

UNIVERSITI TEKNOLOGI MARA SARAWAK
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES



ADS667 PRACTICAL TRAINING REPORT
MINISTRY OF DOMESTIC TRADE CO-OPERATIVE AND CONSUMERISM

DYG SHAZLINA ADILLA BT ABG SULAIMAN 2014129245

SEPTEMBER 2016

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

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

Name of Student : **DYG SHAZLINA ADILLA BINTI ABG SULAIMAN**

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

(DR NADRAWINA BT ISNIN)

Date:

THE DECLARATION

I hereby declare that the work contained in this Practical Training Report is my own except those that which have been duly identified and acknowledged. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken in accordance with UITM's rules and academic regulations.

Signed,



(**DYG SHAZLINA ADILLA BINTI ABG SULAIMAN**)

ACKNOWLEDGEMENT

First of all, I would like to thank and express my gratitude to Allah that His blessings and guidance, I able to do and complete this practical training report without facing too much problems and difficulties. I would also like to thank to my parents for the moral and financial supports they provided me during the practical training period at Ministry of Domestic Trade, Co-operative and Consumerism for 8 weeks.

As final semester of Faculty of Administrative Science and Policies Study in Bachelor of Administrative Science student, I have been assigned to complete a report for the requirement of subject ADS666 Practical Training. After doing for practical training at Ministry of Domestic Trade, Co-operative and Consumerism for 8 weeks, preparing a report regarding of the tasks is a part of requirements of this subject

Therefore, I would like to express gratitude and special thanks to Dr Nadrawina Binti Isnin, who is my Supervisor for ADS666 Practical Training for her guidance, encouragements, knowledge and advices during the process of completing this practical training report. Through all of her supports, I was able to complete my report. Her mentorship is truly an inspiration to me.

Besides that, I was very grateful to Ministry of Domestic Trade, Co-operative and Consumerism for giving me a chance to do my practical training in their place. I would like to thanks to Madam Chong Lee Joon who is my Host Supervisor at Ministry of Domestic Trade, Co-operative and Consumerism for all of her supports, advices, knowledge she gave me. She is truly an amazing person that I had ever met. She a very committed, friendly, cooperative mentor and she is indeed truly a good example of public servant that really put her heart into her job and duty. Not to forget, I appreciated the commitment and cooperation that were given to me by all the staffs of Ministry of Domestic Trade, Co-operative and Consumerism . The 8 weeks of practical training period seems to be unnoticed as I truly enjoyed the friendly environment of working condition there.

Lastly, I would like to thank all of my friends and other lecturers who directly and indirectly give their hands in the process of completing the practical training report.

CONTENTS

Chapter 1: Introduction	
1.0 Introduction	1
1.1 Background of the organization	1
1.2 Functions of the organization	2
1.3 vision and mission	3
1.4 client charter	4
1.5 Organizational chart	7
1.6 Friends of KPDKKK	8
1.7 Corporate logo	9
Chapter 2: Schedule of Practical Training	
2.0 Introduction	11
2.1 Administrative and Finance Department	12
2.1.0 Reflection of Administrative and Finance Department	14
2.2 Domestic Trade Department	15
2.2.0 Reflection of Domestic Trade Department	16
2.3 Tribunal For Consumer Claim Malaysia Department	17
2.3.0 Reflection of Tribunal For Consumer Claim Malaysia Department	19
2.4 Consumerism Department	20
2.4.0 Reflection of Consumerism Department	22
2.5 Enforcement Department	22
Chapter 3: Analysis	
3.0 Introduction	24
3.1 Task Analysis	25
3.2 Human Resource Management	26
3.3 Management Information System	27
3.4 Quality Management	29
3.5 Ethics in Administration	30
3.6 Organizational Behavior	32

Chapter 4: Recommendation	
4.0 Introduction	33
4.1 Strengths	34
4.1.0 Relationship between Employee and Employer	34
4.1.1 Efficiency and Effectiveness	35
4.2 The Weaknesses	36
4.2.0 Transparency	36
4.2.1 Quality of Task	36
4.3 The Recommendation	37
Chapter 5: Conclusion	
5.0 Introduction	38
5.1 Summary of chapter 1	38
5.2 Summary of chapter 2	39
5.3 Summary of chapter 3	40
5.4 Summary of chapter 4	41
5.5 Summary of report	42
References	43
Appendices	44

CHAPTER 1 : INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

Practical training or industrial training is a compulsory subject for all the degree students in the Faculty of Administrative Science and Policy Studies at UiTM. The main objective of this practical training is to expose the students into real working environment. The venue for the training was chosen by the student themselves. No restriction is imposed on them whether they want to undergo their practical training at government agencies or any private sector.

I have chosen the Ministry of Domestic Trade, CO-operative and Consumerism which also known as Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan (KPDNKK) as my practical training which located at Jalan Tun Jugah Kuching Sarawak. My supervisor for practical training is Dr Nadrawina binti Isnin who will evaluate my performance within my training period which is 25 July until 16 September 2016. She also will give the direction in the preparation of the practical training report. Besides that, the student has been provided practical training log book for filing daily task or any event during the period of practical training.

1.1 .BACKGROUND OF THE ORGANIZATION

Kementerian Perdagangan Dalam Negeri Koperasi Dan Kepenggunaan (KPDNKK) also known as Ministry of Domestic Trade, Co-operation and Consumerism was established on 27 October 1990. This Ministry of Domestic Trade, Co-operation and Consumerism is a ministry where their scope is more focus on the domestic economy especially distributive trade sector. This is the reason why the Ministry of Domestic Trade, Co-operation and Consumerism objective is to promote their development of a viable, competitive and sustainable domestic economy.

Since the distributive trade sector is one of the main contributors to the national GDP and act as buffers to economic stability especially during the time of uncertainly it and unpredictable situation of economy the distributive trade need to be strong so that can cover any instability in economy.

Besides that, this Ministry of Domestic Trade, Co-operation and Consumerism also protect the interest and the consumer rights. This include the development of an ecosystem of consumers and business that complement each other towards self-regulations with the aspirations of people in a develop country. Their hoped is mature and ethical consumers and business can be more develop with the outcome of and economically and socially balanced nations. The ministry roles and functions were expanded to cover the franchise and co-operative sector since 2009.

1.2 FUNCTION OF MINISTRY OF DOMESTIC TRADE, CO-OPERATIVE AND CONSUMERISM

There are three main role or functions of Ministry of Domestic Trade, Co-operative and Consumerism or Kementerian Perdagangan Dalam Negeri Koperasi dan Kepenggunaan (KPDNKK) which is domestic trade, co-operative and consumerism.

The first function, domestic trade which is they develop business opportunities and socio-economic standing of the Malaysian citizen through the profile the wholesalers and retailers, co-operatives, franchises, direct selling, hawkers and petty trades as well as downstream sector and petroleum. Besides that they also determine and monitor prices of essential good which is cooking oil, flour and sugar. All of this essential goods are in their monitor. So the people who sell the essential good beyond the price that KPDNKK set will be fined. They also implement the regulations on metric weigh and measures and regulated matter pertaining to companies and businesses based on related acts.

The other function of KPDNKK is co-operative which is they cooperate policies that related to co-operate sector. Besides that they also execute developmental project and programs and conduct training in co-operative sector. They also help to co-operatives sector which is under co-operative act 1993.

Not only domestic trade and co-operative, the other function of KPDNKK is consumerism. This is where the Ministry of Domestic Trade, co-operative and consumerism encourage and assist consumer movement. Besides that they also come out with many programs for example the educations programs. They sometimes go from one place to another place. For example, from kampong endap to kampong mang. Besides that they also enhances programs on customer awareness and consumer protection.

1.3 VISION AND MISSION

Every ministry must have their own vision and mission. Same with the Ministry of Domestic Trade Co-operative and Consumerism. This ministry has also have their own mission and vision. Since KPDNKK is moving towards becoming a National Premier ministry as a “ caring ministry “. It is all guided by it vision which is Domestic Trade as Backbone To a High Income Economy. This is because the Ministry of Domestic Trade Co-operative and Consumerism focus more on domestic trade since domestic trade need to be strong in order to have the economy stable. Good vision can help them to achieve their goals.

Meanwhile the Ministry of Domestic Trade Co-operative and Consumerism are divide by 3 which is the first missions is to accelerate the main domestic sectors that are viable, competitive and sustainable. The second mission is the domestic economy grounded by fair competition and innovation and last mission is they develop a trade ecosystem based on ethics and protections of consumer interest.

Besides the vision and mission, the ministry also has their own motto which is Thriving Trade Blessed Consumers. In Ministry of Domestic Trade Co-operative and

Consumerism they have their own core value which is Co-operations, Trustworthy, Committed and Just.

1.4 CLIENT CHARTER

The Ministry is committed in delivering quality and effective services based on the Client Charter as follows:

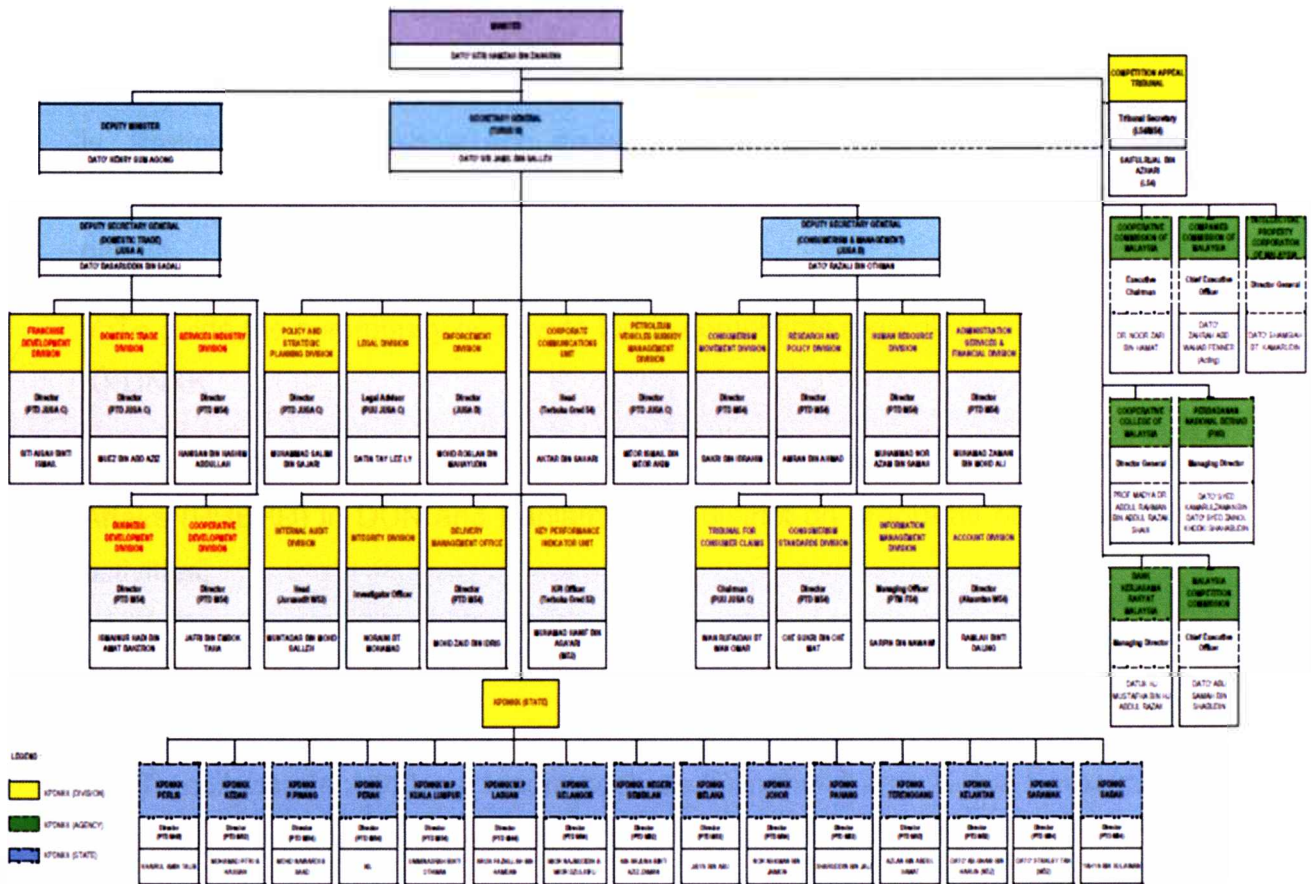
No	Item	Decision period (working days)
1	Foreign participation in the distributive trade (for wholesale, retail and trade) application	8 days (with complete documents)
4	To process and to inform the approval of the application for renewing the controlled Items license	7 days
5	To process and to inform the approval on the application of amendment of quantity /business address/ storage address/ type of scheduled items on The Controlled Items License	7 days
6	To process and to inform the approval of new application for the Direct Sales License	7 days
7	To process and to inform the approval of the application for renewing the Direct Sales License	7 days
8	Jawatankuasa Subsidi Diesel (JKSD)	1 day
9	To process and to inform the approval of new application for PDA1, PDA2,PD 3 and PDA4 License	1 day

10	To process and to inform the approval of the application for renewing PDA1,PDA 2,PDA 3 and PDA 4 License for local and imported brand	20 days
11	To process and to inform the approval of the application for renewing PDA License	10 days
12	To process and to inform the approval of the application for PDA5 License	20days
13	To process and to inform the approval of the application for renewing Manufacturing The Optical Disc License	14 days
14	To process and to inform the approval of new application for Weight and Measures License within 7 working days of receiving the complete application	7 days
15	To process and to inform the approval of the application for renewing Weight and Measures License within 5 working days of receiving the complete application	5 days
16	Cheap Sale	1 day
17	Approve and issue an Optical Disc Label	3 days
18	To check and process all applications pertaining to participation in Development Programs subjected to term and conditions	20 days
19	Section 6) To check and process registration application for franchisor and master franchisee upon completion of all required documents.	7 days
20	Section 55) To check and process registration application for franchisee to foreign franchisor and franchisee	7 days

	broker upon completion all required documents.	
21	To carry out investigation towards complaints received from franchisor and franchisee.	45 days
22	Filing and registration of Statement Of Claim (Form 1)	1 day
23	Filing and registration of Statement Of Defence And Counter-Claim(Form 2)	1 day
24	To settle all claims registered	40 days
25	Producing award after hearing	1 day
26	Acknowledgment and responses to complaints received from complainant within 3 working days for complaints submitted by email, letters, phone calls and walk in complainants	3 days
27	Resolution of complaints from complainant within 21 working days	21 days

1.5 ORGANIZATIONAL CHART

ORGANIZATION CHART
MINISTRY OF DOMESTIC TRADE, CO-OPERATIVES AND CONSUMERISM (KPDNKK)



Sources from website : <http://www.kpdnkk.gov.my/index.php/my/>

1.6 FRIENDS OF KPDNKK (FOK)

Friends of KPDNKK were established for Malaysian Consumers. It is a platform to congregate in a special event mainly for the purpose of dissemination information, knowledge sharing and any other matters.

The roles of friends of Kpdnkk are :

- i. An informer of KPDNKK in regarding price of goods issues.
- i. Collect and share the information regarding consumer issues and problems in parliamentary district.
- iii. Assist and help KPDNKK to conduct consumer activities in parliamentary district.
- iv. Participate in roadshow and disseminate flyers, posters, books and other information regarding consumerism to the local community in parliamentary district.
- v. To guide the community on how to lodge complaints regarding consumerism to KPDNKK.
- vi. To Collaborate with Consumer Squad and Assistant of District Consumer Affairs (PHEPD) in DUN and Parliamentary district on programs and monitoring activities.
- vii. To assist by promoting more participation from the public to join KPDNKK programs.
- viii. To collaborate with local leader such as “Penghulu” and “Ketua Kampung” in order to get current issues regarding consumerism
- ix. Reporting on the current price trend in the local area.

1.8 CORPORATE LOGO

These are the official corporate logo of Ministry Of Domestic Trade, Co-operative and Consumerism which also known as Kementerian Perdagangan Dalam Negeri Koperasi Dan Kepenggunaan



Logo definition

Picture	A square with blue colour inside and has 3 symbols which are; K, P (large) and P (small)
Square	A symbol of development
Blue	Symbolise consumer trade environment that promote harmony
White	Symbolise the Ministry and the white colour symbolise a clean efficient and trustworthy government department
Letter 'P'	Large P symbolises trading (Perdagangan)

Letter 'p'	Small P symbolises consumer (Pengguna)
Color 'P' and 'p'	Both in golden colour represent a certain value
KPDNKK acronym	KPDNKK is an acronym for Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan

CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINING

2.0.INTRODUCTION

ADS667 is a subject where every student of faculty science social and policy studies must take before they end their bachelor in administrative science (Hons). This subject required 6 credit hour and it takes the student to take the practical training within 2 months, practical training is one of the initiative from the university to help the student have an understanding on what should they do when they get their job after graduates.

The practical training also help the student to know how does the working environment looks like. It also help them to build their confident level since most of the practical student will find and askl the task by themselves if the task has not given to them.

So, as for my practical training I have choose the government sector which is Ministry of Domestic Trade, co-operative and consumerism also known as Kementertian Perdagangan Daalam Negeri Koperasi Dan Kepenggunaan (KPDNKK). My practical training start from 25th July until 16th September 2016.

2.1 ADMINISTRATIVE AND FINANCE DEPARTMENT (25 JULY– 3 AUGUST 2016)

During the first day of practical training all of the student has given their own section. Since in Ministry of Domestic Trade Co-operative and consumerism have six department which is consumerism section, domestic trade section, tribunal section, administrative and section, enforcement section and price monitor. They will rotate our turn so that all of the student will have an experience with all the section besides it can help the student know the staff well. First week on my practical training which is from 25th July until 29th July I have been assign at the administrative and finance department.

Since the student cannot follow with the outside activity such as monitor the price so the student only have been put in five section except the price monitoring section. Because of practical training only takes 2 months so they decide to put all of the student in one section for 8 days only.

So, my first section is administrative and finance section. Begin the day with introduce myself within the staff at the administrative and :”finance section. Here my supervisor is Madam Chong Lee Joon which is the leader for finance section. Since in administrative department does not have the ‘ketua seksyen” yet Madam Chong Lee Joon will supervise my 8 day in administrative and finance section.

The first task to do here filing the document. Here I have been assist by Puan jusliah which is one of the admin staff. They help me to know how to do the filing document. If there is letter come in the red pen should be use and if the letter come out the blue or black pen will be use. Every day and every letter or document come in and out must be filing. This is because they know the flow of the document. It also helps them easy to find the document since every document has been recorded.

Every staff must have their own file. So this file also will be filing by admin staff. So they also give me the staff file to be update from time to time. From day one until day eight the most task here is update file and do the mini filing. Everyday almost 20 to 50 file need to be update and do filing.

Besides that, the other task here is help the other staff such as help mr Mujaidi which is staff at administrative and finance department to check the file. Those file need to be checked every month. The file are "fail inden, fail pinjaman kendaraan and fail resit". All of the file need to be update from one month to another. This is because they know their money flows and how they use office asset.

The second week during my practical training, I still at the administrative and finance department which is start from 1st August until 3rd August. During this period, my task is helpi madam Amirasariyati to check the "warrant pukal" file. This is because travelling here and there are synonym with Ministry of domestic trade, co-operative and consumerism. This is because every month they need to go outstation to monitor the price so the flight ticket will be responsible by organization. The warrant needs to be check because sometimes the details gave by the agent are not same with the record they have. So the agent might claim twice for the same flight tickets.

Before the end of my practical training at the administrative and finance department, I also help the other staff to prepare the farewell party for one of the staff who resign.

2.1.0 REFLECTION OF ADMINISTRATIVE AND FINANCE DEPARTMENT (25 JULY– 3 AUGUST 2016)

Here the first thing that I learned is how to do the filing document very well. Filing document need to be right because when staff want to find the letter or document they will look at the filing that has been record. This is because it can help to find the document or letter faster and can avoid waste of time.

Besides that, the staff here also very kind. When they ask for help they will ask nicely. When at that time we have a task need to be complete they will gives time to finish the task before and help them after the task is done.

In administrative and finance department most off the thing that I learn here is it help the student understand and know what are the government scope of work and give an preview what should the government working environment looks like.

In organization the relationship with other employee must have good relationship. As I can see in Ministry of domestic trade, co-operative and consumerism all of the employee get along very well. When one of the staff are transfer and resign they will do a farewell party to celebrate and show their thankfulness for the effort they have been gave.

Keeping a good filing system in an organization help to make work easier and also keeping a strong bond between the employees are good sign that they have nice working environment.

2.2 DOMESTIC TRADE DEPARTMENT (4 AUGUST – 15 AUGUST 2016)

Begin my second and third week with a new department which is the domestic trade department. Here also will be gained experienced for 8 days only which is 4th August until 15th August 2016.

Domestic trade department is the department where it dealing with licenses. People who want to set up their business must apply their license here. If their license is approve they need to pay which is “ wang pos” to ministry of domestic trade. The amount they need to pay is follow the period of the license.

Besides that, at domestic trade department the filing document still be my task since here a lot of document such as license need to be updated. Here the filing system is more complicated since we need to find the file by ourselves. Since they does not have the file room already, so the file may be difficult to find and sometimes one file has been opened by 2 or more file. This is happen because when they does not found the file they will open new file and the document are difficult to find.

After do the filing document, I need to arrange the file so it more easy to find. Sometimes the customer will call and ask their license status. If the file does not well arrange so it will take more time to answer the customer question and it will give bad perceptions.

Since the file for the company sometimes have 2 or more file, the supervisor ask me to help me find the file and combine all the document into one file only. This way can help to reduce the file. This is because in ministry of domestic trade, co-operative and consumerism, the domestic trade is the department who use too many file.

After done with filing the supervisor also ask me to help them call the company to let them know that their license has been approved and need to pay the “wang pos. the process to pay for wang pos stated as follow :

- I. The customer need to buy “wang pos” at pos office

- II. They need to pay as stated on how much their license applied and approved by ministry of domestic trade co-operative and consumerism.
- III. If the company is outside from Kuching, they need to post wang pos and must insert their own name and address to help the ministry of domestic trade co-operative and consumerism send their license.
- IV. If the company is outside from Kuching and may not be able to take their license at office, the ministry of domestic trade co-operative and consumerism will pos to the branches which is near with the company address.

The supervisor also give the permission to answer the call from the customer and give the call to those who in charge in certain license. This is because every license have their own person in charge.

In here also every week one of the staff from other department will help them since at domestic trade department, they are having problem to find the file, to handle the license since the staff are not enough.

2.2.0 REFLECTION OF DOMESTIC TRADE (4 AUGUST – 15 AUGUST 2016)

Here the most things that I learned is always updated the file, the CSA license and permit because we never know when the customer will ask. In domestic trade it also help us to build our confident level since here most of the time we will be dealing with customer. Bad attitude will lead to bad perceptions. Even though sometimes the customer are a little hard to be handle but as a civil servant we know to handle the situation appropriate so that the image of the organization will remain goods.

Besides that, the attitude that they have also need to be learned. Even though they does not have enough staff but still they are do their work together and help each other. The problem exist when the file for the same company are double or sometimes triple.

Trustworthy. Here all of the staff trust each other and they also trust us to called and hand le the customer and sometimes handle the licenses even though we are only trainee.

2.3 TRIBUNAL FOR CONSUMER CLAIMS MALAYSIA (16 AUGUST - 25 AUGUST 2016)

In week four and week five during my practical training, I have been rotate to another department which is Tribunal For Consumer Claims Malaysia from 16th August until 25th August 2016. Here, I will be supervising by Madam Mastikawaty which is ketua seksyen for tribunal for consumer claims Malaysia. I also have been assign for 8 day same with the other department. Begin the day with get briefing from ketua seksyen. She explain what is tribunal for consumer claims Malaysia, what are their objective and the background of the tribunal for consumer claims Malaysia.

Tribunal for consumer claims Malaysia is a body established under section 85, part xll, of the consumer protection act 1999 which came into force on 15.11.1999. part xll of the act contains 37 sections governing various aspects of the tribunal as membership of the tribunal, jurisdictions of the tribunal, proceedings the tribunal, awards of the tribunal and other related matters.

Before the establishment of the tribunal, all disputes between a consumer and supplier or manufacturer had to be brought before a civil court which often involves complicated procedures high cost and is time consuming. These are some of the reason why consumers are reluctant to pursue their claims against irresponsible and unscrupulous supplier or manufacturers especially when the amount claimed is small, even though presently there is in existence the small claims court in every state to hear claims involving amounts of RM5000.00 and below.

Thus the primary objective of establishing the tribunal is to provide an alternative channel or facility, apart from the courts, for a consumer to claim for any loss suffered (

in respect of any goods or services purchased or acquired) in a less cumbersome and speedy manner and at a minimal cost.

The first task here is Madam Mastikawaty ask to stamp the “borang 1 and borang 2” which is Borang 1 is Borang which the customer need to be fill in their details, the defendant details so that the tribunal for consumer claims Malaysia will send the letter to inform them that they have been sue.

The first case that I hear is the consumer sue the go shop company. This is because the customer claim that they go shop company does not return her product. So he came to the tribunal for consumer claims Malaysia to seek the advice and what should her do. So the staff which is Madam Janet, assistant Madam Mastikawaty give him advise whether he should file the claim or not. This is one of the functions of tribunal for consumer claims Malaysia.

The second case is same with the first case, she came to seek for the advice The case is a customer does not satisfy with the service provided by the shop. She came to shop to clean her laptop since she claims that her laptop are too much dust. Unfortunately after the cleaning service, her device is broken so she cannot connect to the wireless. So she comeback but after that her hard disk also broken because of the shop staff. The staff want her to buy new hard disk and she feel that the shop is not responsible and careless. So she want her money back and want to double charge te shop to give them lesson. Unfortunately, the tribunal for consumer claims Malaysia is only claims for the money they have pay so the the customer cannot double charge.

Everyday at tribunal for consumer claims Malaysia will gained new information, new knowledge. This is because, day by day a new consumer will come to seek and advice and make a claim. But not all the cases can be claim. There are certain type of case can be claims that may be brought before the tribunal. The types of case are stated as follow:

- a) A false or misleading conduct, false representation or unfair practice.
- b) Safety of goods and services

- c) The right against a supplier in connection with any of the guarantees implied by the act.
- d) The right against a supplier in connection with any guarantee implied by the act in relation to services.
- e) The right against a manufacturer in connection with any express guarantee on supply of goods
- f) The right against a manufacturer in connection with any guarantee implied by the act in respect of any goods.

Being at tribunal for consumer claims Malaysia does not required too much work. This is because we need to look for the counter and give the form if the customers come and the staff will be handle the case. Sometimes customer only calls to seek the advice so answering the call is also one of the task while being at tribunal for consumer claims Malaysia.

2.3.0 REFLECTION OF TRIBUNAL FOR CONSUMER CLAIMS MALAYSIA (16 AUGUST - 25 AUGUST 2016)

Being at tribunal for consumer claims Malaysia is required a lot of information. This is because this department also dealing with customer which is dealing with their complaint. Not all of the customers are understand so they need to explain more until the customer understand. So a lot of patience are needed.

Everyday a new case will be hearing. This help me to know what are the customer right and what should they do if they are being cheated when dealing with supplier. Besides that it also help me to know what are the process we need to go through when we as a consumer want to claims money or product. Also it helps me to know how does the process the case until the case will settle.

Not every case will be settle according to consumer want. Sometimes the judge will deducted the amount and sometimes the case are fail to process because the defendant detail or the proof are not enough to sue the defendant.

2.4 CONSUMERISM DEPARTMENT (26 AUGUST – 6 SEPTEMBER 2016)

In consumerism department, the ketua seksyen is Madam Marriane which is also the person who will supervise. Same with other department, the 8th will be spending here start from 26 august until 6 September 2016 which is my week six and week seven.

Consumerism department is the department where people will make complaint about the product. The most common product is the necessity thing which is flour, sugar and cooking oil. This is because all the three product are controlled by the government.

For example if the government stated that the price for 1kg flour is RM2 but the shop are increase it until RM3 so the people who as a consumer can make a claims and the staff will monitor the price and take the actions.

Here, not so much things to do because a lot of programs are handle by them but unfortunately not all the program the practical student can join. This is because what ever happen during the event they will not responsible for the practical student safety.

So most of the task they gives is prepare the stuff for the event such as photocopy the brochures, prepare for the gift and arrange the event tentative. The other task they ask us to do is key in the friends of kpdnkk form in excel. Everyone can be a friend of kpdnkk. Since they are too many people want to joins so a lot of form need to be key in.

Friends of KPDNKK were established for Malaysian Consumers. It is a platform to congregate in a special event mainly for the purpose of dissemination information, knowledge sharing and any other matters.

The roles of friends of Kpdnkk are :

- i. An informer of KPDNKK in regarding price of goods issues.
- ii. Collect and share the information regarding consumer issues and problems in parliamentary district.
- iii. Assist and help KPDNKK to conduct consumer activities in parliamentary district.
- iv. Participate in roadshow and disseminate flyers, posters, books and other information regarding consumerism to the local community in parliamentary district.
- v. To guide the community on how to lodge complaints regarding consumerism to KPDNKK.
- vi. To Collaborate with Consumer Squad and Assistant of District Consumer Affairs (PHEPD) in DUN and Parliamentary district on programs and monitoring activities.
- vii. To assist by promoting more participation from the public to join KPDNKK programs.
- viii. To collaborate with local leader such as “Penghulu” and “Ketua Kampung” in order to get current issues regarding consumerism
- ix. Reporting on the current price trend in the local area.

Most of the member will gained the benefits which is member shall get special invitation to participate in program that organized by KPDNKK and its Agencies, member shall automatically become a Consumer Squad and enjoy various benefit such as discounts at selected merchants, and member will be able to use fast lane when dealings with selected SSM Services Counter.

So most of the staff will be handle an event so they does not have time to key in data and the process to distributed the friends of kpdnkk card will take a long time.

2.4.0 REFLECTION OF CONSUMERISM DEPARTMENT (26 AUGUST – 6 SEPTEMBER 2016)

The consumerism department mostly handle and come out with event besides the take action to those who sell the goods beyond their license and charge the goods for higher price. This department is more friendly since they come out with program, having a friends of kpdnkk and also protect the customers right.

Most of the event or program are more towards awareness so that the consumer will know. For example, when I'm at this department they come out with program advocacy which is it give awareness to the people about their safety on the road. They will invites the IPTA and IPTS students, the government sector also the non-government sector.

Even though the staff only 4 person at this department mostly all of the program are done very well. This is because they help each other. This attitude can help us more easy to do a job and working with happy environment will make us less stress and want to finish the job quickly.

Avoid attitudes which only ask people to do the job but they are not helping. This is because when you are working with the department not enough staff, most of the staff need to work together and understanding each other situation so that the work become easier.it is like one for all and all for one.

2.5 ENFORCEMENT DEPARTMENT (7 SEPTEMBER – 16 SEPTEMBER2016)

This department is the last department for my practical training. This mean this is the last week for my practical training which is week 8. Here, I will be supervising by Mr Joe Azmi. Enforcement department is the department where they do monitor the price and ambush the premise if the premise does not have a license. For example, the football shirt. Not all the football shirt are original. If the supplier of the football shirt complaint and the people who sell the non -original football shirt will be take action by them. So all of the football shirt will be confiscated.

So every staff at the enforcement department must have at least 2 cases and all of them will be handle their own investigation paper. Since investigation paper is confidential, the other staff cannot involve with it.

Because of that, there are not so much work can be done at enforcement department. So Mr Joe Azmi allows me to help the other staff and other department since most of the staff at enforcement department are rarely in office.

So, during the period Madam Mastikawaty which is Ketua Seksyen for tribunal for consumer claims Malaysia ask to help her at her department. Since her assistant is on leave for a week, it might difficult to do the job since one day sometimes a lot of people come and seek for advice. The counter cannot be closed.

During the last week of my practical training, I help Madam Mastikawaty and also help the domestic trade department to filing and arrange the file since they have a lot of file need to be arranged in file cabinet.

CHAPTER 3 : ANALYSIS

3.0 INTRODUCTION

This chapter will focus more on one area of task as covered in the practical training handbook. Besides that, this chapter also should reflect definitions concept, demonstrations of practical and theoretical aspects as how a student can relates all the concepts learned in classroom and work place.

The student also know how to transform knowledge gained at the workplace to reinforce understanding on the concepts learned in classroom. This chapter also should be able to demonstrate a reflections of student personal experience during the training.

Since the Ministry of domestic trade co-operative and consumerism protect the interest and the consumer rights, their important task is always make sure the customer are satisfy with the service provided. This is because having a customer satisfaction is one of their goal they need to achieve.

Not only to protect the customer interest and right they also must always make sure the development of an ecosystem of consumers and business that complement each other towards self-regulations with the aspirations of people in a develop country. Their hoped is mature and ethical consumers and business can be more develop with the outcome of and economically and socially balanced nations.

3.1 TASK ANALYSIS

During practical training in ministry of domestic trade, co-operative and consumerism every practical student will be given chance to feel and gained knowledge at every department. Every 8 days they will rotate with another student who also doing their practical training there.

The purpose of the ministry of domestic trade, co-operative and consumerism do the rotate turn is because they want all of the student know what are the roles of every department and how they do their task.

Every department have their own roles so every task given by them are also different. Mostly the task given by the organization is the task that can help the practical student in the future when they are in working environment. For example, how to deal with the customer and how to do filing since in organization dealing with customer is a must. So since they have a lot of customer the filing system also must be good.

Since ministry of domestic trade, co-operative and consumerism have several department so it is not easy to adapt all the task given by them. This is because every department have their own style and task given towards the practical student. But the basic task such as dealing with customer and filing the document is always be a practical student to do.

3.2 ADM551(HUMAN RESOURCE MANAGEMENT)

Human resource management can be defined as it is the process of managing people in organizations in a structured and thorough manner (MSG 2016). This covers the fields of staffing retention of people, pay and perks setting and management, performance management, change management and taking care of exits from the company to round off the activities. This is the traditional definition of HRM which leads some experts to define it as a modern version of the Personnel Management function that was used earlier.

The second definition of Human resources management encompasses the management of people in organizations from a macro perspective that is managing people in the form of a collective relationship between management and employees. This approach focuses on the objectives and outcomes of the Human resource management function. What this means is that the HR function in contemporary organizations is concerned with the notions of people enabling, people development and a focus on making the "employment relationship" fulfilling for both the management and employees.

On the 29th of July 2016, the ministry of domestic trade co-operative and consumerism have a monthly meeting. Every month they will have a meeting with the employers. The reason for this meeting is to discuss about the organization development and also it can help them to know each other better. Everyone in the organization including the practical student also attend the meeting. So because of this the employers always have a good relationship with the employee.

Most of the function of human resources management is to ensure that the organizational policies and procedures are implemented and any grievances of the employees are taken care of. For instance, it is common for the human management functions in many organizations to combine hiring, training, providing assistance during appraisals, and mentoring employees. This means that the human resources functions has its task cut out where in it has to take care of the people side of the organizational

processes considering the fact that the ascent of the services sector has meant that people are the key assets for the organizations.

Same with the ministry of domestic trade, co-operative and consumerism. On the 17th of august there are new employee hired in the ministry of domestic trade co-operative and consumerism. Since she is the ketua seksyen at the administrative and finance department, she makes a new policies and regulation to all of the employee. All of the staff and the practical student must be follow the rule and regulation set by the administrator. She ask the practical student to help her so that the process since for the implementation of the policies can be done faster.

3.3 CSC 408 (MANAGEMENT INFORMATION SYSTEM)

Information can be defined as data that organized and it useful to person.(john wiley & sons, 2008). In an organization most of the information will be keep at their own file or folder. This is why the filing is important in an organizations.

The management information system is a computerized database of financial information organized and programmed in such a way that it produces regular reports on operations for every level of management in the organizations. The main purpose of management information system is to allow the managers to have the feedback about their own performance.

Besides that, the top management can monitor and evaluate the organization as a whole. The organization who applied the management information system will receive the data from the various function and units of the organization.

The management information system also have a priority on the using of the excel software which is important for the purpose of collecting data. Thus, the collecting data will store or keeping the information of the organization which is could be decentralize of the information in the organization.

In ministry of domestic trade co-operative and consumerism, every department have their own style of file management. But still they keep the data and the information in the same folder using the same system. In administration department, all of the file will be arranged by their similarity. For example every staff at ministry of domestic trade co-operative and consumerism have their own personal file and all of the file is keep by the administrative department. So all of the employee staff will be keep and arrange with the same place and folder so that whenever they want to find the file it can make they find it faster.

Most of the file are categorized. For example if the file is about finance all of the file will be keep at the same place. Same with other. Most of the file has their own number to tagging. So when they want to find the file just know what is the number and ask the staff to find it .Not all of the staff can access through all the file and folder. There are certain file and information they cannot find they own. They must have a permission from the staff at that department. For example, the private personal file of the top management.

Not all the data and the information are recorded and keep in the folder in the management system, but there are certain data they put it in the file and locked it in the cabinet. This can help them to find and use the file easily. Every file that have been take outside from the cabinet must be recorded. This is because when the file is missing they can track and trace who are using the file.

In ministry of domestic trade co-operative and consumerism, all of the file management for the every department is different. But the usage of the file system management are the same. Most of the advantages of file system management is it can arrange the storage and the file can be easy to find.

During the practical training, most of the task given by the organization to the practical student is filing. Start from the 25th of July until 11th of august I have been responsible to do a filing system and exposed to the file management system in the organization. Mostly every day during that period they exposed how to do the filing and also how to collect the data. Since the ministry of domestic trade co-operative and

consumerism is the organization which is dealing with the customer, there are too many data and information need to be collected every day.

3.4 ADM510 (QUALITY MANAGEMENT)

Quality management can be defined as a continuous effort by the management as well as employees of a particular organization to ensure long term customer loyalty and customer satisfaction (msg 2016). One happy and satisfied customer can brings ten new customers along with him whereas one disappointed individual will spread bad word of mouth and spoil several of your existing as well as potential customers.

They need to give something extra to the customers to expect loyalty in return. Quality can be measured in terms of durability, reliability, usage and so on. Total quality management is a structured effort by employees to continuously improve the quality of their products and services through proper feedbacks and research.

Since ministry of domestic trade co-operative and consumerism also dealing with customers , there a lot of file and document that they need to keep. To have a quality in their task they need to arrange their file very well this is where they need to choose which types of filing system and file management system are suitable for them.

For example on the 25th of July until 3rd of august in the administrative and finance department, they have their own filing system. They use a categorized to arrange the file. For example, the first cabinet will be fill in the staff personal file which is in green file. The other cabinet is for the finance file and it has their own tagging following with the other cabinet and their own file.

The other example is on the 4th august until 15th august which is in the domestic trade department, I have also have a task which is filing and manage the file system. In this department, the filing and file management system is different with the administrative department. This domestic trade department mostly use the alphabetical types of filing since this department are focused on the licenses and permit. If the company ask and collect their licenses the staff can easily find the licenses by just

asking the company name and find the file and check the license status. This type of filing can actually help them to perform their task better since they have a good filing system.

Not only the file, they also must have a quality in their task which is dealing with the customer. They cannot be rude towards the customers because the customer satisfaction is what they need to achieve. Dealing with the customer everyday is not an easy task, if they are unable to satisfy their customer it can influence their image. Not only the employee image but also the organization itself image.

So during my practical training on the 4th August until 6th September 2016, during this period I have been tasked to deal with the customer. Not only through call but also face to face with the customer directly. They trained every student who was doing their practical training there to deal with the customer. This is because they will have an overview of what should they do in the future when they are in a working environment.

All of the staff must be punctual. This is because we did not know which time they will call and which time they will come to the organization. So being a punctual person in the organization is a must so that the quality and image of the organization can be protected.

3.5 ADS452 (ETHICS IN ADMINISTRATION)

Ethics are the rules that define the moral conduct according to the ideology of a specific group. Moreover, ethics in administration are important for a good business conduct based on the needs of a specific organization itself.

Ethics provide accountability between the public and the administration. Adhering to a code of ethics ensures that the public receive what they need in a fair manner. It also gives the administration guidelines for integrity in their operations. That integrity in turn helps the public understand that they are working with their best interests in mind.

Another positive outcome of a good ethics in public administration is timely and informative communication with the community. This kind of transparency builds trust and prevents or minimize the potential issues that can arise when information is divulged from outside sources. If there is something of consequences that the public need to know about, it is better for it to come directly from the leaders and administration. The communication also keeps all the parties involved so that they can all work towards a common goal. Good communication ensures that the community can engage their leaders on important issues.

For the example, during the practical training in the ministry of domestic trade, co-operative and consumerism, I have been in the tribunal for consumer claims Malaysia. This department is the department where they tried to help the customer to claim their money or product with certain amount only. So mostly every day the customer will come to the counter and seek for their advice and told them what should they do, so in this situation the staff including the practical student must apply the certain code of ethics is order to dealing with the customer. They cannot do whatever they want. During my time in this department, there are several case that I have been heard and help the staff to dealing with customer.

Not only the customer came to the counter, sometimes the customers also only call the department to seek for the advice. So the department cannot left alone without one staff there. This is because they does not know what and when they will call. To deal with the customer also have their own ethics code. The staff must always lower their voice and tried to give the information regarding on what are the customer want. sometimes the customer maybe not understand the language the staff speak so most of the staff in the tribunal for consumerism claims Malaysia must be able to talk at least two language.

Every organization must have their own ethics. Even in the organization itself they must practice and always use ethics in every situation. There are several advantages of practicing ethics in organization. One of the advantage is it help every staff including the employer always in a good manner. When they practicing ethics they

will have a great teamwork and also have a good working environment because they will respect each other.

3.6 ADM501 (ORGANIZATIONAL BEHAVIOR)

Organizational behavior can be define as the study of how people interact within groups. In the study of organizational behavior, it is a key to overview the strength of the human behavior and the organization.

The central idea of the idea of the study is on a scientific approach which can be applied to the management of employees. Customarily, this study applies in an attempt to create more efficient and effective business and the organizational behavior theories are used for human resource management purposes in which is to make best use of the output from each individual. It also help to define the effects of the organizational environment with the human behavior.

Therefore, there are absolute factor that may cause the human behavior can influence the whole organization operation and management. The organizational behavior help the organization to understanding of human behavior that will help to improve the interpersonal skills and thereby help the organization better when dealing with people and to that extent influence them.

Every organization has set their own behavior or their own culture. It is same with the ministry of domestic trade, co-operative and consumerism itself which is they have their own rule and regulations to be followed by their own staff. The obvious culture that was being implemented by this organization is the monthly meeting with the top management to have a good relationship between employer and employee. Every month they must have their own meeting and the practical student also being invited to the meeting. This is because the top management want to know with the practical student and help them when they need their help as the reward for the practical student because they help with the organization task.

After the meeting, all of the staff will be given time to breakfast together. This help their relationship between the upper, middle and lower management level relationship become stronger. During the meeting the top management will ask about the problem that the organizational facing and ask the staff opinion on certain issues.

Besides that, this event it help the practical student to introduce themselves in front of the staff, the assistant director and also the director itself. Furthermore, sometimes this event also celebrating the staff that have their promotion and also celebrate the staff who always maintain a good performance in the organization.

CHAPTER 4: RECOMMENDATION

4.0 INTRODUCTION

This chapter will be discussing on the strength and the weaknesses of the task assigned during practical training. The tasks given have their own pros and cons towards the student and the organization itself.

4.1. STRENGTH

4.1.1 Relationships between the employee and employer

In an organization to have a good relationship between the 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 affect the two way communications.

In ministry of domestic trade, co-operative and consumerism the upper, the middle and lower class employee have a very good relationship between themselves. Even with the practical student they treat as the same with other employee. Sometimes they always have their own gathering.

For examples, during my practical training at ministry of domestic trade, co-operative and consumerism there are several event that I have been which is the farewell party for the staff who retire, 'ramah tamah aidilfitri', promotion "lawatan khas ketua setiausaha" and so on. Mostly for the small event like farewell party, most of them will be cooking together and help each other to makesure there is no defect on the farewell ceremony. Every of the "ketua seksyen" will be joint the farewell even though they a lot work to do.

Since the organization itself having a problem with not enough employee, they always help each other even though they are from different department. Besides that, the other example is during my practical training there, a lot of the employee treat us very well and always share the knowledge and how to do the work.

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 every 8days we will be transfer the other department, they tried to teach and give knowledge as much as the can and as possible as they can.

Even though we are only the practical student there, every time when we are having a difficulties to do the task given to us, there is always someone who will help us in order to finish the task.

4.1.2 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 ministry of domestic trade co-operative and consumerism they always focus about the efficiency and effectiveness while doing the task. This is because having a lot of task in the short period of time is not easy to be done. For example, in domestic trade department, every day they will be ask by the customer about their permit and licenses. So they tried to explain to the customer about their status of licenses and permit and they tried to make it faster as possible as customer want. If the companies are outside from Kuching then they will try to post it to the other branches that near to the customer company.

Sometimes they will deal with the customer who did not understand and does not want to compromises with them. With only 5 of them in the domestic trade department it is difficult to satisfy the customer. But because of they tried to have a good perception

towards their organization, they tried to make the customers satisfy by providing their licenses and permit within a short time.

4.2 WEAKNESSES.

4.2.0 Transparency

As a practical student not all of the document they can do filing. For example the personal file of upper class employer such as the Ceo, and ketua seksyen. But during my practical training at the ministry of domestic trade, co-operative and consumerism at administrative and finance department, they give the personal file to the practical student to be filing. Since the content of the file is confidential, only a person who responsible for the file can be update the personal file.

Not all of the file and the document can be exposed to the outside people. Because the practical student only do their intern for 2months, the documents such as personal file, the budget for the ministry of domestic trade, co-operative and consumerism activity file should not be filing by the practical student. This is because, both of the file is the asset of the organization itself.

4.2.1 Quality of task

Having a good personalities and a good attitudes at the workplace can help us work in good working environment. But unfortunately the attitudes such as do the task in last minutes should be avoid. This attitude also can be seen at the ministry of domestic trade, co-operative and consumerism.

Sometimes they do the task given to them last minute. It can cause there is no quality in their work. For example ,filing the document. When the employer does not ask about the file they will not updated the file. During my practical training there, I have notice that there are many file that does not been filing since 2009 until now. When they need a document from the file they sometimes cannot find it and the task they need to settle will be delay. So here they sometimes always have a bad quality of task.

4.3 Solutions

The task provide by the organizations to the practical have their own strength and weakness. Because of the weakness such as the transparency and the quality of task, they should come out with the new solution so overcome the weaknesses.

As for the organization, they have a lot of asset and confidential information and document need to be protect. So do not assign the practical student to do the task that are having confidential element on the task. Always assign the person who always keep the document who confidential updated from time to time. So that the document will always safe.

Besides that, they should always do the task in a given period of time. Avoid the last minutes attitudes . this is because, when they always do the task in given period, they can do another task after that and the task done by them always have a good quality.

They should hire more people in the organizations. This is because, when they are having a problem not enough employee they cannot perform their task very well. So if they hire more people, they can focused more on the task given by the employer.

They also should remain their strength of the task and the strength of the organization in order to have a better quality of services and can achieve their organization goal and objective in the future.

CHAPTER 5 : CONCLUSION

5.0 INTRODUCTION

This chapter will be discussing about the conclusion for every chapter. 5.1 will be discussing about the conclusion for the introduction to of the organization. 5.2 will be discussing about the conclusion for the schedule of practical training and 5.3 will be discussing the conclusion for the task analysis. Last 5.4 will be the conclusion for the recommendation of the organization.

5.1. CHAPTER 1

As a student of bachelor of administrative science ADS 667 is a compulsory subject that need to be taken before they end their bachelor administrative science. This subject required a student to a practical training for 8th weeks which is 2months. So for my practical training I have chosen the ministry of domestic trade, co-operative and consumerism.

This ministry is the ministry where they formulate policies, strategies and review matters pertaining to the development of domestic trade. Ministry of domestic trade is also promote the development of a viable, competitive and sustainable domestic economy, specifically in the distributive trade sector.

The Distributive Trade Sector is one of the main contributors to the National GDP and it acts as a buffer to economic stability, especially during the times of uncertainty and unpredictable situation of the global economy. Distributive trade needs to be strong so as to counterweigh any instability in the economy.

So this chapter discuss on the background of the ministry of domestic trade, co-operative and consumerism and their roles and function towards the development of domestic trade.

5.2. CHAPTER 2

The highlight of this chapter is the schedule of practical training. The practical training takes 8 weeks. During this practical training, most of the task given by them is according to the syllabus that most of the student learn in class.

Since every 8days we were change the department, new experience, new knowledge gained. But most of the lesson that we got is how to deal with customers since this ministry of domestic trade, co-operative and consumerism always deal with the customers. Every day there will always a customer who will come to the ministry of domestic trade, co-operative and consumerism whether it is to collect their license, to make a report and also seek for the advice.

So, in this practical training they teach us how to handle the customers, how to process the permit and licenses and also how to file the case and process the case.

Not only focused on the customers, they also focus on the efficiency and the effectiveness of the task. If possible finish the task early and within the time given. This is because there are too many task need to be done in one day. Since the audit always come without notice they need to prepare early. For example the account for the oil, the vehicle and also the warrant for the flight need to be updated from time to times. So since they are always busy, most of the checking and update file will be handling by the practical student. There are too many information and knowledge given by them to us within the practical training period.

5.3 CHAPTER 3

As mentioned in chapter 3, this chapter discuss about the task that are covered in practical training and also how the student relates all of the concept learned in classroom at the work place and also how the student transform knowledge gained at workplace to reinforce the understanding on the concepts learned in classroom.

Since my first department is administrative and finance department mostly new lesson begin there. There I have been exposed on how to be an office administration since maybe one day I will be working with administrative and finance department. They give the information how to do the task. Since most of the task given here is filing the document, record the oil and vehicle file and also filing the "waran pukal" so day by day the will monitor the work so that we know either what are we do is wrong or right.

In class student have learned on how to do the filing and here the knowledge and concept that we learned in classroom have been applied and also when they want us to closed the file we know how to do it. Some with open the a new file.

So mostly the concept that we learned in classroom can be applied since most of the subject taken related and it help to do us do task during practical training.

5.4 CHAPTER 4

In an organization to know the strength and weaknesses of the organization is a must. This is because if we know the strength of the organization we can maintain it. Meanwhile know the weaknesses can help us to know what are the problems faced by the organization.

Same with the task given to the practical students. Sometimes the task given by the organization towards the practical is mostly does not related to their syllabus that they learned in classroom. So the task also has their own strength and weaknesses.

The strength of the task can be seen by on the result of the task itself. Sometimes the task given by the employee is their own task so most of the time the student will faced the problem. So as for the conclusion, the organization itself should give the task that can help the student in the future.

So as for the conclusion, having a practical training is not a burden to the student. But it helps student itself for the future so they know and have an overview on what should they do when they working in the future.

5.5 CONCLUSION

The trainee has done her practical training at Ministry of Domestic trade co-operative and consumerism from 25th July 2016 until 16th September 2016 for eight consecutive weeks. During her practical training at Ministry of domestic trade co-operative and consumerism she has been placed at several department which the administrative and finance department, the domestic trade department, tribunal for consumer claims Malaysia department, the consumerism department and the enforcement department. There were a lot of experiences that she gain 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. 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 obtain was through the tasks that she has to carry out during her practical training.

References

Anonymous (n.d). Management Information System: Shaping the Future of IT.

Retrieved from <https://mis.eller.arizona.edu/what-is-mis>

Investopedia .(2016).Quality Management.. Retrieved October 19, 2016, from

<http://www.investopedia.com/terms/q/qualitymanagement.asp>

MSG Experts .(2016). Human Resource Management : Definition and Concept.

Retrieved October 19, 2016, from

<http://www.managementstudyguide.com/humanresourcemanagement.htm>

Ministry of Domestic Trade Co-operative and Consumerism.(2016). Ministry Profile:

Background Information. Retrieved August 10,2016 from

<http://www.kpdnkk.gov.my/index.php/my/>

Appendices



Figure 1 : file and document need to be filing



Figure 2 : the file inden and transportation need to be checked once in a month

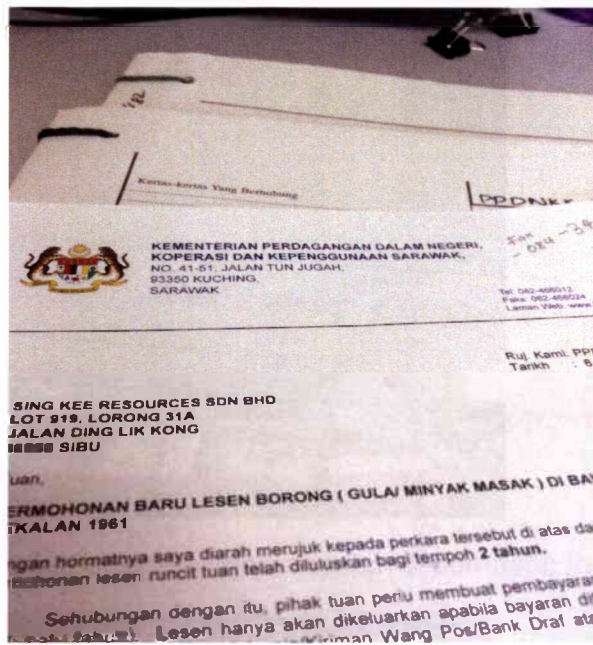


Figure 3: letter to be submitted to the company



Figure 4: file need to be closed



Figure 5 : ketua seksyen consumerism & domestic trade department




Figure 6: staff kpdnkk



Figure 7: staff kpdnkk



Ruj. Kami: **PPDN(W)/Pent/01/14/49**
Jld.4 (87)
Tarikh: **25 Julai 2016**

 Cik Dayang Shazlina Adilla Binti Abg Sulaiman
Program Sarjana Muda Sains Pentadbiran
Universiti Teknologi Mara (UITM) Sarawak
Jalan Meranek
94300 Kota Samarahan
Sarawak.

Tuan,

PENEMPATAN LATIHAN INDUSTRI PELAJAR

Dengan hormatnya saya diarahkan merujuk kepada perkara tersebut di atas.

2. Sukacita dimaklumkan bahawa puan akan menjalani Latihan Industri di pejabat ini bermula 25 Julai 2016 hingga 16 September 2016. Bersama-sama ini disertakan jadual penempatan puan seperti berikut:-

BIL	SEKSYEN	TEMPOH	PEGAWAI PENYELIA
1.	Pentadbiran & Kewangan	25 Julai 2016-3 Ogos 2016	Puan Chong Lee Joon
2.	Perdagangan Dalam Negeri	4 hingga 15 Ogos 2016	Puan Effieza Bt Mohd Shariff
3.	Tribunal Tuntutan Pengguna	16 hingga 25 Ogos 2016	Puan Mastikawaty Binti Zawawi
4.	Kepenggunaan	26 Ogos hingga 7 September 2016	Puan Marianee Jemlin
5.	Penguatkuasa	8 September hingga 15 September 2016	Encik Joe Azmi Bin Jamil

...2

3. Oleh yang demikian, puan perlu melaporkan diri kepada penyelia seperti yang tertera di atas dan mematuhi peraturan dan garis panduan seperti berikut:-

- 3.1 Mematuhi arahan penempatan latihan industry yang ditetapkan oleh pejabat.
- 3.2 Pelatih tertakluk kepada peraturan-peraturan pejabat/kerajaan yang berkuatkuasa dari semasa ke semasa.
- 3.3 Melaksanakan apa-apa arahan atau tugas yang diberikan oleh Ketua Seksyen/ Penyelia/Pejabat.
- 3.4 Mematuhi tempoh waktu bekerja yang ditetapkan iaitu dari jam 8.00 pagi hingga 5.00 PETANG.
- 3.5 Memaklumkan kepada ketua seksyen/penyelia yang berkenaan apabila berurusan Di luar waktu pejabat.
- 3.6 Mematuhi etika berpakaian semasa bekerja yang berkuatkuasa:-
Lelaki -Kemeja, berseluar slack panjang dan berkasut.
Wanita-Baju Kurung,Kebaya,Blouse,skirt panjang atau pakaian bersesuaian.

4. Ketua Seskyen/Penyelia dikehendaki untuk membuat taklimat tugasa yang hendak diberikan kepada pelatih dan membuat penilaian prestasi kursus ke atas pelatih di akhir sesi latihan di setiap sekyen.

Sekian, terima kasih.

“ BERKHIDMAT UNTUK NEGARA ”

Saya yang menurut perintah,



(CHONG LEE JOON)

b.p. Pengarah,
Kementerian Perdagangan Dalam Negeri,
Koperasi dan Kepenggunaan,
Sarawak.

- s.k. 1. PPDNKK (W)/Pent/01/14/49 Jld. 4. ()
2. Ketua Seskyen Perdagangan Dalam Negeri
 3. Ketua Seksyen Tribunal Tuntutan Pengguna
 4. Ketua Seksyen Kepenggunaan
 5. Ketua Seksyen Penguatkuasa
 6. Fail Timbul