



**UNIVERSITI TEKNOLOGI MARA
KAMPUS KOTA SAMARAHAN**

**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)**

**ADS667 PRACTICAL TRAINING REPORT
BINTULU RESIDENT OFFICE**

**PREPARED BY
NEIL ANAK AIK
2013654794**

**UNDER SUPERVISION OF
DR. NADRAWINA BINTI HAJI ISNIN**

THE DECLARATION

Declaration

I hereby declare that the work contained in this report is original and my own except those duties identified and recognized. If i am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed,



NEIL ANAK AIK

Verified By,



DR. NADRAWINA HAJI ISNIN



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NEIL ANAK AIK

Bachelor of Science Administrative (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi Mara, Kota Samarahan

INTRODUCTION

As to fulfill the requirements of Bachelor of Administrative Science (HONOURS), students have to complete their subjects, co-curriculums as well as the practical training. Practical training is important in order to expose students to real working environment. Students also can prepare themselves mentally and physically to the real working environment and work nature in organization.

For UiTM's students, they have to decide and select three organizations and send application form and also resume to the selected organizations so that companies can offer relevant position in their department. The organization will give their feedback whether to accept or reject the application from the students. The advisor from our faculty, Mr. Fairuz wil fax a letter of confirmation will be forwarded to the organization after acceptance has been obtained from the student.

The practical training started on 20th July 2015 untill 15th September 2015.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

Chapter 1 of practical training report will cover the introduction of the organization which includes among others the background of the organization, objectives, and company policy or organisation policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

1.1 Background

Bintulu resident office was created simultaneously with the upgrading of bintulu be upgraded to a division in 1987. The division is part Bintulu in Sarawak to nine. Bintulu division has two districts namely Bintulu and Tatau beside a small district of Sebauh.

Administration Bintulu area is 12,166 square kilometres and is inhabited by people of all races, religions and nations is about 231, 200 people (2010).

Resident's office, headed by the resident and assisted by deputy resident (development) and deputy resident (social).

Bintulu and tatau district office each headed by a district officer in charge of the office of the resident and Sebauh was led by sarawak administrative officer.

At the beginning, the Bintulu Resident Office is located in the old building Bintulu District Office where a new position EPF office at the moment. In 1985, Bintulu Resident Office has moved to a building located at Wisma resident of Jalan Tun Razak. As such, the Foreign Residents also houses several government agencies including Bintulu Court and State Religious Department.

Bintulu resident office is currently at level 1, Wisma Resident completed in 2008.



(1976)



(1985)



(2008)



(2013)



(2014)

Resident who has served in the Bintulu Resident Office



1.2 Vision And Mission

vision

“Enhancing the Quality of Life in Bintulu Division”.

Mission

“Effectively Facilitating and Coordinating the People – Centric Project, Programs and Services ; and Industrial Development”.

1.3 Objectives

In general, Bintulu Resident Office is committed to developing a Community Bintulu prosperous. In detail, we are determined to achieve the objectives as follows.

- Provides administratives and statutory effective and efficient through the Culture Professionals and Notables;
- Foster, enhance and maintain unity among the races;
- Build and maintain Bintulu as a significant contributor to economic growth and the country;
- Ensure the achievement of socio-economic development that is balanced and equitable economic sectors, regions and socio-culturally in the Bintulu Division;
- Facilitate the participant of people with disabilities (disadvantage group) into the mainstream of development and;
- Develop and maintain Bintulu as residential working and recreational activities, healthy and prosperous.

1.4 Function

The existence of Resident Office is essential for administering the general administration as well as coordinate and formulate the development of physical and economic development of Bintulu.

Basically, the establishment of Bintulu Resident's Office is responsible for managing the discharge of duties, general administration tasks, physical and economic development, social development and security in the division which in turn is responsible for notifying and event all the divisions to the State Secretary.

The function of bintulu resident office is to :

- services for special wedding those non muslim
- services for licence “ sabung ayam”
- services for public expenditure on licence
- verification document
- online services

Besides that, the function of Bintulu Resident Office also separated into three section where there are development, administration and social.

Development Section

- plans to coordinate and review the plans, the development division.
- Monitor the implementation of development projects.
- Manage various issues concerning the implementation of development projects such as siting, squatting, NCR and others.

Administration Section

- Administrative management, security and official vehicles.
- Manage distribution or issues related to quarters and government buildings.
- Management of human resources, records and community leaders.
- Manage and monitor the implementation of quality initiatives.
- Monitor and improve the quality of service delivery.
- Management of inventory and stock records.
- The preparation of the annual budget.
- Revenue management, invoicing, claims, quotations and tender.

Social Section

- Plan, coordinate, implement and monitor programs based on social development in Bintulu.
- Monitoring programs or activities organized by the community (NGOs, the latter etc).
- Coordinates and monitor the activities or programs on education and human capital development.

As a public relations and event management

- Implement programs or activities to foster relationship between the corporate sector or private sector and government.
- Implement programs or social events scheduled or official celebrations, whether at the division or state or national level.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

The second chapter of practical training report will cover on schedule of practical training which include report and also summarize the daily training that extracted from the Log Book. The description of jobs and tasks also executed throughout the training.

Therefore, as a students Bachelor of Administrative Science (HONOURS), we have to complete our subjects, co-curriculum and also practical training. Practical training is very important for students to have a better understanding of the real situation of the working environment. Besides that, the practical training can also enhance their skills and provide experience to students so that they can practice it at their workplace in the future when they performing their task.

The startup process before their practical training, students are required to send their resume to three organizations that are providing services for practical training. Then after getting the feedback that they receive, students should inform the lecturer Mr. Fairuz so he will fax a letter of confirmation will be forwarded to the organization after acceptance has been obtained from students.

Students begin their practical training starting from 20th July 2015 until 18th September 2015. Students have to attend at the place of practical training at the specified date with verification documents to present himself in a practical and faxed to Mr. Fairuz.

2.1 DESCRIPTION OF JOBS AND TASKS

20/7/2015 - 24/7/2015 (Week 1)

In the first week, students registered at the practical training place, where trainees have selected Bintulu Resident Office as a place of practical training. Students registered on July 20, which was still in the Hari Raya festival week. Employees who work in the first week only among non-Muslims while the Muslim officers are still on leave for the celebration of Hari Raya Aidilfitri. The trainee was placed at the Development Section for two (2) months. During the practical period, the trainee has been exposed to many new things which are very valuable. Madam Suzanna, who is the Administrative Officer, has prepared a practicum program (as per appendix) for the trainee during the two-month practical period at the department.

After settling in at the practical training place, the trainee explored more about the resident office through the web portal of the resident office, such as the history of that organisation, the services they provide to the public, and their functions, especially on the section where the trainee was placed, the Development Section. So the trainee needs to understand what job or task they should do. The trainee also handled tasks at the front counter where customers want to get the result of BR1M and redeem their BR1M.

Even though the trainee was placed at the Development Section, it does not mean that the trainee cannot be involved in tasks on other sections. The trainee also helped their friend or other trainees at other sections, such as helping them do invitations to other departments for an event "Majlis Ramah Tamah Aidilfitri" together with the Chief Minister of Sarawak. Updating all reports and faxing letters of invitation to the department. Lastly, the trainee will follow up on all the reports.

27/7/2015 - 31/7/2015 (Week 2)

In the second week, trainee still continue his tasks that still not complete in the first week. For example, collect and get feedback from department that already invite to record who will attend to that event by call and email. Trainee also do some preparation for first meeting, fax all the invitation letter to which party that involve. On the 28/7/2015 is the final day to get the feedback from organisation to confirm who will attend “Majlis Ramah Tamah Aidilfitri”. Trainee combine all the feedback on that both programme. On the 29/7/2015 trainee learn how to create a memo. He create memo to Bintulu District Officer to get report of project JPD (OE) and JPD (DE) for years 2015. On the 31/7/2015 trainee handle first meeting which is meeting utility. He set up all the slide presentation, recorder, attendant book and record all important issues on that meeting.

03/8/2015 - 07/8/2015 (Week 3)

In the third week trainee learn how to prepare minute meeting. He was guide by others trainee and also his supervisor. At the same time trainee also get the feedback for meeting IWMS from department that involve on that meeting. After settle with final editing on minute meeting utility trainee submit it to supervisor. On the 5/8/2015 trainee was appointed as a comitte for “Pertandingan Keceriaan Sempena Kemerdekaan”. So they do some group discussion to combine all the ideas. On the 6/8/2015 trainee prepare for meeting IWMS, as usuall before meeting he will set up all the recorder, attendant book, slide presentation and record all issues on that meeting. Last day on that week trainee prepare minute meeting IWMS. At the same time also he do other task like follow up meeting for project MRP (PIA, PIAS, “Projek Khas & PBR) and also helping his supervisor to key in data for profile MRP.

10/8/2015 - 14/8/2015 (Week 4).

In the fourth week trainee and other comitte that involve in “Pertandingan Keceriaan Sempena Kemerdekaan” already started do some deco at their inside and outside their office. Besides that, trainee also edit minute meeting IWMS, follow up meeting MRP, and update attendant staff that involve to attend meeting project MRP. On the 11/8/2015 trainee together with supervisor attend meeting for project MRP. After done with meeting MRP trainee continue with follow up meeting RTP and set up meeting room for meeting RTP. On the 13/8/2015 trainee together with other staff and trainee from others section also get ready for meeting RTP. They work together both development and social section involve on that meeting.

15/8/2015 - 18/8/2015 (Week 5). – Trainee attend courses aerobic instructor level 1 at camp PLKN Bumimas Sibiu.

19/8/2015 – 21/8/2015 (Week 5)

Resident office deals with all public in Sarawak and the customers will come or call directly to the department. The trainee was taught by Madam Suzanna at the first week of practical training on the ways to handle the front counter. There were some documents that customers deal with us, they want to validate their certificates to further their studies. The trainee dealing with customers when needed and if there were some stuff that the trainee did not know the trainee will asked them to leave their contact number and will inform the staff about it and they will contact the customers back for their unsettled business.

24/8/2015 – 28/8/2015 (Week 6)

The trainee has prepared several reports during the 2 months period of training. Such as a report feedback for meeting. The report is used so that it is easier to analyze the number of the party that involve in meeting DDC and also Showcase SDSI. On the fourth week the trainee has been assigned to prepare a form for participant to join in Showcase SDSI and companies by type and product to be used by Madam Suzanna on her next management meeting on 1st September 2015 at Resident Office. The trainee also get prepare set up meeting room for meeting DDC on 26th August 2015.

On the 26th August 2015, the trainee distribute minute meeting DDC to all officer that invited to that meeting. The trainee record all the issues that has been discuss on meeting to be fill in minute meeting. Trainee also follow up meeting for Showcase SDSI and inform all contractor by call to inform the confirm date.

01/9/2015 – 04/9/2015 (Week 7)

On the 1st September 2015, trainee got meeting Showcase SDSI to help his supervisor Madam Suzanna prepare form for participant, set up slide presentation and to record all important thing and issues that has been discussed. Next day on the 2nd September 2015, trainee together with other staff prepare for withdrawl votes to all the contractor. After settle withdrawl votes from morning until evening, they make it for 1 day trainee record all the result. As usuall after meeting, trainee will prepare minute meeting asked by his supervisor. The trainee complete all the minute meeting and handle all task at front counter to deal with customers. Last day in week 7 trainee fax all invitation letter for meeting Showcase SDSI bil2/2015 that asked by his supervisor. He get the feedback from department involve in that meeting by call.

07/9/2015 – 11/9/2015 (Week 8)

On the 7th September 2015 trainee asked by his supervisor to prepare invitation letter to area Betong – Sri Aman. After settle with that trainee continue with task fax invitation letter to all department and agency that involved. The trainee follow up all feedback for meeting Showcase SDSI and invitation letter to Betong – Sri Aman. On the 11th September 2015 trainee asked by his supervisor to attend Symposium meeting in conjunction with the development of small areas sebauh upgrade to the full together with Bintulu District Office. The trainee record all important thing and issues that has been discussed.

14/9/2015 – 15/9/2015 (Week 9) – Final Week

In the final week, the trainee has prepare for meeting “Lori Hantu”. As usuall before meeting he set up all the recorder, attendant book, slide presentation and record all issues and important thing that has been discussed in meeting. After settle with that meeting, the trainee get prepare for next meeting at the same day on afternoon 2.30pm. Last day, the trainee finish all the task that has been given to him and last part all staff in Resident Office held a farewell ceremony for me as a last day internship there.

Chapter 3

ANALYSIS OF THE PRACTICAL TRAINING

3.0 INTRODUCTION

Analysis of training specifically more focuses on one are of task covered in the Practical Training Handbook. This chapter also reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place, and how the students transforms knowledge and gained at workplace to reinforce understanding on the concepts learned in classroom. From there student also can differentiate what they learnt from theory and practical. This chapter also should be able to demonstrate a reflection of student's personal experience during the training.

3.1 TASK ANALYSIS

During these two months practical training, the trainee exposed too many new things which are very valuable for the trainee to learn and carry out with devotion when the trainee faces the real world of working in the future. Undergoing for industrial training has become one of the curricular that university student compulsory to attend especially for those who studied at public university. The motive of this action is to expose students and let them experience the environment of the real world of working before graduating. It is also to prepare students to face the real challenge and learn how to find solution when problem encountered besides completing the course. This exposure not only will prepare the students but it is also a great opportunity to gain knowledge at industry.

Over the practical training period, the trainee has learnt a lot of new things which is also applicable to the trainee studies in classroom. Among the thing and responsibilities that the trainee has learnt is data management, activity management, outdoor tasks and counter services. Therefore, the trainer have choose trainee in development section. Many task in development section, however my task more into implement the concept of 5S. 5S being choose because, this concept suitable to development section and others section for improvement that can be made in oder to achieve their objectives and goals.

At university student usually learnt from book without experiencing the real task, with procedure and also management used by office the trainee will able to reinforce and implement what the trainee have learnt in theory. This theory was teaching in subject ADM510 Quality Management. The trainee realized that learning theoretical is never the same when it comes to practice. There are a lot more to master than just learning from book. Learning theoretically will be waste if cannot be used in the real world and therefore the trainee have apply it during the practical training.

3.2 DEFINITION OF THE CONCEPT 5S

What is 5S? 5S is a simple tool for organizing your workplace in a clean, efficient and safe manner to enhance your productivity, visual management and to ensure the introduction of standardized working. Most of the other definitions of 5S and descriptions that i see here on the internet concentrate heavily on the aesthetics and the efficiency gains that you achieve through implementing 5S and neglect the real aim of 5S, the need to introduce standard operational practices to ensure efficient, repeatable, safe ways of working.

In addition to standardised working which provides you with a stable foundation to build of all your other improvements. One of the most important factors of 5S is that it makes problems immediately obvious. 5S is a team run process and should be conducted by the people who work within the area in which the principles of 5S are being applied, it is not a tool that can be applied by an outsider onto an area without the knowledge and cooperation of the people within it.

3.3 ELEMENTS OF THE CONCEPT 5S

5S is an alternative way to organize your workplace and your working practices as well as being an overall philosophy and way of working. It is split into 5 phases, each named after a different Japanese term beginning with the letter “S”.

These five distinct phases are with English descriptions;

- I. 5S Seiri – Sort, Clearing, Classify
- II. 5S Seiton – Straighten, Simplify, Set in order, Configure
- III. 5S Seiso – Sweep, Shine, Scrub, Clean and Check
- IV. 5S Seiketsu – Standardize, Stabilize, Conformity
- V. 5S Shitsuke – Sustain, Self discipline, custom and practice

There are definitions and explanations of each step of the 5S process. 5S Seiri or Sort is the first step in 5S, it refers to the sorting of the clutter from the other items within the work area that are actually needed. This stage requires the team to remove all items that clearly do not belong in working area and only leave those that are required for the processes in question.

Second step is 5S Seiton or Straighten is the process of taking the required items that are remaining after the removal of clutter and arranging them in an efficient manner through the use of ergonomic principles and ensuring that every item “has place and that everything is in its place.

Third step 5S is Seiso or Sweep is the thorough cleaning of the area, tools, machines and other equipment to ensure that everything is returned to a “nearly new” status. This will ensure that any non-conformity stands out; such as an oil leak from a machine onto a bright, newly painted clean floor.

Fourth step 5S is Seiketsu or standardize is the process of ensuring that what we have done within the first three stages of 5S become standardize, that is we ensure that we have common standards and ways of working. Standard work is one of the most important principles.

The final stage is 5S Shitsuke or sustain, ensuring that the company continue to continually improve using the previous stages of 5S, maintain housekeeping, and conduct audits and so forth. 5S should become part of the culture of the business and the responsibility of everyone in the organization.

3.4 Benefits Of Concept 5S

5S relates to workplace organisation and forms a solid foundation upon which many organisation base their drive for continuous improvement. It is equally applicable and successful in all sectors helping to achieve high impact results. It is a systematic and methodical approach allowing teams to organise their workplace in the safest and most efficient manner. The discipline to check and repair equipment is included and adopted. The entire process is managed through the use of team generated audit documents, completed on an agreed frequency by responsible owners.

5S also different in every facility, depending on the needs, processes, and culture of any given workforce. But, no matter how it's done, businesses large and small can enjoy numerous benefits from adopting the 5S methodology:

- Improved profitability: Companies can save labor hours, money, and other resources
- More efficient workforce: With standard procedures in place, personnel can focus on what's important
- Better service: With a more organized, cleaner, streamlined workplace, employees can spend more time providing outstanding service
- Safer workplace: Employees are at less risk and feel safer in clean, organized workspaces.

3.5 How Bintulu Resident Office practiced the concept of 5S?

How they apply the concept of 5S in the organisation is they set up a new organisation for 5S which is select from all section social, administration and development. They practice it from the first stage until the last stage. In addition, they also do an annual activities such as modify the layout, paint their office, deco their office and lots more. Good thing there is all the staff support the concept of 5S they follow the rule concept of 5S and ready to help each other when apply this concept. So the result is they practice it successful and hopefully it will maintain by their staff.

3.6 Ethics in Public Administration

Besides that, Bintulu resident office also practice of ethics in public administration. This was clearly learn by trainee in theory at campus from subject ADS452 Ethics in Administration. Now the trainee practice it in real at the workplace, where he need to handle all the task at counter service. It is important because, his attitude will reflect the image of the organisation. All including of how he treat their customer, his behaviour when he perform his task because they handle of project BR1M and giving the right info to the customer.

3.7 Definition of Ethics in Public Administration

Public administration is a part of our daily life and to a large extent governs it. The administrative apparatus consist of people who are also members of the local community. Citizens and public officials, who have access to power, have to coexist together in one area, one space. The difference between them is that public administration officials have to provide services in aid of community. Because of this work, based on public monies and property the possibility of betraying public trust is proable. There is no simplest thing, than spending someone's money, even if we do not get direct profits. Ethical behavior and decisions maintaining citizens' trust, ensure effective and efficient use of resources, and allow government to preserve individual rights while assisting those who will benefit the most. Ethics is one of the vital that allow democracy to thrive in any country. In a democracy, government has an obligation to treat everyone equally and to provide the greatest good to most of citizens. Government decisions and policies should be made within the proper structure of government, public office shall not be used for personal gain and the public has to have confidence in the integrity of its government.

Therefore, what trainee have to do after what he learn from the theory about ethic in administration is he has to be responsible when performing his task. For example, he have to ensure that customer already sign when they get the voucer BR1M for record. After that he have to give right information to customer on what customer have to do after they already get the voucher because they have to redeem it through bank. It is important because it already involve of public money, so he have to be more responsible to his jobs.

3.8 Public Relations at Bintulu Resident Office

Public relations is a leadership and management function that helps achieve organizational objectives, define philosophy, and facilitate organizational change. Public relations practitioners communicate with all relevant internal and external publics to develop positive relationships and to create consistency between organizational goals and societal expectations. Public relations practitioners develop, execute and evaluate organizational programs that promote the exchange of influence and understanding among an organization's constituent parts and publics.

The trainee learn public relations in theory through subject PRO458 Public Relations. Even though they learn in theory however, they also has practice it in practical when they conduct of organisational public relations events. They organised public relations talk at Rajah Court Hotel, where they have to invite lecturer to give a talk and they learn on the protocol of the events. Something when he practice it during the practical training, when Bintulu Resident Office become a host for "Majlis Ramah Tamah Aidilfitri" they invite public and others department where there will be have a protocol of the events. For example, in terms of the costume they wear go to that event, in terms of speech how they welcoming their guests and also the other procedures of the event. It is important because, they need to develop effective relationship between organizations and groups that are important to them, including the customers, employees, community leaders and members, activist groups and government agencies.

3.9 Project Management

i: Become a committee for project

Bintulu Resident Office has joined “Pertandingan Keceriaan Sempena Kemerdekaan”. Administration section has appointed trainee become a committee for project. After he has an experienced by taking subject code ADS512 Project Management it should be no problem for him to handle the task. All the committee for project attend for a short briefing to discuss on what they want to do and preparation for the competition. It is because they have to follow the rule and regulation of the competition and what category that they are involve. During the meeting all committee members voice out their ideas and they started to arranged their task.

When it come to project management they have to plan well and find what the strategic plan on how they going to win the competition. Trainee share his ideas to all the committee members and they agreed with the ideas. After that they start to do all task given to all committee members. However, even though others staff not appointed as a committee members but they also have to help them when they seek for help.

Now the trainee realised that what he learn in campus related to the task that he have to at the real workplace. They only prepare for 2weeks to complete all the task before the judges come to judge their office. After 1weeks the judges come to judge their office the project manager inform the result to all the committee of the project. All of them happy with the result including our Sir Resident when they know that our office are winner for the competition. End result they get the good result after all work together to win the competition.

3.10 Strategic Management For Public Sector

Strategy implementation can be defined as the activity performed according to a plan in order to achieve an overall goal. For instance, that we can see the strategy implementation in business context might involve developing and the executing a new marketing plan to help increase sales of company's products to consumers.

According to Bryson (2004) in public sector, the implementation of strategy should allow for adaptive learning as new information becomes available and circumstances change. Such learning will lead to a more effective implementation and to a cognitive, emotional and practical basis for emergent strategies and new rounds of strategizing.

There are five components covered in strategy implementation.

- Desired outcomes
- Benefits
- Programs and project
- Role of budgets
- Process guidelines

As we know, the strategic planning is very important to any organisation, something to what the trainee has learn in theory through subject ADS656 Strategic Management for Public Sector. Better planning will guide the organisation to achive their objectives and goals. Bintulu Resident Office also play the main role for this, because they also relates into the development at their area. So that, they have to discuss and plan together with contractor and

developer at their area to ensure that all their plan become reality and for sure they want to satisfied their community.

As a conclusion, the trainee can get the experience by learn it in theory and practical, he can compare the theory part he only understand what is all about however when come to practical he can feel the real situation on how to perform that job.

CHAPTER 4

RECOMMENDATIONS

The fourth chapter of practical training report will cover on the recommendations by trainee based on the strength and weaknesses of job or tasks assigned during training. Over the practical training period, the trainee found more weaknesses than strength by the management especially on data processing. It is because, when we adopt concept 5S, it will suppose to be more easy to process data. The weaknesses that i can see from the data processing is where data for development section such as plan and development project not filling well and there a lot of file to keep all the data.

If there no action to this problem, the officer will have problem when they want to get data that they want. Therefore to fix this problem the management have to apply data processing through computer rather than use file. So that they can save more space to keep all the file. Each organization, regardless of its size or purpose, generates data to keep a record of events and transactions that take place within the business. Generating and organizing this data in a useful way is called data processing. Data processing is very important to company. This is because the processing of data converts all relative information and data in a readable manner, company also needs a standardized format for all the information that they need so they can use it to help them decide on the important things.

It can be concluded that, data processing can be defined as techniques in which data is retrieved, stored, classified, manipulated, transmitted and reported in such a way to generate information. The processed data will finally become outputs to be use by organization for the better future planning and improving in making decisions.

However, to implement this thing they have to send their staff training to operate this system, so that they can improve their skill on how data can be stored, collected and easy for them when they want to use it. So this is the best way on how to overcome this problem. Besides that, what i want to recommend to this organisation is system at place on waiting area or customer service at front counter. There no quee system, because of that when staff handle problem from customer or public its not run smoothly. I think this thing is very common where any organisation also have to provide quee system at the customer service or front counter so that there will be more systematics.

The solution to this problem is i recommend that they have to provide quee system for example, quee by number and which section that customer wants, they have to separate it because customer or public get the service from different section like development, sosial and administration. I believe that, if they come out with this solution there should be no problem to handle any problem face or needs by customer. It is important because they have to give the best service to customer or known as customer satisfaction, even though they are public sector they also have to take serious on this thing.

Last weaknesses of job or tasks assigned during training is there no provide internet at trainee computer, but the system nowadays is more on online where there no provide internet at their computer its take time for them to complete their task. I notice also some of staff computer also no provide internet at their computer. To ensure improvement occurs at this organisation they have to alert and care on what is their weaknesses or something that what can help their organisation can develop well. Due to this problem the organisation responsible to provide a good facilities to their worker so it can help their staff can complete all their task without problem.

After view on the weaknesses of the task and job was assigned during training there also have strength by the management. The strength that clearly find by the trainee over the practical training period all the staff are support each other and will work together to complete the task. I can see it from every section whether it from social, development or administration section all the staff will help each other even that task are not given to them. Therefore, all the trainee follow their good attitude.

Besides that, asset that they have also will help them to make their job or task more easy to complete. For example, what i can see from the organisation is they have big building and many space inside. So they can have a lot of meeting room, this advantages will help them to perform their job, they no need to wait other section to complete the meeting because they got another meeting room. Sometimes, office from other department also going there to rent meeting room. This will give benefit to the organisation.

Last of strength by the organisation is they separate their job into three section such as Development section, Social section and Administrative section. It will more easy for the customer to get the service from them. Easy for the public and also easy for the officer to perform their task.

CHAPTER 5

CONCLUSION

Chapter 5 of practical training report will cover on the conclusion of all discussion of each chapter in the report. After review on the chapter 1, what i can conclude here is the existence of Bintulu resident office is essential for administering the general administration as well as coordinate and formulate the development of physical and economic development of Bintulu. We can see it on how they develop from the history and background that i already stated at chapter 1. This is because they are important body to ensure the improvement and develop Bintulu in terms of infrastructure, facilities and their administration is manage well.

Resident is the one who have to be responsible to play their role so that the management also will run smoothly in order to achieve their objectives and their function as a administration to their division. They also can realise all their objective as a administration to provides administratives and statutory effective and efficient through the Culture Professionals and Notables, foster, enhance and maintain unity among the races, buil and maintain Bintulu as a significant contributor to economic growth and the country. Startegy to achieve all the objective is they have to work together.

However in chapter 2, is more cover on the schedule of practical training. From there we can see the trainee learn a lot of thing which is something new for him. Moreover, trainee also can gain more knowledge, skill and experience from the task that given to him. Trainee can identified where is his weaknesses from evaluation form by his supervisor, so from there he can improve himself. For example, trainee will more expert prepare minute meeting after guide from his supervisor and practice it.

Futhermore, trainee can build a realtionship to the organisation it is how they can market themself after graduate or finish their study. It is important, so they will more vulnerable at real workplace. In chapter 3, what i can conclude from there is trainee can compare what they learn in classroom is different from the practical. In classroom they only learn in theory part, but during the practical training they can feel the real one when they performing their task. For example, trainee get the experience from doing the task if in classroom he only do in theory part, means there he can adopt what he learn in theory into practical.

Last part is chapter 4 where trainee has to recommend on what he already done at place of practical training, what is strength and weaknesses that he face during the practical training. Trainee recommend on how the organisation data processing, quee system and provide internet for used by their staff so that easy for them to performing their job. Improvement need to be done at their organisation so that customer also satisfied with their service.

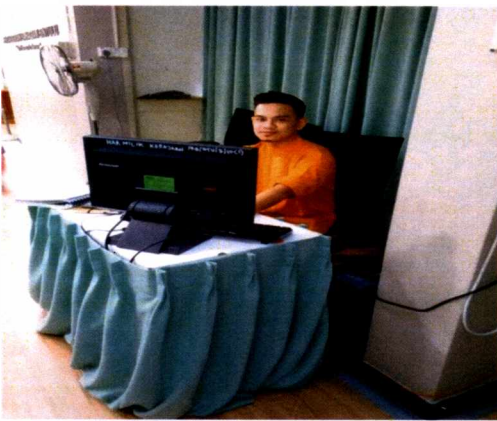
So as the overall of the conclusion here, trainee feel very happy and thankful to the organisation and the University for the opportunity to complete the practical training at Bintulu Resident Office. Trainee get more knowledge and experience from there. Not forget to all party that involve during the practical training he appreciate all the knowledge and skill share by them. Trainee can see that the organisation has a potential to be more success in the future if their staff maintain the good attitude.

APPENDIXES

Lecturer visit trainee at practical training place



Prepare for meeting



Preparation for “Pertandingan Keceriaan Sempena Kemerdekaan”





“Majlis Ramah-Tamah Aidilfitri”



Final day at Bintulu Resident Office

