasks that she has to carry out during her practical training. The trainee needs to communicate and discuss with other staffs in completing given tasks. Hence, through this trainee has adapted on how to use the proper language and approach when communicating with the staffs that differs in position and seniority. Trainee has also polished her communication skills

when she was assigned to contact the external agencies regarding the invitation of the events. Dealing with the external organization was a fret moment for her since the way trainee deals with other organization would give impact to the company's image. However trainee has able to nail it with the support and guidance from other staffs. In addition, during her practical training trainee has been involved with few department and operational meetings that require her to give some ideas or comments on the issues been discussed on the meeting. Indirectly, this has boost up the confidence level in trainee.

On top of that, the practical training has aid the trainee to improve her knowledge and other skills that definitely are useful for her future endeavors. The task and duties been performed by trainee has taught her spirit of teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. The gain that trainee get is important as it will help her in dealing and adapting with the real life work environment once he started to work in future. Other than that, trainee would be able to know her abilities and this help trainee to search for the right job and planning for her career path.

Next, the trainee has able to establish good relationship and connection with the staffs in the company. In her effort to understand and completing her task, trainee has constantly interact and communicate with the other employees by using few modes of communication that is face to face communication, emails and also phone calls. Through this, trainee has able to understand the work process and procedures that need to be done plus adding up her circles of acquaintances. The District Office staffs are very cooperative and helpful in many ways that help the trainee to go through her internship. Apart of that, the host supervisor was very concern and professional on the trainee wellbeing during her period of practical training. The supervisor would give advices and constructive comments to trainee for every task that she did.

Last but not least, the trainee was able to learn about the organization's workplace culture. The working culture of District Office such as values, norms, systems, process, language, beliefs was progressive and practical that has always been the gene of the company itself. In addition, the friendly behaviors of the staffs also make the trainee feel comfortable and welcomed to the organization. This is not only lay at the office but also outside the office. Their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job.

To conclude, all of the experienced that was gained by the trainee are very valuable and it helps the trainee to improvise her skills and knowledge. The gains that she had will aid her in the future choice of career. The practical training has prepared her with essential skills that she may needed as part of his training before she enters working environment. Apart of that, the trainee has also understands on the importance of having good relationship and connections with everyone that could be useful for future deeds. As a result the practical training has helped her in understands the working environment and assists her in embracing the future career path.

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APPENDICES



Figure 1 BRIM Distribution Process

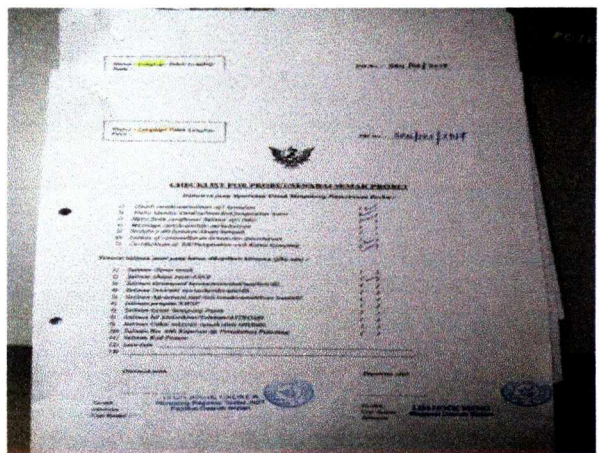


Figure 2 PROBATE File and Document Preparation Process

**Majlis Penyerahan Baucar
Bantuan Rakyat Malaysia (BR1M) 2017
Daerah Serian**

Tarikh : 18 Mac 2017 (Sabtu)
Masa : 9.00 pagi
Tempat : Dewan SJK Chung Hua, Serian

Masa **Acara**

- 0830 - Pendaftaran
- 0845 - Ketibaan Tetamu Jemputan
- 0855 - Ketibaan En. Jonathan Lugoh , Residen Bahagian Serian
- 0915 - Ketibaan Yang Berhormat Dato' Sri Richard Riot Anak Jaem,
 Menteri Sumber Manusia Malaysia
- Nyanyian lagu Negaraku
- Nyanyian lagu Ibu Pertiwi
- Ucapan alu-aluan En. Lim Hock Meng, Pegawai Daerah Serian
- Ucapan Yang Berhormat Dato' Sri Ricahrd Riot Anak Jaem,
 Menteri Sumber Manusia Malaysia
- Penyerahan BR1M 2017 kepada penerima BRIM oleh
 Yang Berhormat Dato' Sri Richard Riot anak Jaem
- Merarau
- Bersurai

Figure 3 Tentative for “Majlis Penyerahan BR1M”

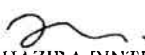
SENARAI GILIRAN TUGAS DI KAUNTER

Date	Nama
16.01.2017 - 20.01.2017	Karen Anne Anak John Nichol
23.01.2017 - 27.01.2017	Muhammad Nur Azizi Bin Masihu
31.01.2017 - 03.02.2017	Nozian Anak Nyamang
06.02.2017 - 10.02.2017	Nabella Erika Anak Bruclly
13.02.2017 - 17.02.2017	Jasper Anak Robin
20.02.2017 - 24.02.2017	Karen Anne Anak John Nichol
27.02.2017 - 03.03.2017	Muhammad Nur Azizi Bin Masihu
06.03.2017 - 10.03.2017	Nozian Anak Nyamang
13.03.2017 - 17.03.2017	Nabella Erika Anak Bruclly

TENTATIVE PROGRAMME FOR PRACTICAL STUDENTS 2017

SECTION	Name	Supervisor
General Counter	Sila lihat lampiran A	Mdm. Ivon Endrew
- Registry - HR Matters - Quality Initiatives	Muhammad Nur Azizi Bin Masihu 23.01.2017 - 17.03.2017	Mdm Dayang Nurhazira Binti Abang Morsidi Mdm. Ivon Endrew
- Development - e-Kasih/1 AZAM - PBR	Karen Anne Anak John Nichol 16.01.2017 - 12.05.2017	Mdm. Dayang Nurhazira Binti Abang Morsidi
- KMKK - Disaster - Native Court/Land Matters	Nozian Anak Nyamang 09.01.2017 - 31.03.2017	Mr. Gerard ak George Entigar
- Business - Treasury/Account	Nabella Erika Anak Bruely 03.01.2017 - 28.03.2017	Mdm. Ivon Endrew Mdm. Juliana Ponis
Administrative & Statutory Services - Adoption - Probate Matters - kemahan - Business - Quarters	Jasper Anak Robin 23.01.2017 - 17.03.2017	Mdm. Ivon ak Endrew

Prepared by:

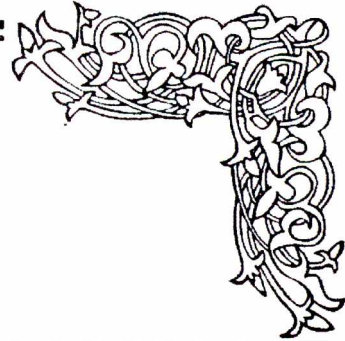
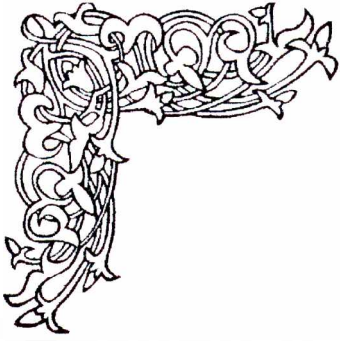

 (DAYANG NURHAZIRA BINTI ABANG MORSIDI)
 Pegawai Tadbir N41
 Pejabat Daerah Serian

**SENARAI RINGKAS TUGAS PERSONAL
PEJABAT DAERAH SERIAN TAHUN 2017**

Penolong Pegawai Daerah N44 Kosong*	PT N44//N41 Gerard George Entigar	PT N41 Dyg Nurhazira	PPT N29 Ivon Endrew	PT (K) W22 Julliana Poois	PT (P/O) N22 Iskandaria Ishak
Bahagian Pembangunan - Kosong -	<ul style="list-style-type: none"> • KM/KK/JKKK • Perihal Bencana • Mahkamah Bumiputera • Kahwin Adat • Penyelia Pengurusan Acara • Profil Daerah / Kampung* • Penyelia Kualiti* / KFA* • Keselamatan Daerah* • Pegawai Keselamatan Agensi • Hal Ehwal Bukan Islam 	<ul style="list-style-type: none"> • Projek Pembangunan (PBR / PIA / PIAS / JPD / PAMS / RTP / PMR / BELB / BALB / MRP dll.)* • cKASIH / IAZAM • PPP / ASB / Dividen Lembu • Admin (HRO) • Pelancongan (TTG) • MAKSAK • Pembangunan Usahawan • Hal-Ehwal Islam 	<ul style="list-style-type: none"> • Probet • Anak Angkat • Nama Perniagaan • Pengurusan / Pegawai Aset • Senapang Patah • Lembaga Perumahan B / Kuarters • PEMADAM • RANDO • ACIO (ICT) • Penyelia KIK 	<ul style="list-style-type: none"> • Penyelia Sistem SIFBAS • SIFBAS-Checker • Laporan Bulanan State & Federal • Urusan Gaji / KWSP / IHDN • E-Terimaan ESPKR • Bendahari Setiap JK Di bawah Daerah Serian • Perihal Kewangan • Penyelia Kaunter (Lingkat Bawah) 	<ul style="list-style-type: none"> • Pendaftaran Perniagaan (Permohonan Baru / Tambah @ Ubah Bidang / Tamat / Batal) • KM/KK/JKKK • Memorandum of Transfer

PT (P/O) N19 Juanita John	PT (P/O) N19 Jackqueline J.T.	PT (P/O) N19 Zietonikki Z.	PT (P/O) N19 Ebeline Raphael	PT (P/O) N19 Saloma Saji	PT (K) W19 Linda Gregory	PT (K) W19 Fauziah Yusuf
<ul style="list-style-type: none"> • Senapang Patah • Mahkamah Bumiputera • Kahwin Adat 	<ul style="list-style-type: none"> • Projek Pembangunan • Webmaster 	<ul style="list-style-type: none"> • Probet • Anak Angkat • Penyelia Kaunter (Tingkat Atas) 	<ul style="list-style-type: none"> • PA Kpd DO • Incoming Mail • Filing • Faks / Telefon • Butiran Program Sosial 	<ul style="list-style-type: none"> • Out Going Mail • Filing • Pengurusan Setem • Membantu Taip (Anak Angkat / Probet / Projek Pembangunan) 	<ul style="list-style-type: none"> • Baucar Bayaran • Resit Peluru • Staruping • SIFBAS-Dnta Entry 	<ul style="list-style-type: none"> • Perniagaan (Ekstrak / Pembaharuan) • RS • Collection Federal • Deed

Catatan: (a) Pengurusan perkara berskala besar (seperti majlis keramaian, lawatan orang kenamaan, BR1M, Bencana, Pilihan Raya dll.) adalah tanggungjawab bersama manakala kuasa berkanun (misalnya Pesuruhjaya Sumpah & Majistret) adalah tugas bersama bagi mereka yang telah diwartakan. (b) Pengagihan tugas pegawai ini termasuk pengurusan jawatankuasa yang berkaitan / berkenaan. (c) * Tugas Pegawai Tadbir N44. (d) Sebatengah jawatankuasa disarankan di peringkat Bahagian sahaja iaitu: Jawatankuasa Perayaan Islam, Perayaan Bukan Islam, MAKSAK, Pengurusan dan Bantuan Bencana dan TTG.



SIJIL PENGHARGAAN

Dengan sukacitanya, Pejabat ini merakamkan ucapan setinggi-tinggi penghargaan dan terima kasih kepada

JASPER ANAK ROBIN

940614-13-5648

atas kerjasama serta sumbangan yang diberikan dan telah mengikuti dengan jayanya

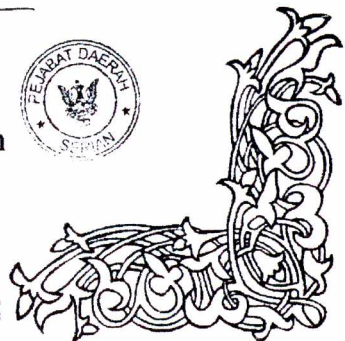
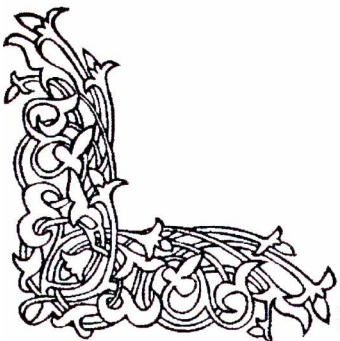
Latihan Praktikal (Amali)

Pada 23 Januari 2017 – 17 Mac 2017

Di Pejabat Daerah Serian

LIM HOCK MENG

Pegawai Daerah Serian



Encik Fairuz Hidayat Merican Wan Merican
Wakil Fakulti (Latihan Industri AM228)
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Samarahan 2
94300 Kota Samarahan
Sarawak

Tel: 082-678485/013-8231312
Faks: 082-678091/678064

Tuan

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

NAMA PELAJAR: JASPER ANAK ROBIN

NO KAD MATRIK: 2015834732

KOD PROGRAM:

100-UITMKS (FSPPP/14/2)

Dengan hormatnya permohonan tuan menerusi surat bil bertarikh:

7/11/2016

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 Penuliharaan bagi menjalani latihan praktikal di organisasi kami mulai 23 JANUARY 2017 hingga 17 MAC 2017 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar



Tandatangan Pegawai dan Cop Organisasi
DATANG NUHAZIRA BINTI
ABANG MORSIDI
PEGAWAI TADBIR M41

~ Potong mana yang tidak berkenaan