

UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI



PRACTICAL TRAINING REPORT
DARO DISTRICT OFFICE

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2015884304

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:



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Matrix Number: 2015884304

Date: 18/7/2017

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

Name of Supervisor : Dr. Nadrawina Binti Isnin

Name of Student: Roziana Bawang Bilong

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

(Signature)

Date:

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CHAPTER ONE

INTRODUCTION

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 Daro District Office. While, in Section 1.3 focus on the objective of the organization and Section 1.4 is on the vision, mission and the slogan of the organization. Besides, Section 1.5 is focus more on the organization structure and in Section 1.6 is on core business of the organization. This chapter continues with Section 1.7 that focuses on the section's objective of the organization and the last one in Section 1.8 is on the client charter of the organization.

1.2 Background of the Daro District Office

Daro District is located in the State of Sarawak. Formerly known as Matu-Daro. When Matu was declared a district on May, 1991 it has triggered Daro District. Daro name takes its name "sand hill" meaning watery or marshy areas. This is clear because the area in the town of Daro is flat and not hilly and mostly swampy.

After the declaration of Mukah as a new part, the coverage area daro District administration has changed. Daro District has a small area that is small Regional Belawai. In addition, the redrawing of the administrative area of administration has changed Daro. Among the areas that are in Daro District covers a small part of Sibu, some Meradong District, part of Sarikei District and the entire area is small Belawai.

The overall area of this region is an area of 1956.27 sq km while Belawai small atrea is 730.53 sq km. Contact this area is key for water transport. This is because over 80% Daro District area connected by water transport.

1.3 Objective

For the organization's objective, Daro District Office will manage and administer Daro District in-line with the government and policy environment of the provisions of law and current regulations in all aspects of the development of physical and human capital in order to create a district and community that is competitive, economically viable and culturally towards the realization of Vision 2020.

- To generate good relationship that will be lasting between the government agencies, statutory body, private agency and the public in effort to generate Mukah 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 Daro District so that it will give benefit to the target group.

1.4 Vision, Mission and the 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.

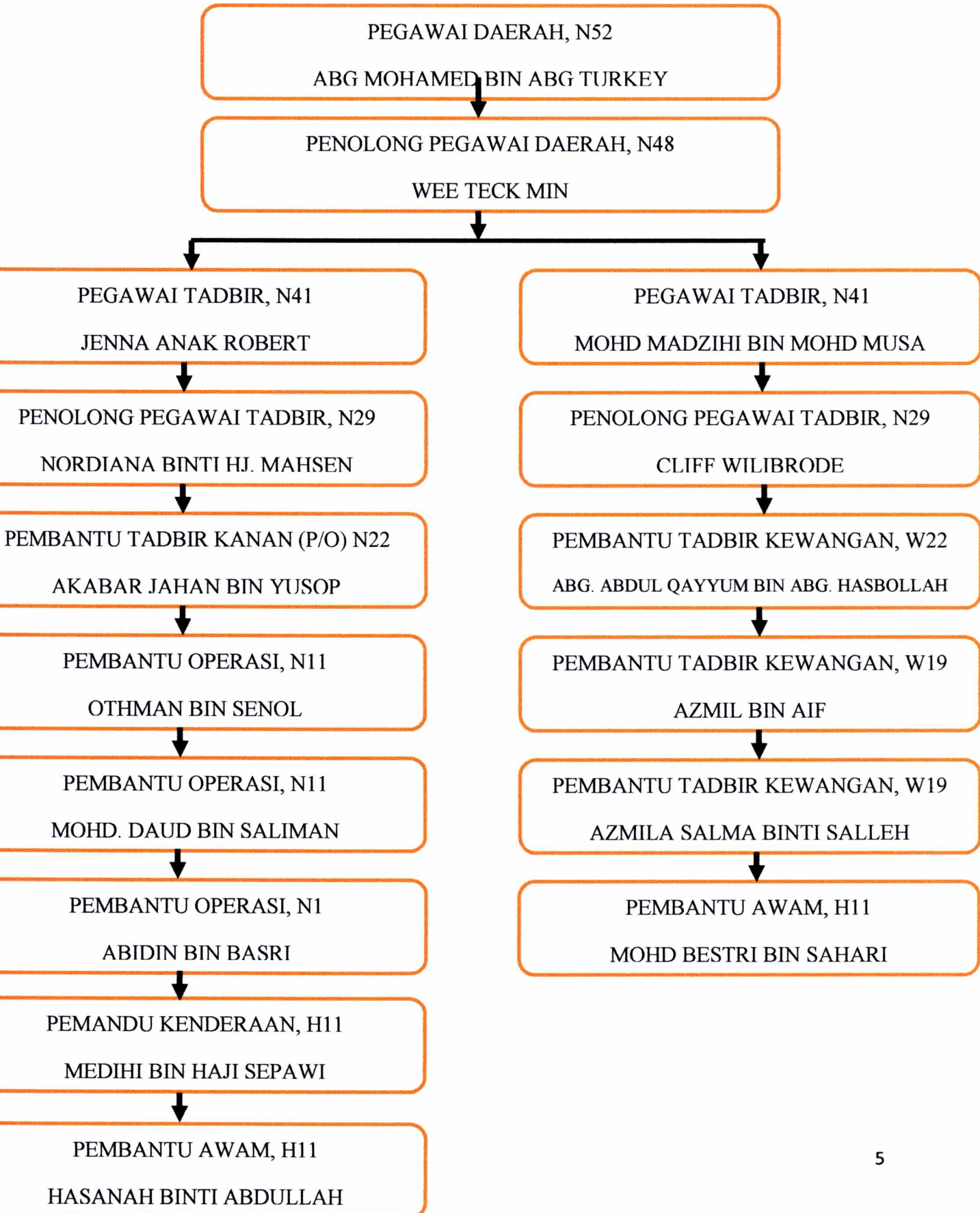
Mission

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

Slogan

'AN HONOUR TO SERVE'

1.5 Daro District Office Organizational Chart



1.6 Core Business

1.6 Core Business of the Daro District Office

Daro 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 Daro 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 Daro District Office is development. In this core business, Daro District Office will monitor all the

development projects done in Daro 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 Daro 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, Daro District Office also coordinates work committee for any celebration, official ceremony, religious ceremony, cultural programs, and tourism. Besides, they also monitoring and help in organizing the social activity (including welfare) such as sports, cultural, youth, women and family through JKKK, NGO and those related agency that may create intelligent community and prosperous surrounding. Under this core business, they also handle 1 AZAM Program, responsible in security of the district, and manage the district profile.

Last core business provided by Daro 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.

1.7 The Client Charter

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

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

1.8 Chapter Summary

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

CHAPTER 2

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. Then, continue with Section 2.3 for the logbook, scope of works and the daily activities while undergo the practical training in the company. Lastly in Section 2.4 is the chapter summary.

2.2 Introduction

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

2.3 Practical Training Schedule

2.3.1 1st Week (23th January – 27th January 2017)

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, Mr. Mohd. Madzihi Bin Mohd Musa by weekly.

At the first day, I am reporting duty with another practical student with Mr. Mohd. Madzihit who is the Administrative Officer of the Daro District Office and he also acted as our supervisor during the practical training at the Daro District Office. Sao Madzihi gave a briefing on his organization, Daro District Office. He also checked on my details regarding the training duty list as the guideline prepared by the Faculty of Administrative Science. Then, I have briefing from ADO Wee Teck Min and he wished me all the best as they are welcome me to cooperate with them in their task. He also hope that that the practical training will give an good experiences to me based on the axact nature of work done. After that, I was asked me together with another practical student to served customer at the counter services. Mr. Daud who is the Operation Assistant N11, teach us on the form filling regarding the forms of *e-Kasih*, *Borang Permohonan Program Peningkatan Pendapatan*, and *Borang Permohonan Program Bantuan Rumah*. Then, I was asked to serve customer related to the form filling.

On the next day, I was asked to make an phone call for the attendance's confirmation of the officers from another department regarding the meeting on "*Mesyuarat Perjumpaan Khas Bersama Residen Mukah*". Then, the whole day I was asked to serve customers ath the counter service.

On 27 January, I had learned on how to photostat the forms needed by the customers as the forms is run out. So, that day I had learned on the ethics of counter services, counter's administration and phone call ethic.

2.3.2 2nd Week (30th January – 3rd February 2017)

On 30 January, was a public holiday of Chinese New Year 2017 and we are not come to office since its holiday. On 31 January, I was asked by SAO Cliff to help him in arranging and keeping the certificate of attendance of the headmen and their assistant in the course (*Sijil Bengkel Pemantapan Kepimpinan dan Pengurusan JKKK Kawasan N.43 Daro*). The certificate was kept in the envelopes. After that, each of the envelopes was written with the address according to the headmen village, so, the organization easing in distributes the certificate to the headmen.

On the next day, I was asked to help the officer in invitation letter to invite the officers from the other department to attend meeting at district office. Then, I learned on how to use the fax machine (Mr. Abidin and Mrs. Hasanah assist me). After that, SAO Diana asked me to fax the invitation and call to that department for the attendance's confirmation.

On 2 February, I was asked to arrange the incoming faxes letter according to the file title. Mr. Abidin assist me to make photocopy of the fax letter and the photocopy need to be kept for the later references. Every letter which has been received or send need photocopy and has to marked with the letterhead as the initial of receiving and sending the faxes.

On 3 February, I was learned on ethics of sending faxes. I was asked to send letter of invitation (Invitation letter to attend an meeting ' *Mesyuarat Teknikal Cadangan Projek Waterfront Daro* ') by fax. Then, I make a phone call to ensure that the letter of invitation has been receive by the others department.

2.3.3 3rd Week (6th February – 10th February 2017)

On 6 February, I served at counter service. I helped customers in filling the forms. Then, SAO Jenna asked me to make an attendance's list for the tomorrow meeting. After that, I learned how to use the binding machine for binding the paper of the name list of the attendance to be inserted in the book of meeting's attendance. For the next day, as usual I was served at the counter services and answer the phone calls.

On 8 February, as usual I was asked to answering the phone calls and served customer regarding the filling form. Then, I was asked to help the officer to fill in the information of the applicant of the e-Kasih programme to the computer's system. At night, I was invited to join the appreciation dinner "*Budi Di Tabur Jasa Di Kenang*". The theme of that dinner was a retro night of 60's. The appreciation dinner was held by the District Office in order to give appreciation to the pensioner government officer.

On the next day, supervisor SAO Madzihi asked practical students to change the tagging code number of the files at the Daro District Office. This is because the new coding for files need to be followed as the coding for the government department files need to uniform with the new format of coding from the upper office.

On 10 February, we regroup the files according to the new format. I was asked to change the code of the Finance Files of the daro District Office. For example, the previous reference code for Bank Transaction is (PDDA/KEW/B/4) change to the new reference code number which is (PDDA.400-6/1/1).

2.3.4 4th Week (13th February – 17th February 2017)

On the first day of my 4th week I was asked to proceed with our tagging project and we start to make the pocket for the files. Then, I help customer in fill in the forms and others matters regarding the applicant for the assistant provided by the government. On the next day, as usual I helped customers at counter services and answered the phone calls. I also proceed for the tagging project where we completed in making of the pocket files. Then, I helped the staff to distribute the invitation letter (meeting) via faxes, emails, phone calls and by hand for the nearest office department.

On 15 February, I had consultation with the Mr. Jahan Akabar regarding the tagging code for the files. He is the senior staff that had experience on the management of the files of the files at the district office. Next day, I make phones call to the government department to confirm their attendance for the meeting. Then, I learned how to order stamps and envelopes though the staff, Mr. Daud, under the financial department.

On 17 February, as usual I helped staff at the counter services regarding the customer applicant for the assistant. Then, I proceed with our tagging project, in which we shape the tagging card and cut the tagging card based on the shape and

size of the tagging card. Besides that, we also make the side tagging which is later will be placed onto the side of the new files.

2.3.5 5th Week (20th February – 24th February 2017)

On the 5th week of my practical training, I am at the doing counter services where I serve the customer which they ask questions regarding on the e-Kasih and so forth. After that, I help the enumerators to key in all the forms like e-Kasih, PBR and PPP. I was asked to check the status of the persons whether already approved or still in *Senarai Penerima Bantuan (SPB)* status. Regarding to that task, I was assist by the Mr. Rajis to complete the task given.

On the next day, still proceed with the tagging project. Then, I was asked to help the officer to attach the *Permohonan Bantuan Rumah (PBR)* project's pictures send by the contractor, before and after picture of the house. On 22 February, I proceed with the tagging files project where we attach each files with the pocket that has been made. Then, I help the staff answering the phone calls. Besides that, I also help the staff fax the letter of meeting invitation to the head of department in the Daro District Office.

On 23 February, I was helping the customer to fill in the forms and answering the phone calls. After that, I help the officer stamped the swear letter. On the next day, I proceed with our tagging project where we check the content of the each files in order to organize it with the new coding. Then, SAO Madzihi give me task to

change the Organizational Chart of the Daro District Office and the content of the Notice Board.

2.3.6 6th Week (27th February – 3rd March 2017)

On my sixth week of training at Daro District Office, I start with the task on re-create the organizational chart's board with the updated position of the officer of the Daro District Office. Then, I eliminate all the old content of the notice board. On 28 February, my task was help the officer write the reference number to the letter that later to be handed to the others Head of Department. Then, my host supervisor asked me to list down the materials use by me for the organizational chart and the notice board (laminated paper, manila card, ribbon).

On 1 March, my task was laminate the name and picture of the staffs of the Daro District Office for the new organizational chart. Then, I was asked by the SAO Diana to help her in handling the probate forms. She asked me to find the title of land according to the application request by the customer. After that, she explained to me how the process on application of probate and what document was needed for the probate application.

For the next day, my task was regarding on the closed file process. I learned how to close file from Assistant District Officer, Mr. Wee Teck Min (N48). He teach me on how to write the closing date and last folio number and then, the file must be written with the new coding as they are used for the later references. After that, the closed file must be tied with the white strip.

On 3 March, my task was closed the file which are no longer in used. Then, I helped the staff to check the status of the e-Kasih of the applicants. Other than that, I still proceed with task on the organization and notice board. For that task, I change the decoration of 'Amalan 5s'.

2.3.7 7th Week (6th March – 10th March 2017)

The task that I have been asks to do on the 6th March is to photocopy 60 set of letter that are used for the meeting. After that, I completed my organizational chart's task. Then, I also proceed with the tagging project where I need to write the close file with the new coding. Then, I have been given the task to record the incoming letters in Daro District Office's files that are specific for Administration. I was then proceeded to distribute the incoming letter to staff in-charge. Besides, I have been asked to serve the customer at counter service and also receive calls.

Later that day, I need to highlight the name of the people which includes the counsellors, the chairman and all the head of the department to attend the Dialog in the invitation letter. After that, I have to send the invitation letter to Administration for them to call Head of Departments mention in the list regarding on the invitation to attend the dialog. Then, after asking them to do it, I have to distribute incoming letter to the Administration Officer which I received from the staff.

The next day, I was continued my task regarding the file's project. Then, I help the staff to write the list of fax letter in the float file and kept the photocopy of the fax letter in the reference file. On 9 March, I was asked to do preparation and packing for the Mobile Community Transformation Centre Boat programme. For that task, I need to ensure that all the form needed are sufficient and carefully kept in the bag. The form and the brochures need to be photocopy were e-Kasih forms, *Program*

Peningkatan Pendapatan (PPP) forms, *Program Bantuan Rumah (PBR)* forms and evaluation forms.

Then, I attend the briefing on CTC Programme conducted by the SAO Jenna as I also take part in that programme. This means that, I joined them for CTC Boat Programme. SAO Jenna is one of the Administrative Officer of Daro District Office. At briefing, she mention on the tentative programme and the duty and also the attire use for that programme.

On 10 March, we ware gathered at the boat express station because we use express to the Kampung Penasu for the Mobile CTC Boat Programme. Our express depart to the destination on 9.00 a.m. The Daro District Office team share express with the team of all government department in Daro. This is because at Kampung Penasu all the agencies including government and non-government will open the booth at there as the purpose of that programme are for outreach and meet the public.

2.3.8 8th Week (13th March – 17th March 2017)

On the last week of my practical training, I had joined the organization CSR Project with the NGO on the "*Jelajah Kerjaya Kenyalang 2017 Siri 1*" programme. During that programme, we were asked to pick up the trash at the Daro New Town area and then, as the symbolic, we had plant more than 30 small trees in that area in order to preserve the nature.

On 15 March, I was helping the officer at the event of "*Program Karnival Kerjaya 2017*". This programme is about the open interview programme that had

joined by the government and non-government agency. There are many booths for the interview session with the applicant. Besides that, this programme gave opportunity to the unemployed to get a job and learn on how to attend an interview.

On the next day, I was asked to serve customer at the counter service. At evening, around 7.00 p.m the Daro District Office makes a farewell party for the practical student (for Munierah and me). I was touched by that surprise farewell party. In that party, all the staff come and specially the representative of Daro District (YB Safiee Bin Hj. Ahmad) also come and joined us.

On the very last day of my practical training (17 March), I was take part as a committee for the BR1M distribution. My last task is gave the BR1M voucher to the recipients.

2.4 Chapter Summary

In chapter 2, the trainee had explained about the task and job that he did during his practical training at Daro 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 Daro 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 need to done by trainee for her to experience the reality of working environment yet to come.

CHAPTER THREE

ANALYSIS

3.1 Chapter Review

This chapter focuses on the overview of the task and job given to the practical student during her practical at Daro District Office. The section in this chapter will start with Section 3.2 Introduction to this chapter. Next are followed by Section 3.3) Office Management, 3.4 Ethics in the Workplace 3.5 Quality Management, 3.6 Event Management and 3.7 Field work. Lastly in Section 3.8 is the Chapter Summary.

3.2 Introduction

In this chapter, I explained about the task and job that I had done during my practical training at Daro District Office. Regarding the task had been done by me during practical training, I have been asked to take part in various kind of task at Daro District Office. For example, at office I have been assign with the task regarding the office management, service counter management and file management task. Besides that, I also had taken part in task of event management and fieldwork that had conducted by the Daro District Office. In addition, I also learned on how the officer handles with the ethic of work and ethic of meeting the customer. This variety of task have given me a chance to learned and experienced the true nature of work task that been conducted at Daro District Office.

3.3 Office Management

Firstly, this scope task related to our previous subject which is Human Resource Management (ADM 551).

According to Mills and Standingfold, "Office management may be defined as art of guiding the personnel of the office in the use of materials, methods, machines and equipment appropriate to their environment in order to achieve its specified purposes". Since office management is similar to the general or administrative management, it performs the same functions as are performed by the management. There are five basic functions involved in the management of an organization or a department or a function. These functions are planning, organising, directing, controlling and coordinating.

During my practical training, I usually was asked to help in organising process of office management at Daro District Office. According to Oliver Sheldon, "Organization is the process of so combining the work which individuals or groups have to perform with facilities necessary for its execution, that the duties so performed provide the best channels for the efficient, systematic, positive and co-ordinated application of the available efforts". As for the duty on office administration, I was asked to help the officer regarding the invitation letter of meeting, file management, keyed-in the customer application and form filing application.

Regarding to the task of invitation letter, I was asked to send the meeting invitation letter to all Head of Department of the government office at Daro. Besides that, I also was asked to send the letter to all head of village too. So, I was learned on how to send the letter by fax and the process of sending the letter to recipient. The officer that assists me on this task was Mr. Daud and Mr. Abidin. After I send the

letter by fax, I need to call the s which is the government department to ensure that they had received the fax. In addition, I also made phones call to the head of village to come to the Daro District Office to take their invitation letter.

As for the letter receive task, I need to record and make an photocopy for the letter received by fax or by hand. The photocopy of the letter will be kept in the file for the later references. There are 3 copies of the photocopy of the letter, one copy will be keep in the file, second will be keep in the float file and the third copy will be keep by the operation assistant. This process will ensure the letter received is recorded.

Others than that, I was asked to take part in the file project. My task on the file project were change the new code, make pocket for the file, opened the new file with the new code and closed the old file for all the file of the Daro District Office. The file of the Daro District Office was change with the new coding as the all government department use the same coding. For example, the old codes for the financial is PDDA/KEW/04 will change to a new code of PDDA.400. According to Mills and Stending Ford, " filing is that science whereby we keep the incoming letters and the copies of outgoing letters safe so that it may be used for future reference" (Sharma,2008).

Besides that, I also was asked to do binding and photocopy the form needed by the customers. I need to ensure that the hardcopy of the forms of e-Kasih, *Borang Permohonan Peningkatan Pendapatan (PPP)* and *Borang Program Bantuan Rumah (PBR)* is sufficient. Then, my task is keyed-in the data of the applicant to the computer system. The applicant data is based on the forms return by the customers.

So that, the applicant data can be sent to the Kuching for the registration and go through screening process.

Lastly, my task regarding of office management is change the notice board of the Daro District Office. In this task, I need to re-create the organizational chart and decorate the notice board to be more attractive and beautiful. The organization chart need to be updated as the some of the officer of the Daro District Office has been transfer or already pension. Besides that, the grade and the name of their position are also being updated as uniform with the others government department. For example, the grade of N.17 is upgrade to N.19.

3.4 Ethics in the Workplace.

This scope task related to our previous subject which is Ethics in Administration (ADS 452).

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”. Integrity is a major key component of the workplace ethics and ethics is essential to distinguish the difference between rights and wrong at workplace which is means that being honest or doing right thing at all times.

During my practical training, I had practiced the good ethics in workplace in order to show the good manner of mine. As I conduct my practical training at the government office, I had wears a proper attire during training. For examples, I wear a formal attire everyday such as *Baju Kurung* or long skirt with blouse. I also wear

Batik attire on Thursday as the government has announced that the *Batik* attire can be worn on Thursday.

Besides that, I also come early to the office as the punctuality is a good ethics in the workplace. From the punctuality, others can see a good image on us. A good image can show our ethics on doing job. I also had learned on ethics on making a phone call and answering the phone call. For example, I learned how to address their name according to their position and title. Besides that, our tone of voice must be polite and clearly.

In addition, I also learned on how to interact with customer at counter service. During dealing with customer at the counter, we must serve them politely and in good manner. This is because the serve customer nicely will show the good image of the organization. Due to that, SAO Diana teaches me to smile and speak nicely to customer, and then I must greet customer at the first hand in order to make the customer always feel welcome.

3.5 Quality Management

This scope task related to our previous subject which is Quality Management (PAD 252).

According to the About Quality Management (2015), a quality management system (QMS) is a formalized system that documents 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.

During my practical training, the quality management that had been practiced at Daro District Office is '5S'. According to Venegas (2007), the abbreviation "5S" stands for sort, simplify, sweep, standardize, and sustain. 5S is an approach to 'housekeeping' that frees up physical, virtual, and mental space. The aim of the 5S is to clear up clutter and create a clean, safe, organized workplace that is conducive to the open and smooth flow of value.

This 5S task was asked by my host supervisor for me to recoding, re-arrange, and close the file of the Daro District Officer. For instances, I was regroup the file in order give the new code of the file according the new file format. Regarding to that, my task is to sort all the files by separating the necessary from unnecessary elements of the files. Through this sorting, I should end up with only the essentials and imperatives to complete the task.

3.6 Event Management

This scope task related to our previous subject which is Project Management (ADS 512).

According to John (2015), event management is ‘the process of creatively applying necessary professional skills in organizing a focused event for a target audience to achieve a desired objective.’ The process of planning and coordinating the event is usually referred to as event planning and which can include budgeting, scheduling, sit selection, acquiring necessary permits, coordinating transportation and parking, arranging for speakers or entertainers, arranging décor, event security, catering, coordinating with third party vendors, and emergency plans.

During my practical training, I was involved in the event management organise by the Daro District Office. There are three event that I was involve in which are ‘*Bakti Ditabur, Jasa Di Kenang*” event, Chinese New Year Dinner and 1 Azam Event. My task for the event management was more to operational planning. I was asked help the staffs in decorate the backdrop and layout of the venue. As we know, the layout of the event venue is clearly integral to the success of the event.

In addition, I also was involved for protocol during the event. Due to that, I was assigned in arrival protocol and gifts protocol. For example, during the event of ‘*Bakti Ditabur, Jasa Di Kenang*”, I was asked to greet all the guests at the front door of the hall and please them to enter the hall. Then, I was asked to help the staff in giving gifts to the guest as a souvenir for them.

3.7 Field work

This scope task related to our previous subject which is Public Relation (PRO 458).

Field work is the study that consists of practical activities that are done away from your school, college, or place of work (Cambridge Dictionary, n.d). Daro District Office is the government department which they need to do field work in order to educate public regarding their function as the government organization. in the public relation the organization need to do researching, conducting and evaluating, on a continuing basis, programs of action and communication to achieve the informed public understanding necessary to the success of an organization's aims. These may include marketing; financial; fund raising; employee, community or government relations; and other programs.

During my practical training, I was involved in fieldwork. Daro District Office had joined the Mobile Community Transformation Centre Boats at *Kampung Penasu*. There are many activities that had been organized by the Ministry of Finance in order to serve the public there since the peoples at *Kampung Penasu* is the rural area. Due to the rural area, villagers are hard or seldom to go to government and non-government institutions for their service. So, from that program the villagers can met them directly and learnt on the service provided by the government and non-government organization.

During that program, Daro District Office along with others agency had opened the booth for the customer's meet. Through the Daro District Office's booth, public can directly go to the booth for the service, such as, fill in the e-Kasih

application and get information on how to adopt a child. In addition, staff at booth become a speaker of the Daro District Office and strengthen the public relation.

3.8 Chapter Summary

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 the organization is similar with the syllabus in the past semester during her practical training at Daro District Office. For example, the subject of Human Resource Management (ADM551) is the syllabus that related on the human resource management and office management of the organization. From that, trainee has able to compare the theory and application parts of it and make analysis regarding the strengths and limitations of the task that have been selected as the main focus to prepare this report.

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 explained on the strength, meanwhile Section 4.4 explained on the weaknesses and Section 4.5 for the recommendations and Section 4.6 for the chapter summary.

4.2 Introduction

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

4.3 Strength

4.3.1 Good relationship between the employee and employer.

A good relation between the employee and employer is important to maintain a good work environment. This is because the good work environment will ensure the productivity of the organization. During my practical training at Daro District Office, I saw a good relationship between the staff and their superior. In my observation, the superior treat the staff as a friend but the work professional relation

also practiced by their superior so that the staffs has respect on the work ethic with their superior.

In addition, their good relationship can be seen through their teamwork on conducting the group task. For example, when their organizing an event of appreciation night '*Budi Di Tabur Jasa DiKenang*'. This great teamwork is established from a good relationship between them. As the good relationship will ensure the good communication among them which will avoid stress or uncompromised. Then, after the event done, the superior and the staff gather for the supper at the cafe to share their feedback of the event. This gathering had strengthens their relationship as their superior approach them friendly.

Industrial training is a good approach for students to earn new knowledge and experience on the working life as an engineer. However, this industrial training is conducted in last year which is 8 weeks. This period actually is enough for student to learn more during the internship period. Student gain more knowledge of the relative field when working in the company.

4.3.2 Efficiency and effectiveness

Efficiency is a quality or property of being efficient means producing with minimum 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 while the efficiency focus more on how to get it done in a way that minimize waste of time.

Daro District Office has staffs that show effectiveness and efficiency. They always do their job carefully and timely done. This attitude has showed the good example for the practical student. For example, at the counter service staff serve customer faster and customer wait for service shortly. Other than that, the efficiency has been apply in the organization is the information key-in in the computer system and will be send directly to system of headquarter in Kuching. This advancement of technology has improve the service of application which will be process for the short period compare to before as the customer's application process will take a few months.

In addition, staffs in Daro District Office need to be multitasked in order to maintain their effectiveness in serving their customer. This is because they have no enough staff. As we know, there are various workloads that need to be done at Daro District Office. For example, staff at counter will serve the customer at first, then he need to answer the phone calls and also handling the incoming and outgoing letters. For instances, he need to explained to the customer regarding the process of the application of the form of e-Kasih and he also responsible in distribution of meeting invitation letters of the organization.

4.4 Weaknesses

4.4.1 High expectation task for practical student

The university should cooperate and discuss with the organization with suitable project that they can give to practical student. There are several organizations that have a high expectation from practical students but lead to stress

for the practical students when doing the supervisor assignments due to out of the practical student scope of study.

During my practical training I had been asked to make new tag coding for the files of the Daro District Office. So, I never learnt how to do file management regarding the tag coding. For instances, the organization give task on tag coding of the files of the organization as my project. The practical student of Administrative Sciences is not familiar with the file management as the file management system is not in the syllabus. In UITM, the file management subject is learnt by the student from the Faculty of Office Management. Due to this matter, it is difficult to accomplish my file project at that time. Luckily, staffs of Daro District Office assist me on the file project as the staffs had experience on the file management.

Therefore, when the organization knows the ability and the scope of study for the trainee, they can manage a suitable department and project during the practical session. This is important for the student because the scope of study during studying in university can be related with the job scope in company. At the same time, a clear understanding about the project is important because practical student can able to complete the project or task with high quality.

4.4.2 Traditional Attendance System

At Daro District Office, the organization use manual system on the attendance system, which is the use of book of attendance. In this attendance book, the staff will write their time of arrive at office and they need to sign it by their own. However, this method not too suitable because the staff can come late to office as

the attendance can be fake by write it with the punctual time but in reality he come late. So, with this traditional method in getting the attendance, the punctuality issues will arise. This might be not fair for staffs that are come early to the office. This might spark the grudge among staff and the work environment will be affected.

4.4.3 Not Enough Staff

One of the weaknesses in the Daro District Office is not enough staff. This phenomenon make the others staff to be multitask. During my practical training, I can saw that the staff H.11 helping the staff N.41 in completing her job. This was happened due to lack of staff available at Daro District Office. Besides that, Daro District Office had available position at file section management. The position is available because of the former staff already got her pension. So, there is no one who could manage the file section at that time and the staffs that need particular file need to search it by their own. It is difficult for the staffs which are not familiar with the file section storage and this make their task operate sluggishly because of finding the file needed.

4.5 Recommendation

Recommendation for Daro District Office is given the suitable task for the student of practical training. This happened because of high expectation toward the practical student. They think that all the practical student know all the theories of the task given without knowing what subject that practical student had learnt at university. So, in order to avoid this matter, the host supervisor of the organization

need to identify and discuss with the practical student regarding the suitable task for them.

For the recommendation, I think that Daro District Office need to apply the new system of attendance. For instances, use of the punch card or thumbprint verification for the attendance checking. By thumbprint attendance, no need to use password, no card to hold, no buddy-punching, just the employee own finger. Besides, it is has a trigger alert system on monitoring people who are coming late consistently. This advancement will ease the employees and employer in the attendance matter.

Besides that, my recommendation is find a temporary staff in order to avoid not enough staff at the organization. This is because the organization's performance will be slow down due to not enough staff. The organization can hire the temporary staff with contract before the permanent staff fill in the position available.

4.6 Chapter summary

In chapter 4, the topic in this chapter is recommendation. The main focus was to highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3). Then, this chapter also provided with solution for improvement of the weaknesses. 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 FIVE

CONCLUSION

5.1 Chapter Review

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

5.2 Introduction

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

5.3 Summary of Chapter 1

In chapter 1, the trainee had explained about the organizational background of Daro 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 Daro 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 Daro 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 need to done by trainee for her to experience 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 the organization is similar with the syllabus in the past semester during her practical training at Daro District Office. For example, the subject of Human Resource Management (ADM551) is the syllabus that related on the human resource management and office management of the organization. From that, trainee has able to compare the theory and application parts of it and make analysis regarding the strengths and limitations of the task that have been selected as the main focus to prepare this report.

5.6 Summary of Chapter 4

In chapter 4, the topic in this chapter is recommendation. The main focus was to highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3). Then, this chapter also provided with solution for improvement of the weaknesses. Thus, it can enhance my knowledge on how to evaluate the tasks given by suggesting reasonable idea to reduce any difficulties in the future.

5.7 Report Summary

To summarize, 8 weeks of internship was very interesting, instructive and challenging. From the training, trainees will be able to gain insight and more comprehensive understanding about the real working environment. Furthermore, the internship placement also has provided student the opportunities to develop and improve student soft and interpersonal skills. Experience and valuable knowledge that can be gain here are not only via directly on the respective task but also through the observation, communication between superiors, staff, workers, as well as colleagues.

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 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. For instances, trainee was asked to serve customer at the counter service where she need to use a proper language and good ethic in serve the customers. Trainee has also polished her communication skills when she was assigned to contact the external agencies regarding the invitation of the meeting or events. At first, she still not familiar with the ethics to make communication through phone calls in order to accomplished her task. However trainee has able to done her tasks with the support and guidance from other staffs.

In addition, during her practical training trainee has been involved with few department and operational task such as file management, 5's Task, key-in customer information and organizational chart tasks where she need to give some

ideas or suggestion in managing those tasks excellently. Due to this, this has boost up the confidence level in trainee and she had experienced a new thing from the organization activity.

Besides that, the trainee has able to establish good relationship and connection with the staffs in the company. The trainee need to have a good communication with the staffs in order to increase her understanding on the task given to her. A good communication with the staffs had ease her task as the staffs assist her thoroughly. Through this, trainee has able to understand the work process and procedures that need to be done. This understanding on the work process, trainee was able to know more on the practical task as she was directly involve in the task done. However, without the handful of assistance from the staffs she might not able to complete her task. The District Office staffs are very cooperative and helpful in many ways that help the trainee to go through her practical training

Others than that, the practical training has aid the trainee to learn a new knowledge and skills. The task and duties done by trainee has taught her spirit of teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. These inputs had given her a picture on dealing and adapting with the real life work environment once she started to work in future. In addition, trainee would be able to know her strength and this help trainee to search for the right job and planning for her later career development.

Furthermore, 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 behaviour of the staffs also

makes the trainee feel comfortable and welcomed to the organization. In addition, their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job. The industrial training is the best way to prepare students before they exposed to the real working life.

Last but not least, Daro District Office already done a good job in structuring the internship program for the practical student. Trainees are very satisfied with the company as well as faculty for the effort in structuring such practically beneficial industrial training program.

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APPENDIXES



Appendix 1: File Tagging Project.



Appendix 2: BR1M Distribution.



Appendix 3: Mobile Community Transformation Centre Boat Programme

KERTAS MINIT
MINUTE SHEET

Kepada:

1. Cik Nur Safuraa Dayani Binti Ahmad
2. Cik Munnierah Binti Salleh
3. Cik Roziana Bawang Bilong
4. En. Mohd. Arshad Bin Samali

Encik/Cik,

JADUAL BERTUGAS SEPANJANG DI PEJABAT DAERAH DARO

Dengan segala hormatnya perkara di atas adalah di rujuk.

2. Tahniah atas penempatan Encik/Cik dalam Latihan Industri di Pejabat Daerah Daro kali ini. Pejabat ini amat mengalu-alukan kehadiran Encik/Cik. Untuk makluman, pejabat ini mempunyai dua bahagian iaitu Bahagian Pengurusan Dan Bahagian Kewangan. Sehubungan dengan itu, Encik/Cik akan ditempatkan di kedua-dua bahagian bagi menimba pengalaman dan pengetahuan dalam mentadbir urus pejabat seperti di **Lampiran 1**.

3. Sepanjang penempatan Encik/Cik di bahagian tersebut, Encik/Cik hendaklah mematuhi segala peraturan yang telah ditetapkan. Adalah dimaklumkan bahawa pejabat ini bukan sahaja mentadbir urus Daerah Daro tetapi juga melaksanakan beberapa program/aktiviti yang mungkin akan melibatkan Encik/Cik untuk bertugas. Pejabat ini mengamalkan amalan bekerjasama dan sebarang pertanyaan, sila berhubung dengan mana-mana pegawai yang ada.

4. Perhatian dan kerjasama Encik/Cik amatlah dihargai. Selamat Bertugas.

Sekian, Terima Kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"



(JENNA AK ROBERT)
b/p Pegawai Daerah
DARO

Ruj. Kami :
Tarikh : 02 Februari 2017

s.k Pegawai Daerah Daro

KERTAS MINIT
MINUTE SHEET

Lampiran 1

Jadual Bertugas Pelajar Latihan Industri Sesi 2017

Bahagian/Tarikh	6/2/2017-24/2/2017	27/2/2017-17/03/2017	20/3/2017-7/04/2017
Pentadbiran	1. Cik Nur Safuraa 2. Cik Munnierah 3. Cik Roziana	1. Cik Nur Safuraa 2. Cik Munnierah 3. Cik Roziana	1. En. Mohd. Arshad
Kewangan	1. En. Mohd. Arshad	1. En. Mohd. Arshad	



SEGERA MELALUI FAKS

Ruj Tuan:
Ruj Kami: PDDA/SOS/H/6 Jld 4 (37)
Tarikh: 14 Februari 2017

Sila Lihat Senarai Aqihan

Tuan/Puan,

MESYUARAT PELAKSANAAN PROGRAM MOBILE COMMUNITY TRANSFORMATION CENTRE BOAT (MOBILE CTC BOAT) SIRI 1 TAHUN 2017 DI KAMPUNG PENASU, DARO BIL.2/2017

Dengan segala hormatnya perkara tersebut di atas adalah dirujuk.

2 Sukacitanya dimaklumkan bahawa mesyuarat Bil 2 2017 berkenaan Pelaksanaan Program Mobile Community Transformation Centre Boat (Mobile CTC Boat) akan diadakan pada tarikh, masa dan tempat seperti ketetapan berikut -


Tarikh : 21 Februari 2017 (Selasa)
Masa : 9.30 pagi
Tempat : Bilik Mesyuarat Pejabat Daerah Daro

3 Sehubungan dengan itu, pihak tuan/puan adalah dijemput hadir ke mesyuarat tersebut. Dengan ini pihak Tuan/Puan adalah dijemput sebagai agensi pameran sempena MCTC Boat di Kampung Penasu Siri 1 Tahun 2017. Sila bawa bersama senara pegawai dan kakitangan agensi Tuan/Puan yang akan turut serta dalam program tersebut. Bersama-sama ini dikepikan **Borang Pengesahan Kehadiran** untuk tindakan lanjut pihak tuan/puan.

4 Kerjasama tuan/puan dalam perkara ini amatlah dihargai.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"


(JENNA ROBERT)
b.p Pegawai Daerah
Daro

AGENDA MESYUARAT

MESYUARAT PELAKSANAAN PROGRAM MOBILE COMMUNITY TRANSFORMATION CENTRE BOAT (MOBILE CTC BOAT) SIRI 1 TAHUN 2017 DI KAMPUNG PENASU BIL.2/2017

Tarikh : 21 Februari 2017 (Selasa)
Masa : 9.30 pagi
Tempat : Bilik Mesyuarat Pejabat Daerah Daro

1. Ucapan Aluan Pengerusi
2. Perbincangan Akhir Pengisian Program
3. Jawatankuasa Kerja Mobile CTC Boat (Mobile CTC Boat) Kampung
Penasu, Daro
4. Hal-hal Lain

BORANG PENDAFTARAN RINGKAS E-KASIH

Sila masukkan butiran bagi perkara di bawah.

Nama Ketua Isi Rumah (KIR) : _____

No K/Pengenalan : _____

Jumlah Pendapatan Tahunan

(isi rumah) RM : RM _____

Bil Isi Rumah : _____ Orang

Alamat Lengkap : _____

Poskod : _____

Negeri : _____

Daerah Pentadbiran : _____

Mukim : _____

No Tel yang boleh dihubungi : _____

Nama Pelapor : _____

Alamat Pelapor : _____

No Telefon Pelapor : _____

Pengakuan

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

Makluman

Pendaftaran ini adalah pendaftaran awalan sebelum banciaan. Sekiranya proses semakan mendapat pemohon layak untuk banciaan, proses banciaan akan dilaksanakan untuk menentukan status kemiskinan. Sebarang menyaluran bantuan kepada pemohon hanya tertakluk kepada pertimbangan agensi dan jabatan sekiranya menepati garis panduan dan kelayakan program/bantuan.

Tandatangan : _____

Tarikh : _____