



UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI

PRACTICAL TRAINING REPORT
KABONG DISTRICT OFFICE

DARLIZA BINTI KIFFLI
2015834728

JULY 2017

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.

Signature: 

Name: Darliza Binti Kiffli

Matrix Number: 2015834728

Date: 18 JULY 2017

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

Name of Supervisor : **DR NADRAWINA BINTI ISNIN**

Name of Student : **DARLIZA BINTI KIFFLI**

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

(DR NADRAWINA BINTI ISNIN)

Date:

TABLE OF CONTENT

Declaration Form	i
Clearance Form	ii
Table of Content	iii-v
Acknowledgement	vi
1. Introduction of organization.....	1
1.1. Chapter review.....	1
1.2. Background of the Organization.....	1
1.3. Objective of the Organization.....	2
1.4. Vision, mission and slogan of organization.....	3
1.5. Core business of organization.....	3-5
1.6. Client charter.....	5-6
1.7. Organizational structure.....	7
2. Schedule of practical training.....	8
2.1 Chapter Review.....	8
2.2 Introduction.....	8
2.3 Logbook, scope and daily activities.....	9-14
2.4 Chapter Summary.....	14

3. Analysis.....	15
3.1 Chapter Review.....	15
3.2 Introduction.....	15
3.3 ADS512 Project Management	16-17
3.4 ADS452 Ethics in Administration.....	17-18
3.5 ADM510 Quality Management.....	18-19
3.6 ADM570 Service Management.....	20
3.7 CSC408 Management Information System.....	21
4. Recommendations.....	22
4.1. Chapter Review.....	22
4.2. Introduction.....	22
4.3. Recommendations.....	23-26
4.4. Chapter summary.....	27

- 5. Conclusion
 - 5.1. Chapter review.....28
 - 5.2. Introduction.....28
 - 5.3. Summary of chapter 1.....28
 - 5.4. Summary of chapter 2.....29
 - 5.5. Summary of chapter 3.....29-30
 - 5.6. Summary of chapter 4.....30
 - 5.7. Report summary.....30-32

- 6. Appendix.....33-39

- 7. References.....40

ACKNOWLEDGEMENT

In this past two months, I had undergone my industrial training in Kabong District Office. 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 Kabong 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, Sir Ahmad Sabree Bin Salleh 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.

Thirdly, I would extend my sincere thanks to Dr. Nadrawina Binti Isnin who is my supervisor (UiTM) for this past 6 months while I undergo my practical training. Without her advice, I would not have finished this study. She gave me a lot of inspiration on how to conduct this study.

Lastly, I want to thank all my friends. Although, they did not helped me in preparing my report and study, but without their mentally support, I would not have pass my practical training and did this study smoothly.

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

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 Kabong District Office. While, in Section 1.3 focus on the objective of the organization and Section 1.4 is on the vision, mission and slogan of the organization. Section 1.5 is on core business of the organization. Section 1.6 is on client charter and the last one is Section 1.7 on organizational structure.

1.2 Background of Kabong District Office

Kabong District Office is administered by a district officer named Kamaludin Bin Haji Alkap. Kabong District Office located at Jalan SK. Abang Leman Kabong. It is the strategic place where people can easily found the Kabong District Office if they want to come. Kabong is a town, and the capital of the Kabong District in Betong Division, Sarawak, East Malaysia in the island of Borneo.

Betong Division formed on 26 March 2002, is one of the twelve administrative divisions in Sarawak. Betong has the most number of administrative sub-districts. The sub-districts under Betong district are Pusa, Spaoh, Debak and Maludam. While those under Saratok district are Roban, and Kabong.

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 Kabong District Office, 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 Kabong District Office:

- To deliver friendly service, efficient, accurate and the quality service.
- To ensure the objective and the base of government can be understood by people.
- To generate good relationship that will be lasting between the government agencies, statutory body, private agency and the public in effort to generate Kabong District to be harmonic and more developed.
- To build suitable human resources with current demand.
- To generate united multiracial society.
- To generate trained personnel, discipline and commanding in perform the task that has been entrusted.
- To coordinate and monitors every development project in Kabong District so that it will give benefit to the target group.

1.4 Vision, Mission and Slogan of the organization

Vision

Become the administrative centre of excellence in the management of sustainable development towards improving the quality of life and well-being.

Mission

"We are committed to give the service through quality work culture, efficient, and permeable in bring the development and also fulfill the customer's requirement".

Slogan

'AN HONOUR TO SERVE'

1.5 Core business of the organization

Kabong District Office 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 Kabong District Office. 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 Kabong District Office is development. In this core business, Kabong District Office will monitor all the development projects done in Kabong District. Besides, it is include management on minor rural project that consists of planning activities, performing, monitoring and reporting. Then this core business also include make report on all the development projects to related agency.

The third core business provided by Kabong District Office 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, Kabong District Office also coordinates work committee for any celebration, official ceremony, religious ceremony, cultural programs, and tourism. Besides, they also monitor 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 Kabong District Office is Financial. Their job is to make sure all payment vouchers for direct payment been paid and done within 7 days. Besides, they will make sure vote ledger will always been manage and update. They also responsible on LPO/SO that applied by the officers and the staff. In other hand, they will make sure every query from treasury department been answer immediately. They also responsible to make sure all information of staff and the supplier been update in the system and also responsible on department's asset management. Moreover, they are responsible to involve indirectly in any department's activities in district level and last one is make sure the objective and base of department and government are done successfully.

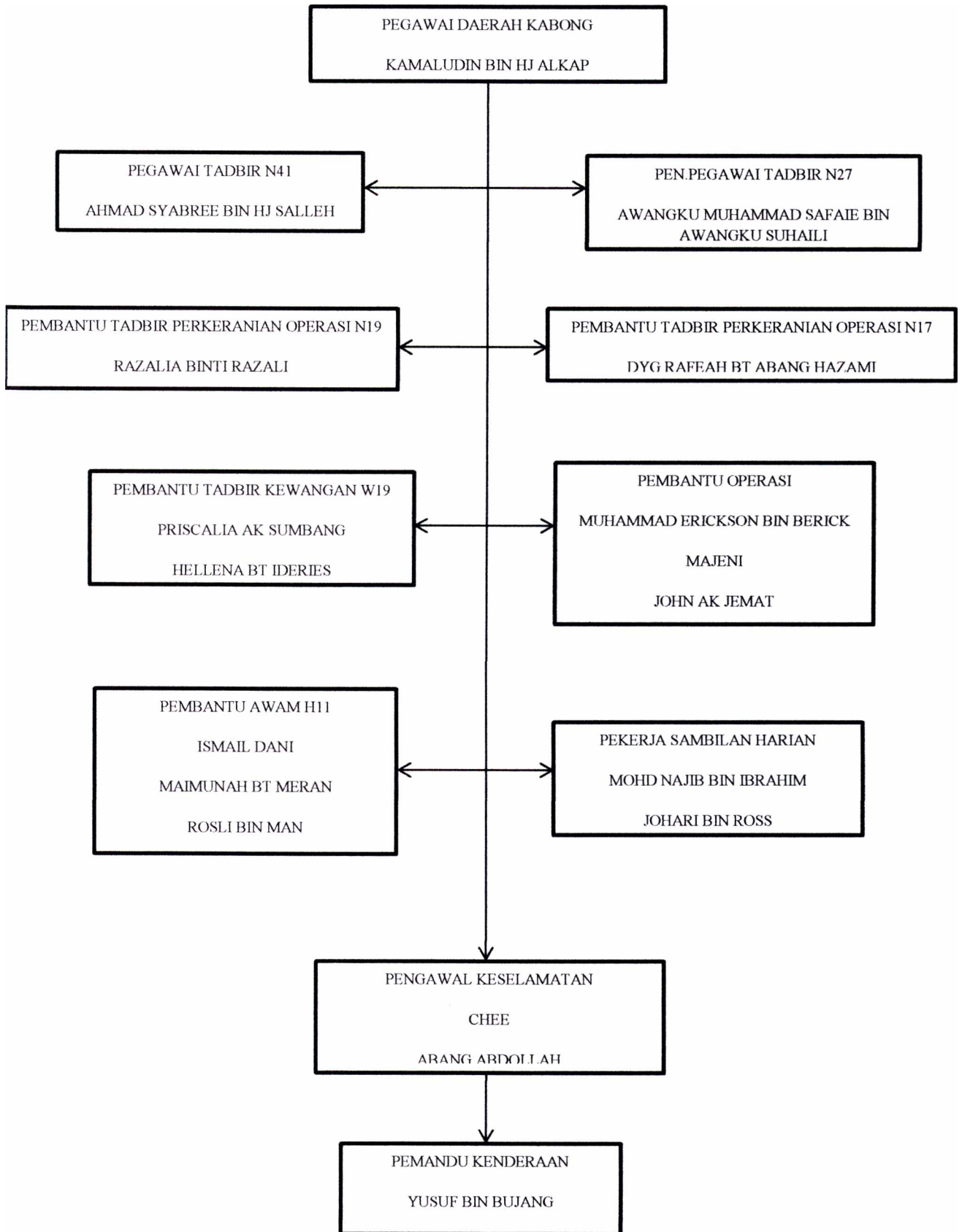
1.6 Client Charter

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.

1.7 Organizational structure



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

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 and Section 2.3 for the logbook, scope of works and the daily activities while undergo the practical training in the company. The last one is Section 2.4 for the chapter summary.

2.2 Introduction

During undergo the industrial training program, the trainee named Darliza Binti Kiffli 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 Kabong District Office. The trainee was under the supervision of Sir Ahmad Sabree Bin Salleh. 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 Logbook, Scope of works and the daily activities

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, Sir Ahmad Sabree Bin Salleh by weekly.

Week 1

On the first week of my practical training, I am just exposed to the work environment at Kabong District Office to make me feel comfortable with work environment at the workplace. For the first day I register myself at 7:30 A.M at Kabong District Office. Then I introduced myself to the staff at Kabong District Office. On 24 January 2017, my supervisor Sir Ahmad Sabree Bin Salleh was gave a briefing on tasks and job that need to be done. My first task is being operator telephone. So I will answer public calls relating to public needs. On the next day i have done my task on office administration. I was assist customers, assist public wants and needs. After I done with my task, I also help other staff on various task they ask me to help them. The last day on the first week of my practical training I was given a task on documentation. The staff ask me to retype 2016 vote ledger listing process flow. I also learn probate process.

Week 2

On the second week of my practical training, for the first day I was given a task on client management which is servicing at counter service. So I was welcome the public that comes at Kabong District Office regarding to their matter. I also will help the public by tell them which staff their need to refer according to their matter because some of the public don't know those staff who will handle their matter and their want and need. Besides that, I also become operator telephone so I will answer public calls or any company calls. The next day I was given a task on office management which is assist customers and assist public wants and needs. After I done my task I will help other staff on various task they need me to help them. On 2 February 2017, I was given a task on assist public regarding flood. I also assist public on BR1M 2017 which is help the public check and update their BR1M status. The next day I was given a task on filing and communicate with public regarding land management and helping staff. The last day for the second week of my practical training, I introduce myself to the other four employees who are not in the office in the previous week. Since I don't have any task given during that day, so I just help the staff when they need me to help them.

Week 3

While on the third week of my practical training, for the first day I have been given a task on managing people who comes at Kabong District Office regarding to their needs and wants such as check their BR1M status and e-Kasih status. The next day, I was helped staff do other works like answer telephone and typing documents. On 9 February 2017, I have given a task on servicing at counter service which is I assist

public regarding on what they ask. The next day I was given a task on client management which assist public on what their needs like help them to go to those staff who regarding death and marriage certificate. The last day for my third week of practical training I was given a task on administration which is on office administration and file management.

Week 4

On the fourth week of my practical training, for the first day I was given a task on servicing at counter service which is I managing public regarding on what they ask and also answer public calls on what they ask. The next day I was given a task on arranging files on the shelf according to its code, colours and types of file. On 16 February 2017 I was attend staff meeting. The meeting is about the opinion to make improvement of organization and also meeting for "Program Belia Bersama Masyarakat". The next day I was given a task on accounting management. I was learn about government revenue what should be paid at sub-district such as "Pembayaran Sewa Tanah, Pembayaran Lesen Perniagaan, Pembayaran Premium Tanah, Pembayaran Pembeharuan Senapang Patah". I also learn what kind of receipt or form should be used to key in all the revenue. On the last day of the fourth week of my practical training I was given task on check form T.79 (Land Rent Receipt). The staff ask me to check whether the number is on order or not. If it in disorder, it should be sent back to the top management because if it is used, it will cause problem later on when it is checked by audit or treasury.

Week 5

On the fifth week of my practical training, I have been given a task to check form T.69 (Pembayaran Premium Tanah & Pembayaran Memperbaharui Senapah Patah). What I must do is to apply what have been learning in the process of payment of land rent. I also handle and manage the public who comes to pay land rent, and business license. The next day I was given a task to check the expired date of public land rent and business license. For example land rent, if paid only one day late it should be charge half of amount that need to be paid. On 23 February 2017 I was given a task on filing. The staff ask me to arrange the books and file at the shelf. The staff also ask me to arrange form in the shelf according to the types of form such as house form and development form. While the next day I was given task to typing E-Kasih applicant and sorting by village. The staff ask me typing the qualified applicant name. I also photocopy the form and official letter. On 27 February 2017 we had staff meeting. I was given a task to prepare outcome of the meeting which as typing task list for all the staff at Kabong District Office.

Week 6

On the sixth week of my practical training, I have been given a task on office administration. I learn the process flow. Besides, I also learn on handling case of Mahkamah Bumiputera and Mahkamah Syariah. The next day I was given outdoor task. I was observed how the handling case at the Native Court which is Iban-Melanau couple divorce. Other than that I also was given a task on promotion process. I was learning about staff that gets KLIP which mean that they have been work more than 15 years. I also photocopy and fax document needed by the

employees. On 3 March 2017 I was given a task on public relation. I was handle and manage people who come at Kabong District Office relating to public needs. While on the next day I helped other staff photocopy documents. I also arranging the files and arranging the cheque book according to its type.

Week 7

On the second last week of my practical training, I have given a task on public relation. I was assist people who comes at Kabong District Office relating to their needs. I also servicing at counter service like pick up call from public. While on the next day I was given task to prepare 'Buku Rekod Khidmat Pelanggan'. I was prepared the list name, date, time, IC no and remarks. After I done with my task I was given another task on financial. I was recording of financial flow which revenue from land rent. I also learn the budgetary process and typing all the expenditures and budget. Last day on the second last week of my practical training I was given a task on public relation where I need to handle and managing matters relating to public needs. I also manage and handle people who come at Kabong District Office.

Week 8

On the last week of my practical training, for the first day I was given outdoor task which is on-site experience. I went to Adat Istiadat Mahkamah Bumiputera to observe on divorce cases. The next day there are no specific task was given to me so I just help other staff do their work like typing documents. Other than that, I also arranging files on the shelf according to its code, colours and types of files. For the last day I and other staff was busy make preparation for Hari Sukan Daerah Kabong on 18 March 2017. We have to make sure that all the programs and the activities during Hari Sukan Daerah Kabong will be done successfully.

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 Kabong 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

ANALYSIS

3.1 Chapter Review

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

3.2 Introduction

In this chapter, the trainee needs to explain about the task and job that she conducts during her practical at Kabong District Office. Kabong District Office is an organization that coordinates work committee for any cultural program, tourism, religious program, celebration and official ceremony. 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 herself. Besides, they also monitoring and help in organizing the social activity that 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.

3.3 ADS512 Project Management

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.

Purpose 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, MICE (meetings, incentive travel, conventions and exhibitions) events, recreational events, special events and also private events.

As for the event of "Hari Sukan Daerah Kabong" the event falls under the category of sports events.

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.

3.4 ADS452 Ethics in Administration

According to El Paso Community Service (n.d), "The application of moral principles, standards of behaviour or set of values regarding proper conduct in the workplace as individuals and in a group setting". Work ethics involves attitude, behaviour, respect, communication and interaction; how one gets along with others. Besides, work ethics involve such characteristics as honesty and accountability.

During my practical training, I had practiced a good ethics in workplace in order to show my good manners. Ethics in workplace is related with our behaviour and attitudes whereas we show our respect to the staff as well as the public whose came to the office. Since I already learned the principle of ethics, so I had been practiced the principle of ethics during my practical training. Such as good manners, punctual, responsibility, integrity, respect, does a job well, honesty, accountability, and more. Even by obeying the rule and regulation are part of ethics that our responsibility not to break the rules and regulation. Besides, the staff had been prepared attendance book for me and I have asked to write down my name when I came in to office which is before 8am and after 5pm.

Besides, I also come early to the office before 8am as my responsibility to be punctual. From the punctuality, I show my good image and good ethics during my practical training. A good ethics when doing my job, I will do it properly and on time. Besides, I also had practiced ethical values when I involve in meeting. During the meeting I will write down the issues have been discussed, and focus. This is how I practice the ethical values during meeting with the staff. Even meeting with the Penghulu or Ketua Kampung, I must come early to meeting room and be ready. In addition, I also practiced ethics when I meet the senior staff such as call them politely with Encik or Pakcik/Makcik, Kakak or Puan.

Nevertheless, I also had practiced ethics in doing my job. Thus, when the staff give me a task I will do it on time and do my job very well. From this I have practiced integrity when I am doing my task as integrity is part of the ethical values. This is what I learn and adopt from my past semester subject. Even in helping the customer, I will guide them and explain in detail so they can understand then we build a good communication with customer. A good interaction with customer can avoid miscommunication.

3.5 ADM510 Quality Management

According to the About Quality Management (2015), a quality management system (QMS) is a formalized system that document processes, procedures, and responsibilities for achieving quality policies and objectives. A quality management helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis. Quality management systems serve many purposes, including improving

processes, reducing waste, lowering costs, facilitating and identifying training opportunities, engaging staff and setting organization-wide direction.

Quality implementation started in the Malaysian public sector in 1989, with the launching of the Excellent Work Culture Movement. In 1991, an administrative directive entitled "guidelines for Strategies for Quality Improvement in the Public Service" highlighted the various activities and programs to introduce an emphasis on quality into public service.

In addition to increased productivity, professional workplace management can contribute to cost efficiency and reduction. During my practical training, I had been practiced the quality management in dealing with customer satisfaction. Customer satisfaction measures how well the expectations of a customer concerning a product or service provided by organization have been met. Customer satisfaction is an abstract concept and involves such factors as the quality of the product or service provided to customer. In organization often use customer satisfaction survey to gather information about customer satisfaction. So, we can improve the quality in our services.

For examples, during my practical training I was assigned in dealing with public who's come to ask a help regarding their matters. They were asked about the process for registration of ownership shotguns for probate, and then the staffs helps me to explain and gave them a form. We also prepared a survey form to fill in by the customer in order to make an observation on our service. So, from the result we will improve our service. Even when make a phone call, we have our own protocol before answered the phone call or make a called. It is the responsibility for us to make sure that our customer satisfied with our services.

3.6 ADM570 Service Management

According to Gonroos (1990) a service is an activity or series of activities of a more or less intangible nature that normally, but not necessarily, take place in interactions between the customer and the service employees and/or physical resources or goods and/or systems of the service provider, which are provided as solutions to customer problems. Service is any activity or benefit that one party can offer to another that is essentially intangible and does not result in the ownership of anything (Kotler, 1997).

Service management is a customer-focused approach to delivering information technology. Thus, Service management focus on providing value to the customer and also on the customer relationship. Service management also provides a framework to structure IT-technical personnel with customers and clients.

A service is a coherent, ready to use deliverable that is of the value to the customer. Services allow customers to do business without worrying about underlying technology or IT infrastructure. A service definition enables both the customer and the service provider to know what they can and cannot expect from a service. Clearly defined services inform customers about service offerings, including what each service does and does not include eligibility service, limitation cost and so on.

3.7 CSC408 Management Information system

According to Eller (n.d) Management information system is the study of people, technology and organizations. According to Sakthivel R.S (2014), the roles and important of the MIS in the organization are to ensure that an appropriate data is collected from the various sources, processed and send further to all the needy destinations. The system is expected to fulfill the information needs of an individual, a group of individuals, and the management functionaries: the manager and top management. The some important of the MIS are to satisfy the diverse needs through variety of system such s query system, analysis system and more. Second is the MIS helps the middle management I short term planning, target setting and controlling the business functions. It is supported tools of planning and control. MIS plays a very important role in organization; it creates an impact on the organization's functions, performance and productivity. The impact of MIS on the functions is in its management of marketing, finance, production and personnel becomes more efficient.

During my practical training I was told to key in the data of record JKKK in system of database. The record of JKKK was recorded in a database because the Tuai Rumah and Penghulu already submit their latest report in which area under their name. I was assigned to key in all the data into system because we will be divided it by division. All the Ketua Kampung will submit their report for 4 times in a year for updating the latest information. For example, I was log in into the system for updating their data. Such as phone full name, number telephone, new address, division, the committee information, and other important information. This information was very important for updating and completing their database. The new information will be updating and the hardcopy will be put inside the file. The file will be labelled

by area and the Penghulu's name as well as other information that related. So, it easy for us to detect which area they are.

CHAPTER 4

RECOMMENDATION

4.1 Chapter Review

Chapter 4 has begun with Section 4.2 for the introduction of this chapter and Section 4.3 for the recommendations. The last one is Section 4.4 for 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 Recommendations

Based on the trainee observation, there are several suggestions that can be suggested towards improving the organization in running the events for future endeavors. From the analysis given in chapter 3, the limitations that had been facing by the organization need to be cover up with a good strategy to ensure the effectiveness and efficiency of the while doing their job. Meanwhile, the strengths could be top up or enhanced its efficiency and effectiveness.

Strength

(i) Relationship between employee and employer

In an organization to have a good relationship between employee and employer is a must. This is because when we have a good relationship between the employee and employer it will cause a good working environment. It can avoid problem such as stress, not feeling comfortable with each other and sometimes it will effect two way communications.

In Kabong District Office, they have a very good relationship between themselves. Even with the practical student they treat as the same with other employees. Sometimes, they always have their own gathering. They show a good attitudes and behaviour towards us. They respect us as a practical student as we respect them in returned. We having a good days with the staff and became friend but still respect each other.

Because of that, we as a practical student and will be employ soon have experienced on to do the task and have an overview of working environment. Even

though there are not enough time to learn new things since we will be transferred to other department.

(ii) Efficiency and effectiveness

Efficiency is a quality or property of being efficient and efficient means producing with a minimum of waste, expense or unnecessary effort. While effectiveness is deal with the degree of successful in producing a desired result.

Effectiveness focus more on whether or not something can be accomplished at all while the efficiency focuses more on how to get it done in a way that minimize waste of time.

In Kabong District Office, they always focus about the efficiency and effectiveness while doing the task. This is because having a lot of task in short period of time is not easy to be done. For example, in District Office, every day they will deal and meet with public is not an easy task since they factor of ages. Especially when deal with senior citizen, the staff having a hard time because not all the senior citizen will understand what are being told to them. However, the staff will do their best to help them understand the matters they have been discussed such as the process for application probate. The staff will ensure they can deliver their services effectively to public.

Weakness

(i) Not enough staff

In Kabong District Office, they have problem regarding the issue of number of the staff or staff deficit. Staff deficit means the organization has not enough staff in their administration. Furthermore, in Kabong District Office, they will deal with a multi race such as bumiputera, Chinese community, and other races. Plus, in Kabong have a multi races such as Chinese community, bumiputera and other races. Since, most of the staff is Malay and Iban. The staff was having a hard time when the customer is Chinese because not all of them can understand Malay or Iban. Even English Language, some of them cannot understand very well.

Since, they have not enough staff in District Office it can disturb the process for application of Processing and issuing Letters of Administration Estates or probate. For the process of probate, there is only one staff that in charge the probate. This might slowly the process for application probate since the staff was not enough especially when the staff is on leave. Then, the applicants have to wait until she is coming to office. This is the weakness that I can detect in Kabong District Office during my practical training.

(ii) Task on training

During my practical training, the task was given is out of my scope of study. However, I manage to cope with the task given even it is not cover in my scope of study. I tried my best to adopt the instruction given by the staff. The staff had guiding me to do the task. Most of the task given is not same scope what we learn in our study. The staff just randomly gave us task in other words we as practical students are helping them since the staffs are not enough. I cannot fully utilize what being learn in my study since the task given is different from scope of study. We are not blaming their administration, since they have their own policy. Not everything will be same as we think.

For example, in Kabong District Office I was given a task for the process application of marriage. This is totally out from my scope of study since I need to handle the application of marriage certificate. Even in my study I did not learn this but I have to do my task very well. However, I can practice ethic in the workplace which helping the staff deal with the public.

Besides, I also was assigned in handling process for purchase the ammunition. This is also not in my scope of study but I manage done my task at the end. Since they gave me that task so it my responsibility to do my task very well even this out of my study. I try my best to adopt everything they taught as a new experience for me.

4.4 Chapter Summary

For this chapter, the main highlight was to make analysis on the strengths and limitations of the task 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. 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

CONCLUSION

5.1 Chapter Review

Chapter 5 begins with Section 5.2 for the introduction of this chapter. Then on 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 Kabong 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.

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 Kabong 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 Kabong 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 Kabong District Office. Plus, trainee has also able to relate most of the task he did when organizing an event with past semester subject, Project Management. With that, trainee has able to compare the theory and application parts of it. Besides, trainee also able to relate the ethics in workplace as we already learns during past semester. We can practice it during practical training such as came early to office, be responsibility with the job given and more.

Then, trainee also able to identify the practice involve in quality management during practical training at District Office Kabong. Plus, trainee able to relate most of the task she did when deal with customer as we aim to meet customer satisfaction. Nevertheless, trainee also can understand what the customer demand especially for our services.

Besides, I was able to relate service management in workplace as we already learn during past semester. We can practice during practical training such as the process for application adoption child. Even other services have their process that staff and customer must follow the order.

5.6 Summary of Chapter 4

In chapter 4, the main focus was to provide recommendations based on the strengths and limitations that been highlighted in earlier chapter. 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 Kabong District Office from 23 January 2017 until 17 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 his knowledge in his studies to be apply to the real working environment, particularly in the task of handling event. 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 his personal development. This is in terms of self-confidence level and also his 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. 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 she 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 his 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 behaviours 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 his 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 her 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.

Appendix





FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN PERUMAH
UNIVERSITI TEKNOLOGI MARA
SIRAT AKSI JANGSI PELAJAR LATIHAN PRAKTIKAL

NAMA:	DARLITA BINTI WIFEI
NOMBOR PELAJAR:	2015834718
PROGRAM:	AWJ23
SEMESTER:	SEMESTER 6

Adalah saya sebagaimana keterangan seperti di atas dengan ini berikrar dan berahujaji kepada Universiti Teknologi MARA (selepas ini disebut sebagai "Universiti") dan juga Fakulti Sains Pentadbiran dan Pengajian Perumahan (selepas ini disebut sebagai "Fakulti") akan mematuhi segala perkara-perkara yang dinyatakan kemudian dari ini semasa atau sepanjang saya menjalani latihan praktikal yang berkenaan iaitu seperti berikut:-

- a) Memastikan pematuhan dari aspek disiplin terutama dari segi pakaian, masa, tingkah laku dan kelakuan dengan mengikut peraturan serta sahlah ditetapkan oleh Universiti dan juga tempat di mana saya menjalani latihan praktikal.
- b) Menghormati ketepatan masa dengan hadir ke setiap kelas/perjumpaan dengan pensyarah atau kakitangan Universiti atau pun dengan penyelia atau staf tempat saya menjalani latihan praktikal.
- c) Menghormati segala latihan yang diberikan oleh pensyarah atau staf Universiti serta staf tempat di mana saya menjalani latihan praktikal dengan melakukan segala latihan akademik dan praktikal yang diberikan oleh pensyarah atau staf universiti dan staf tempat latihan praktikal.
- d) Menghormati ilmu.
- e) Menghormati pemindahan ilmu dari pensyarah atau staf Universiti dan juga staf di tempat saya menjalani latihan praktikal.
- f) Menyadari bahawa saya masih tertakuk kepada segala peraturan dan undang-undang yang dikuatkuasakan ke atas saya seperti termaktub di dalam Akta UTM 1976 dan lain-lain peraturan yang dikuatkuasakan ke atas saya sebagai pelajar dari semua ke semesta.



PRACTICAL TRAINING FEEDBACK FORM TO BE FILLED IN BY STUDENT

STUDENT NAME : DAELIZA BINTI KIFFLI
 STUDENT NUMBER : 2010224728
 IDENTIFICATION NUMBER: 990627-13-5876

NAME AND ADDRESS OF ORGANISATION: PEJABAT DAERAH KASONG
JALAN SE ABANG UTMAN, KASONG
94150 KASONG
 PERIOD OF TRAINING: FROM 23 JANUARI 2017 TILL 17 MARCH 2017
 NAME OF HOST SUPERVISOR: SADAM MADRASHAH BINTI ISMIR

(CIRCLE THE RELEVANT SCALE)

1. SCOPE OF WORK CORRESPONDS WITH THE FIELD OF STUDY

(Evaluate whether tasks given are relevant to the BAE/BCA syllabus)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10
				5					

2. QUALITY OF DAILY TASKS

(Evaluate whether the tasks given are of high quality based on syllabus of the program)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10
					6				

3. SELECTION OF ORGANISATION

(Evaluate whether this organisation is the right place to undertake the practical training or not)

Poor		Fair		Good		Very Good		Excellent	
1	2	3	4	5	6	7	8	9	10
						7			

PENYERTAAN

<u>Kategori</u>	<u>Bil. Peserta</u>	
1. Belia	100	<input checked="" type="checkbox"/>
2. PERWANI	50	<input type="checkbox"/>
3. WI	50	<input type="checkbox"/>
4. Ketua Masyarakat/KK/ TR	30	<input type="checkbox"/>
5. Klidmat Negara	20	<input type="checkbox"/>
6. Kelab Badminton	20	<input type="checkbox"/>
7. JKKK	100	<input type="checkbox"/>
8. PNK Kabong	30	<input checked="" type="checkbox"/>
9. Rh. Panjang	50	<input type="checkbox"/>
10. AIM	50	<input type="checkbox"/>
	<hr/>	
	500	
	<hr/>	

* Belia Gengat
* drass apa max di polah

PROGRAM BELIA BERSAMA MASYARAKAT
DAERAH KABONG

TARIKH : 18 FEBRUARI 2017 (SAETU)

MASA : 7.30 pagi - 5.00 petang

TETAMU KEHORMAT :

YB ENCIK MOHAMAD CHEE BIN KADIR

ADUN N.40 KABONG

ATURCARA

MASA

ACARA

- 7.30 pagi - Ketibaan Para Peserta
- 7.45 pagi - Aktiviti-Aktiviti Kumpulan
- 8.30 pagi - Ketibaan YB Encik Mohamad Chee bin Kadir
ADUN N.40 Kabong
- 8.35 pagi - Santar Belia dan Masyarakat
- 9.00 pagi - Aktiviti Belia dan Masyarakat
- 10.30 pagi - Rehat
- 11.00 pagi - Aktiviti Belia dan Masyarakat
- ~~5.00 petang~~
- Bersurai

BORANG PENDAFTARAN eKASIH

PERCUMA



Sila masukan nama butiran bagi perkara di bawah:

Nama Ketua Isi Rumah (KIR)

No. KP Baru / No KP Lama / KIR

Jumlah Pendapatan
Tahukan (Isi rumah) (RM)

Bil. Isi Rumah

Alamat Lengkap

Poskod

Negeri

Daerah Pentadbiran

Mukim

Telefon Yang Boleh Dihubungi

Nama Pelapor

Alamat Pelapor

No. Telefon Pelapor

Butiran bertanda (*) wajib diisi

Pengakuan

Saya mengaku semua maklumat dalam borang ini adalah benar dan diberikan secara sukarela. Saya bersetuju membenarkan semua maklumat yang terkandung di dalam borang ini digunakan bagi apa sahaja dan kerajaan boleh untuk menzahirkan maklumat tersebut kepada mana-mana pihak ketiga.

Makluman

Pendaftaran ini adalah pendaftaran awal sebelum bidaan. Sekiranya proses semakan mendapati permohonan layak tertakluk kepada pertimbangan agensi dan jabatan menepati garis panduan dan kelayakan program.

TANDATANGAN

TARIKH



**BORANG PEMOHONAN PROGRAM BANTUAN RUMAH (PBR)
SKIM PEMBANGUNAN KEBEJAHTERAAN RAKYAT**

A. MAKLUMAT ASAS KETUA ISI RUMAH (KIR) DAN PASANGAN

1 Nama: _____

2 No. K/P: _____

3 Umur: _____ (format: AAAA/YYZZ)

4 Taraf Perkahwinan*
 Bujang Berkahwin Janda Duda

5 Uais Perkahwinan
 Tatan Lelaki Perempuan

6 Jantina*

7 Bangsa: _____

8 Kaum: _____

9 Pekerjaan: _____

10 Pendapatan Bulanan (RM): _____ (format: XXXX.XX)

11 Nama Pasangan: _____

12 No K/P Pasangan: _____ (format: XXXXXYYZZ)

13 Perkerjaan Pasangan: _____

14 Pendapatan Pasangan (RM): _____ (format: XXXX.XX)

15 Bil. Anak: _____ Orang

16 Bil. Tanggungan: _____ Orang

17 Maklumat Pemilikan Harta KIR & Pasangan*

BIL	MILIKAN HARTA	KIR	PASANGAN
1	Tanah		
	a) Tiada		
	b) Kurang dari 1/2 ekar		
	c) 1 ekar hingga 2 ekar		
	d) 1 ekar hingga 2 ekar		
	e) Lebih dari 2 ekar		
2	f) Lain-lain (Nyatakan: _____)		
	Kenderaan		
	a) Tiada		
	b) Basikal		
	c) Beca		
	d) Motosikal		
	e) Kereta		
	f) Perahu		
g) Perahu Bermotor			
3	h) Lain-lain (Nyatakan: _____)		
	Simpanan Pelaburan		
	a) Tiada		
	b) Amanah Saham Bumiputera (ASB)		
	c) Amanah Saham Nasional (ASN)		
	d) Amanah Saham Negeri		
	e) Bank		
	f) Pejabat Pos		
g) Koperasi			
h) Lain-lain (Nyatakan: _____)			

References:

Gaiardelli,P. and Pezzota,G. (n.d). Service Chain Management. Retrieved from <http://www00.unibg.it/dati/corsi/37154/70785-> .

Harsh,S.B.(n.d). Management Information System. Retrieved from <http://departments.agri.huji.ac.il/economics/gelb-manag-4.pdf>

Grönroos, C. (1990). Service Management and Marketing: Managing the moments of truth and service competition. Lexington: Lexington Books, p. 27.

Kotler, P. (1997). Marketing Management, Analysis, planning, implementation and control. Englewood Cliffs, NJ: Prentice-Hall.