



FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES (AM228)

ADS 667- PRACTICAL TRAINING

PRACTICAL TRAINING REPORT (SARATOK DISTRICT OFFICE)



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Declaration

I hereby declare that the work contained in this practical training report is my own except those which have been duly identified and acknowledged. If later I was found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

Signed.

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Acknowledgement

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Rabiatutadawiah Binti Omar

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CHAPTER 1

INTRODUCTION

1.1 Background of Saratok District Office

Saratok District Office (Pejabat Daerah Saratok) is a governmental local organizational aspect to govern the administration in Saratok District. It was originally named as "Fort Charles", and it was built in 1878 as an admin office by Maxwell, a member of Raj of Sarawak's staff. This Fort Charles is located in the centre of Saratok on the hilltop. It is a historical structure in the district. The office is still in the same location since before Merdeka, about 1888, till the middle-late 1980s. On 30th August 2009, the office moved to a new location roughly 200 meters away from the old location at Lot 42, Saratok Town District, Jalan Muhibbah.

According to the book "Legends & History of Sarawak" written by Chang Pat Poh said that the existence of Saratok is related to one old Malay man called "Dato" and his friend who always come to Saratok to visit his relatives. However, due to old age that "Dato" always went for the wrong direction, and his friend often said to him "Salah Tok" therefore, the name of Saratok was formed.

Next, based on the book written by Benedict Sadin, which is "The Living Legends: Borneo Telling Their Tales" the Saratok was formed due to one group of people that lead by "Segatok" which is Seru group that run away from the attack of Orang Iban and go to the hill called "Munggu". So, it is assumed that 'Munggu' was given the title 'Munggu Segatok' in combination with the name of the Seru group's leader. The Saratok District Office was previously located on the 'Munggu' before being relocated to its current location.

Last but not least, Saratok District, earlier known as Kalaka, is part of the Betong Divisional Administration and occupies an area of 1,686.68 square kilometres. The Saratok District Administration also developed the Nanga Budu Sub-District to accompany the Saratok District Administration.



1878



1888-2008



2009- Now

Figure 1.1 Saratok District Office from 1878 until now (2021)

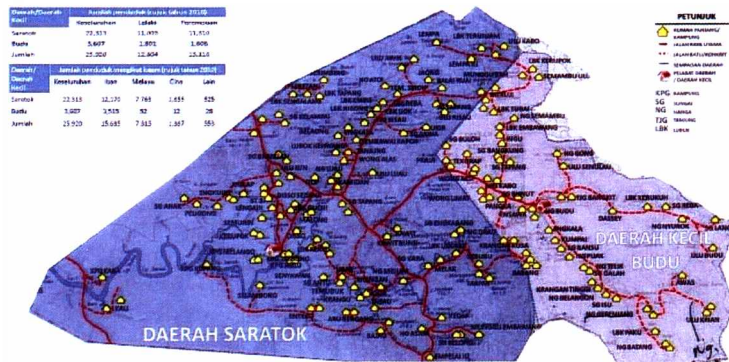


Figure 1.2 Saratok District's Map

1.2 Mission and Vision of Saratok District Office

1.2.1 This is the mission of the Saratok District Office which is to;

Advancing the socio-economic development and well-being of the citizen within the division.

1.2.2 The vision of the Saratok District Office is to;

Socio-economically developed division by 2030.

1.3 Saratok District Office Structure

According to Friend (2019), a system for constructing a level inside an organization is called organizational structure. It specifies each job, its purpose and whom it belongs to inside the organization. Other than that, this structure is created to define how an organization run and facilitate it in meeting its mission to achieve continued success. Therefore, this organizational structure is really important to all organizations because an organizational chart shows how the structure is divided.

Saratok District Office had been using a hierarchical organizational structure, with a District Officer N48 at the top, backed by Administrative Officers N44, N41, as well as Assistant Administrative Officer N29. 22 staffs worked at Saratok District Office, and 5 staffs were under Nanga Budu Sub-District which this organization is led by the District Officer who is Encik Harun Bin Mahidi. Aside from that, one employee will manage one organization's business, while other employees might be facing an overlapping of their current positions or job description. Moreover, the office has three departments which is our District Administration and Development, the Council for Native Customs and Traditions and also Accountancy Department. Next, the District Officer is backed by two Administrative Officers with the grades of N44 and N41. However, they have separate job responsibilities. Both of them will handle different departments which Administrative Officer N44 as the head Department of Strategic Planning and Project Implementation while Administrative Officer N41 will lead the Department of Service Management. Not only that, the Administrative Officer will lead the Department of Planning and Social Development with the grade N29. Last but not least, there will be other three units under the Department of Service Management such as Human Resource and Administrative Unit, then Quality, Creativity and Innovations Unit and lastly the Financial Unit.

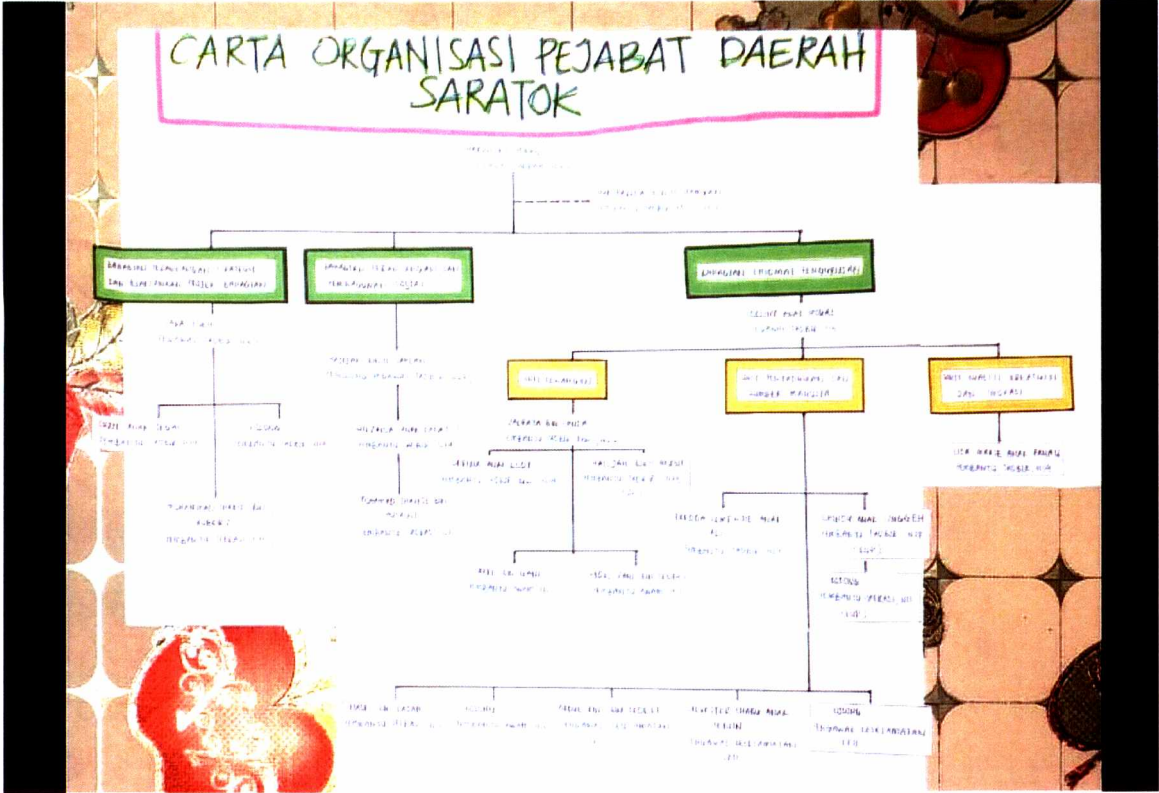


Figure 1.3 Organizational Chart of Saratok District Office I

1.4 Practical Training Objectives and Scope

1.4.1 The Practical Training Objectives that I get are;

- i. Improve soft and hard skills.
- ii. To complete the degree award of Universiti Teknologi Mara (UiTM).
- iii. To strengthen the management and communication skills.
- iv. Boost up a confident level in order to deal with customers.
- v. Practise the lesson learned and develop it in the workplace environment.

1.4.2 Scope

During my 12 weeks of practical training, I (Rabiatutadawiah Binti Omar) was assigned to the Financial Unit by my practical training supervisor. I spent time on this unit with different assignments and tasks were assigned to me, some of the assignments and tasks were related to my degree, and some were to gain me further knowledge to other sub areas. I have gained knowledge while also improving my soft skills and mental control when working with managers, co-workers, contractors, vendors, and the community at large. I learned how to record the Business Name Registration, stamping, help the customers fill the Trade Licence form, and record the Deed Register and Vote Book in this department. This Deed Registration is a land management system in which all essential documents relating to common law title to parcels of land are registered on a government-maintained register in order to simplify title transfer. It is also used in several common law jurisdictions and continues to be used in some, like the entirety United States. The Deed Registration also records the business name that gets the tenders and records the transfer of shares among their partners. Therefore, when I understood the function of this Deed Registration, I noticed that all the documents were recording systematically according to their Deed Registration number. The details inside that Deed Registration are easy to understand. While for Vote Book is used to record all the public sector expenditure where all the content in these books is audited to guarantee that budgets are well-managed and in compliance with Financial Regulations. I was teaching by Miss Serina Anak Eddy how to record the bills of expenditure such as office supplies, catering and accessories services inside Vote Book.

Not only that, but I also help Madam Halijah Binti Morni to collect and calculate the court fine and also record the Business Name Registration. For court fines, most of the cases are related to drugs, did not have a driving licence and disobeyed the PKP directive. I was guided by Madam Halijah Binti Morni on how to record all the details inside the Business Name Registration by telling me which detail needed to be recorded and not. I also helped customers fill out the Trade License form because some customers did not understand and could not fill up that form. The purpose of this Trade License form is to renew the license of business for 1 year only. For stamping the document such as agreement and related letter, I was taught how to stamp on that document correctly by Sir Zalhata Bin Chula and Sir Sapri Bin Gani.

Last but not least, due to this pandemic Covid-19, my practical training supervisor assigned me to key in the data for the Covid-19 vaccine that covered all Saratok areas. When I was key in this data, I noticed that there were many areas that I did not know in Saratok, such as the longhouse. Not to forget, I also help fax the bank statement, type the letter, sort documents, and do other tasks related to the Financial Unit or did not relate. Therefore, by helping all the staff at this Financial Unit, I become more exposed to how to systematically manage the financial unit to ensure that all the recorded details are correct to avoid any problems because this unit is really important in every organization.

1.5 Chapter Summary

To summarize, this chapter discusses the background of the Saratok District Office, including the vision, mission, and organization structure. Not only that, this chapter also discusses the practical training objective and the scope of the job that I do according to the department assigned by my practical training supervisor.

CHAPTER 2

TECHNICAL KNOWLEDGE/CONTENT/RELATE THEORY WITH ACTIVITY

2.0 Introduction

In this chapter, the assessment of practical training is described in this chapter, which concentrates on one work area covered in the internship program. It also contains idea definition, illustration of conceptual and technical elements, such as how to apply all classroom concepts in the workplace and how to transform knowledge received in the workplace to deepen knowledge. According to my practical training schedule, I was more focused on the financial part related to the Business Registration, Trade License, stamping, and so on.

2.1 Teamwork

2.1.1 Definition

Firstly, the team can be defined as the groups formed by two or more people who used to achieve the organization goals. However, the team is also not used to fulfilling the organisation's needs to achieve its goals. Then, teamwork can be defined as the technique of collaborating with people working together to achieve a common goal. Teamwork is an important element of many businesses since employees often must work well together and deliver their greatest in any condition. Despite any personal dispute among individuals, teamwork incorporates everyone attempting to work together, using their strengths and generating useful advice.

2.1.2 Important of Teamwork

Teamwork is really important in every organization because that organization will not achieve their future goals as planned without teamwork. According to YTI (2015), teamwork is important to the achievement of any organization because when the organization staffs need to have a happy and long-lasting profession, they must be

willing to collaborate with everyone therefore, this is why teamwork is so essential in the workplace.

The first importance of teamwork is that it can help to create new ideas. This is because to become a stable organization, all the staff need to think about what they will create next in order to fulfil the customers need that along with the current trends. Creating new ideas is important to keep that organization growing in this competitive world. When organization staffs bring a fresh viewpoint to the discussion, it will benefit the company itself due to the growth of their business activities when they have a diversified team of individuals who can provide unique perspectives. For example, during this pandemic Covid-19, the business activities for every organization become slow because we need to practise social distancing and did not allowing many people at the same time. Therefore, when the teamwork of that organization is good, they will be thinking what they need to do to overcome their customer services performance become faster during this Covid-19 such as creating online platforms to deal with their customers.

Moreover, teamwork is important because it can help the organization handle problems or conflicts. By creating a good relationship among organisation staff, teamwork will easily help to encounter problems or conflicts in any situation. For example, pandemic Covid-19 has contributed to many problems or conflicts, such as some of the organizations need to be closed, and it will affect the organization profit. Therefore, collaboration within a group can improve in the resolution of challenging issues due to Covid-19. Creative thinking is an excellent technique for the team to share ideas and come up with innovative solutions. Teams can find the most effective alternatives by engaging together.

Other than that, teamwork also will help the organization staffs become more supportive. This is because teamwork builds a method for time management and producing high-quality work by ensuring that another step in to fill the gap when one teammate falls behind. When work is divided among team members, it becomes completed quicker to allow the business to run more efficiently. For example, when the staffs become demotivated during this Covid-19 due to Work from Home (WFH) and did not get comfortable places to do their work with a lot of things that able make them

to focus when doing their job, therefore, others teammates need to give support to each other. As all the staff is working toward a common objective, their team will build a spirit of cooperation.

Next, good teamwork also will create a stronger bond of staff's relationships. This is because staff will establish great professional relationships when they collaborate and succeed together. Not only that, those interactions can develop into mutual trust and possibly friendship where it also can give benefits to the organization because they are communicating with each other when they are facing some difficulties, support and give motivation to each other and also cooperate to do their given tasks so that they can give better outcome and make the image of the organization become better. For example, they need to care for one another because it will make the staff feel that they exist in that organization. Therefore, a stronger bond among them will result in a better organization reputation because they always care about their teammates to make the organization achieve its goals.

Last but not least, morale can be boosted up by creating good teamwork among the organization staff. Get employees to connect if you want them to feel better about themselves and the task they are performing to increase their morale and recognise the value of teamwork in the workplace. For example, when an organisation provides an efficient innovation such as a better filing system, the team gains confidence and trust. Each member of the team provides something different to the discussion. Therefore, Members of a team experience a strong sense of connection and genuine devotion to one other and the common goal when they work together.

2.1.3 Related theory (Bruce Tuckman 's Team Development Model)

The Bruce Tuckman theory was developed in 1965 and has since been used in various organisations and contexts. This idea is regularly referred to as the root for excellent team development because it has four primary stages, which are forming, storming, norming and performing. However, a decade later, Dr Tuckman added the new adjourning stages, which were used to make the team break up after their projects were completed. The theory explains how teams first match, welcoming, courteous,

and a little afraid on how they get into conflict while setting up their roles and how the team reaches a point of stabilization where it can achieve high levels of its coupled capability. Therefore, there were five stages for his model, which are forming, storming, norming, performing and also adjourning.

First stage is forming, here each teammate concentrates on the leader, trusting only the leader's instructions and responsibility while keeping a professional but detached connection with everyone else. The leader would pretend to be transparent with information and willing to answer several other inquiries that will be asked at her or him throughout this stage; limitations, strengths, and vulnerabilities, such as the leader's, will be evaluated. There is probably some burden regarding how individuals have been handled in the past, which could lead to sticking to old ways if the experience was positive or mistrust and disengagement if the event created scars. The time spent by the leader and team members hearing to and communicating with others will pay off generously in the long run. Goals and job requirements must be stated clearly, and the leader should act as role models that he or she wants to see in the team.

Second stage is storming, where in this stage, it was very challenging and difficult for every organisation staff. This is because teammates are more focused on their self-appearance than on the task at hand because they want to be appreciated, struggle with negative emotions, wondering who will accept or oppose them, so they want to prove their talent and potential to the leader. This would be the phase of a day when rapidly written e-mails should be stored in the Drafts box nightly until being checked and approved in the morning. This would be the phase of a day when rapidly written e-mails should be stored in the Drafts box nightly until being checked and approved in the morning. In today's era of better communication technologies in far locations, divisions are at risk, and some are disconnected. Not only that, each team member should aim at providing as much authentic positive feedback to the others as possible, aiming for long-term partnerships in which recommendations are seen as accomplishments rather than complaints.

The third stage is norming. In this stage, if the team gets to the norming stage, they will most likely be safe and sound. However, the team has been called in to assist with directors who have been storming for up to 15 years in thriving businesses that are

quietly getting ruined by the conflict. If this stage is achieved, it will be an interesting opportunity for everyone because huge decisions are being made and applied, new ideas can be absorbed, opportunities can be done, and disappointment may be considered as just another step on the measure of success. So, responsibilities and relationships have now been created, letting people focus on the abilities that pulled them into the team in the first place. Leaders must also take a coaching approach and ask their teams for remedies before offering their own; a team in the Norming stage will have a lot to offer in terms of concepts and background, which, if tapped into, can save time and energy for leaders, allowing them to focus on the wider context, such as expanding the scope through strategic partnerships and performance appraisal.

Fourth stage is related to performing. The group becomes an excellent mechanism with all of its parts in operation. Joy and humour are mixed with some constructive conflicts that do not harm the relationships' structure. Achievement seems to manifest itself; the leader and team members have tried giving their all and then bow out gracefully. Not only that, team leaders and members must acknowledge each other's efforts and guarantee that credit should be given when good things happen. This relates to team members supporting the leader as much as it does the other way around. If somebody feels that their commitment is not valued, the dissatisfaction may be carried over to the next project, making future storming more difficult to handle.

The last stage is adjourning. In this stage, about offering a team that has accomplished their task a form of completion. If the team successfully navigated the first four stages, there may be some bonding among the members as well as a sense of disappointment as the connections come to an end. Therefore, people will also be reflecting on where they started, evaluating how they have gone and assessing their impact on the greater picture. If an organization is currently forming and reforming teams as people migrate around the international executive circuit or design new innovations, a collaborative historical consciousness will emerge, affecting current team players and taken up as if by osmosis by new members to the organization.

2.1.4 Application of Teamwork at Saratok District Office

Teamwork is really important in order to help the Saratok District Office to achieve its future goals. This is because without teamwork the staffs will not cooperate with each other. Despite that, each staff member has their work or tasks but is willing to help each other because they work for the same organization objectives. Without teamwork, the workplace environment will become not comfortable, and it may cause a lot of staff conflicts such as they will stop working, mental health problems, and stress. Within 12 weeks of my practical training, the staffs of Saratok District Office show strong teamwork relationships among them where they are trying to find other ways to ensure that all of their customers can practise social distancing. They also together think about what they need to do for people who live in Saratok during this pandemic Covid-19.

2.2 Decision Making

2.2.1 Definition

According to Schoemaker & Russo (2014), decision-making is how a person, group, or organisation chooses what future action should be taken in the context of specific objectives and limited resources. This could be an ongoing process including issue formulation, data collecting, drawing conclusions and learning from past mistakes. Not only that but decision making also can be defined as a cognitive process that results in the choosing of a concept or a plan of action from a set of different alternatives. It can be reasonable or unreasonable. The decision making process is a reasoning process based on the decision values, manufacturer's interests, and opinions. Every decision making procedure resulted in a final decision that may or may not lead to change.

2.2.2 Importance of The Decision Making Process

According to Leigh (2017), the decision-making process is really important because it can help all organisations learn from their past mistakes. This is because every staff in that organization is also human and will make mistakes. It is unavoidable to make a poor decision now and then. The most important thing that organization staff can learn from their mistakes is what are they doing with them. The only way to understand whether they made a good or bad decision is to make such judgments by accepting responsibility for the outcomes and correcting any poor decisions they already made.

Next, the decision-making process can also help the organisation make better decisions for their organization plan in the future. Making poor decisions and facing the reality of those decisions will make it possible to assist the organization in making better decisions in the future. The step to achieving better decisions is to train all staff and assure that they are well-versed in all of the elements at work. The slogan "knowledge is power" has already been known and heard by everyone. Therefore, all staff need to get the ability towards being resolute if they educate themselves and attempt to understand the problem as much as possible. When faced with a decision, the worst thing you can do is overthink it. Overthinking the situation will just prove more

challenging to measure a decision. When dealing with uncertainty, remember that the majority of terrible decisions can be corrected and that nothing is irreparable.

Other than that, the decision-making process is important to make the staff on that organisation share their burden. When making decisions that influence others, the organisation needs to involve them in the decision-making process. However, decision-making abilities must be an adult, but even small children can be included in family decisions and given a choice. For parents, they will be implementing a crucial life lesson in their children and building the foundation for how they make decisions in their own lives. However, all the staff need to be involved in decision-making for the organisation because they are working on the same organization objectives and goals where what decision made by the leader will affect the staff. By hearing multiple perspectives that organizations may not have considered, they will also be making a decision that has an impact on individuals around them. This is because the final outcome will result from a collaborative decision hence, the accountability for the outcome will also be shared. If the decision's outcome was not as the organization had expected, they can examine the difficulties as a group and follow up to resolve the issue.

In conclusion, decision making does not have to be a difficult thing. When faced with a critical decision, the most important fact to notice is to discuss the influence the decision will have on the people who were involved. Many poor decisions can be corrected, but the greater the number of people affected by the decision, the tougher it will be to right that wrong. Consider how the organization, staff and individual choices will affect their lives and the lives of others while making a decision by taking appropriate action.

2.2.3 Related Theory

i. The multiple perspectives approach

In this approach, it was divided into three categories which are technical, organizational and individual. Analytical models that gather information as a foundation for modelling the process would all be classified as technical. Even though these initiatives promise to give an objective or reasonable point of view, different analysts or modelling projects

will come up with different technical opinions. As a result, acquiring several technical views of a system is recommended. As many role players and stakeholders as appropriate should be studied in order to cover both organisational and individual views. Data collection will also take a "cleaning in" approach, with data collected in different forms and from as many sources as needed, especially from an organisational and technical perspective.

ii. The political view

Decision-making, according to the political view, is a personalised bargaining process influenced by stakeholders' objectives rather than rational processes. Other than that, people have different perspectives about the organization's aims, values, and information relevance. The decision-making process never ends so, the conflict between different coalitions still keep going happen. After one side of the conflict wins a round, therefore, the opposing side may regroup or become even more desperate to win the next round. Influence and power are used to enhance self-interest systematically. The coalitions' objectives are driven by self-interest rather than the organization's overall good.

iii. The individual differences perspective

The individual differences approach focuses on a personal manager's problem-solving attitude as influenced by his or her decision-making approach, experience, and character. It helps to describe how different personalities can force managers to employ different procedures or reach opposite views. This is most likely due to the fresh outlook by others on organizational or community decision making rather than a personal decision.

2.2.4 Application of Decision Making at Saratok District Office

As for decision making at Saratok District Office, they able to make better decision making that will give benefits to all of the staffs and for Saratok areas people. Where during this pandemic Covid-19, they make great decision to make lockdown at longhouse that recorded the Covid-19 positive cases. As for the staffs itself, some of them will doing their work at office and some of them will doing their job at home. Both of this decision making by Saratok District Office, it help to control the spread of Corona Virus at Saratok and taking care of their staff's health.

2.3 Society/Organization

2.3.1 Definition

Based on Encyclopedia.Com (2018), society can be defined as a group of people, especially humans, who have formed a specific type of system or structure, while not everyone agrees on its formal parts. Not only that, society is also defined as the permanent union of men who are bonded by habits of behaviours that are required by some shared aim, value, or interest that might be classified as a society.

Other than that, the organization is management's backbone because no administration can carry out its responsibilities effectively without it. This organisation appears as a second state in the strategy implementation, seeking to integrate multiple projects in a firm in order to achieve pre-determined goals. It is the structural framework of roles and obligations that employees are expected to execute in order to meet business objectives.

2.3.2 Important of Society/Organization

Society is really important in every organization because it gives support to the organization. One of society's key goals is to create an organised community of people who can help each other in a multitude of ways. It is through difficult times that organizations appreciate the value of being a contributing member of society. Members of the social circle are the ones who step forward to support their organization. Society's assistance might form a part of physical, emotional, financial, or medical treatment.

Next, it also can create the establishment of social groups. Social networks are what define a society. They are an essential component of it. The structures of relationships between people are known as social networks. Connections are the drivers for social interactions among members of a society. Individuals from many racial backgrounds might come together due to societies. Their encounters form strong social links, which

lead to long-term connections. A society arises to a family structure and a system of relationship organizing, which are at the foundation of any social group.

Other than that, society in an organization also will lead to cultural development. This is because the importance of culture in society cannot be overstated because individuals in a certain civilization have the same culture that influences how they live. Their living methods and lifestyles are influenced by their culture, and the style of human nature in civilization is defined by culture. It is portrayed in the artwork, poetry, dialect, and religion of those who make up the group. Individuals who participate in society are bound together by shared cultural values, customs, and interests.

Moreover, society is important at the organization as they are shared the same organization purpose. A society's members must be worried about one another. The fundamental aim of society is to be a member of social response and grow collaboratively. Being a part of society implies bringing everyone along, which includes making decisions that are consensus to accomplish a shared goal.

To conclude, it is our responsibility as a socially structured group to improve the system and strive toward the good of society. One of the grounds society is necessary is that it provides a platform around which organizations can collaborate. It gives you a place to put your collaborative power toward bettering social conditions. Before anything, a society offers as a solid support structure in another's life.

2.3.3 Related Theory

According to Allan (2006), there are three theories related to society which are structural functionalism, conflict theory and also symbolic interactionism. Firstly, structural functionalism considers society as a system of connected components made to match the cultural and evolutionary demands of its members. This theory focuses on the way of each segment of society works together to promote the overall. Then, Herbert Spence (1820–1903), an English philosopher and biologist, noticed links between society and the human body and believed that, just as the many organs of

the body work together to keep the body working, the various elements of society help maintain society conducting (Spencer 1898). The social systems, or structures of thoughts and actions aimed at addressing human needs, that Spence was referring to government, education, family, healthcare, religion and the economy. Next, conflict theory. The theory of conflict considers society being a struggle for scarce resources. Some people and organisations are quicker at gaining and retaining resources than others. The successful person uses their power and prestige to keep social structures in place. This theory is focused on the way inequities respond to sustainable differences and power imbalances. The third theory is related to symbolic interactionism. The purpose of this theory is to have interactions and conversations with one person at a time. Symbolic interactionism is a micro-level theory that examines the interactions between people in a society. People are thought to make sense of their social lives thru conversation or the interchange of interpretation through language and symbols.

Other than that, the organizational theories are divided into four which are classical organizational theory, human relations theory, contingency theory and modern systems theory. The first theory is classical organizational theory is related to the combination of the industrial revolution, bureaucratic theory and organizational theory. The four essential ideas of scientific management theory are that each activity has a systematic approach such as workers are recruited, trained and developed for each task where employees are strictly monitored, and management's responsibility is planning and control. Next, human relations theory is based on some of the concepts of classical theory. However, it improves on them to include other ideas by emphasizing variations between people to produce unique beneficial motivators is one of the main ideas. Good business skills are needed in this theory, such as verbal relationships, leading project execution, and teamwork. It requires settling innovative conflicts in order to facilitate the development of innovative things and the development of stronger working relationships. Then, the contingency theory was used to promote the idea that organisations respond to environmental shifts reasonably. Contingency theory evaluates management success based on its ability to adjust to changing environments. The last one is modern systems theory, where the idea that all of an organization's aspects influence nonlinearly is at the centre of present systems theory by indicating that a tiny change in one variable has a large impact on many others. A little change in one variable can greatly impact another, or a massive change in one part can have a negligible impact. Another theory is that

organisations function as open systems in a stable system, continuously responding to external changes.

2.3.4 Application of Society/Organization at Saratok District Office

By applying this application during my practical training, I noticed that all Saratok District Office staff are supporting one and another because they know that their organization need a group of staff's society like them to ensure that all of the plans that they had been discussed will be successfully accomplished in the future in order to help in improving their organization business that can help a lot of people.

2.4 Chapter Summary

To conclude this chapter, during my 12 weeks of practical training, Saratok District Office made me realise that they need to have a good relationship among the staff in every organisation. This is because they need to work together in order to make their organization business become better in the future.

CHAPTER 3

RECOMMENDATION/CONCLUSION/IDEA/PROBLEM SOLVING

3.0 Introduction

This chapter will discuss the problems that I face during my practical training. It will also provide the recommendation to the related problem by giving the idea of improvement to Saratok District Office.

3.1 Problem encountered and solution for improvement throughout the Industrial Training

First and foremost, during the first week of my industrial training at Saratok District Office, I felt very nervous because I still did not know how to deal with customers and what I needed to say when they were asking me questions. On the first week, my confident level is really low because I still cannot imagine how myself dealing with a lot of people that come from various background. At the same time, during this first week, I keep motivating myself that I can face this industrial training calmly and boost my confidence in dealing with customers. Regarding on answering the questions that have been asked by the customers, Mdm Halijah Binti Morni and also Mr Zalhata Bin Chula brief me generally what I need to answer when they ask me questions, and when I cannot answer that questions, both of them are willing to help me to answer that questions.

Other than that, in the first and second week at Saratok District Office, I still cannot make myself comfortable in the workplace environment. This is because I was still scared to talk with the other staff and felt shy. Therefore, to overcome this problem that I faced, I forced myself not to make any awkward situation where I try to talk with the staff and ask everything I wanted to know to gain my knowledge. After that, I felt a little bit comfortable and could make some jokes with them. Sometimes, I have asked them tips on how to succeed in interviews and what is their experience throughout their services in order for me to avoid an awkward situation and make myself more comfortable.

Next, as we have known District Office is one of the Government Office that will be visited by many people that have different attitudes and cannot talk politely when they need their documents to be done on time, such as when they are renewing their business license and also registering for new business. I faced this situation every day where a lot of customers could not wait patiently and ask rudely. In order to overcome this problem, with my basic knowledge that has been taught by staff at Financial Unit, I explained to them that the staffs handling this section need to follow all the procedures that already fixed by the District Office where there will be several stages that need to be completed first before the customers can take their business documents. Not only that, the staff at Financial Unit also teach me how to deal with rude customers where we as a professional staff cannot be the same as the customers. When the customers deal with us without respect, we as public servants need to talk politely and show them that we treat them wisely.

Moreover, due to Covid-19, all staff are required to wear a facemask and a face shield. This is because I am always the one who will deal with the customers. Therefore, I need to follow all the social distancing practices, wear a facemask, and always sanitize my hand after dealing with the customers. To take care of our health, I always spray our office with Dettol Disinfectant Spray to protect us from affecting by Covid-19.

Last but not least, during this pandemic Covid-19, there are many constraints and obstacles that me as a practical student where I cannot attend any meeting and cannot become the audience for the court cases because the Standard Operating Procedures (SOP) need to be complied where the minimizing the number of audience at the meeting hall and also inside the court. Even though I cannot attend any meetings or become the audience for the court cases, I still wanted to know what they do and how the process so, I will serve as the staff in charge of the events on that day. Therefore, I will get some knowledge although I cannot attend that event.

3.2 Summary of discussion for all chapters

To conclude, for all the chapters, I can say that during my 12 weeks of practical training, I get many things such as knowledge and experience to improve my hard and soft skills. Not only that, the background of this Saratok District Office itself will tell other people that they will help all the society that need their help and will provide better customers services. As one of the Government Office, this Saratok District Office should promote their good values and maintain their reputation. This is because every organization needs to become a good organization therefore, all the staff will work happily at the organization for a long period of time.

Next, all the tasks given to me are related to the subject that I already took during my semesters 2 and 3, Financial and Managerial Accounting. Aside from getting task management skills, I also learnt about the culture of the Saratok District Office. Therefore, I was able to apply everything I learned in class to every task I did at Saratok District Office for 12 weeks.

Other than that, it is also important to create a good relationship among the staff because it will make the organization more successful in accomplishing their goals, mission, vision, and future plan. Not only that, the organization also need to build the better relationship among customers such as be friendly, deal with customers politely and did not make the customers wait for long waiting hours because when customers feel satisfied towards organization services, therefore, customers will give the positive feedback and it will be the word of mouth for them. They keep repeating and spreading this thing to others.

Last but not least, for all organisations, decision-making and the society groups in all organisations are needed to create a better workplace environment where all the staff are working with the same objectives, plans, and their organization's goals. When an organisation wants to make a decision for their organization, all staff need to be involved because their ideas also need to make the innovation and improvement in that organisation.

3.3 Explain on how the Industrial Training meets the objective

This Industrial Training meets the objective by providing the UiTM's students with enough knowledge that we as students can apply during our internship. This is because students are learning in detail about a variety of issues, including what Standard Operating Procedures (SOP) should be implemented. The internship experience will assist us, which is students improve our skills and prepare us to work in the public or private sector.

Not only that, but this internship also improving student's attitudes. Where, for myself, I noticed that I was improving my communication skills. Before this, I was the one that shy to deal with customers because my confident level was low when I needed to talk with someone that I did not know. Not only that, but the internship also helping us as students to handle the problems that we are faced during our internship. When we show them a good attitude, the staff will easily engage with us and build better teamwork that will give the perfect outcome of solving the problems. Discipline and punctuality are also important because they will reflect our attitude while attending our internship. We, as intern students, will be able to apply good discipline and respect as the staff are treating each other with politeness and kindness so the communication skills can be improved. Then, punctuality is the main point if we want to be very successful in our life. This is because it will make us become someone who can always be on time and not waste time.

The most important thing when we as the students get a chance to do the Industrial Training is we can enhance the working experience. Working experience is significant nowadays because it can help us adapt to the workplace environment and not shock if we need to face many problems related to our tasks, organization, and customers. Therefore, this internship gives us the opportunity to learn the workplace environment and know our responsibilities when we become public or private servants in the future.

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APPENDICES

Saratok District Office_Rabiatutadawiah_Practical Training Report_ADS667

ORIGINALITY REPORT

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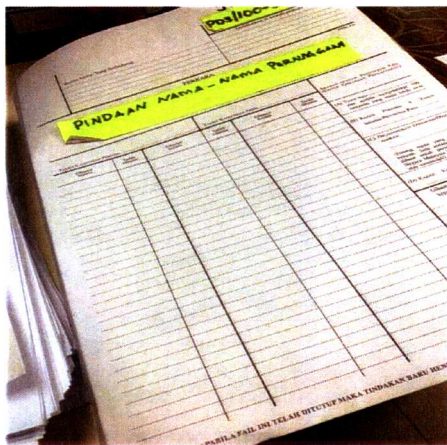
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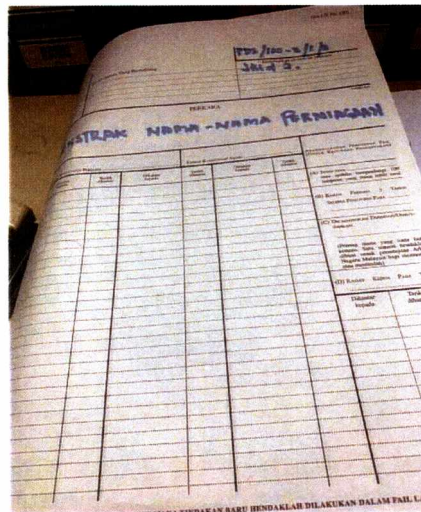
Saratok District Office Staff with DO (Mr. Haron Bin Mahidi)



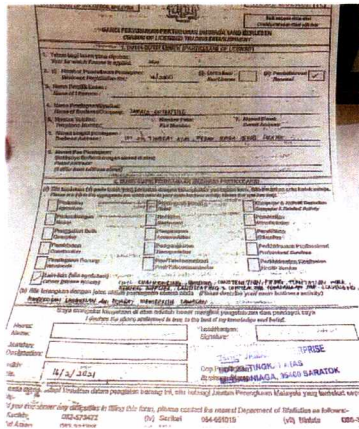
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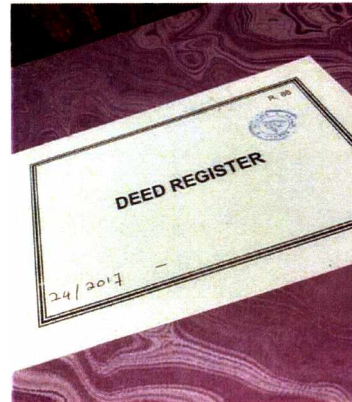
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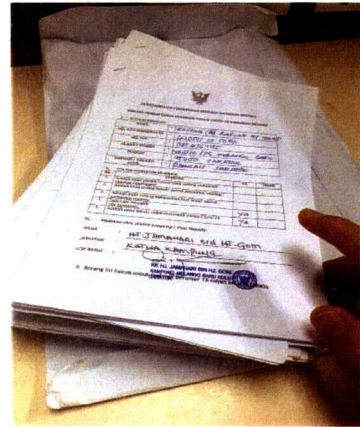
Vote Book



Slip Simpanan Masuk Bank



Key in data for Covid-19 Vaccine



Registration Form for Covid-19 Vaccine



Staff at Financial Unit with SAO Odeliny



SAO Odeliny Anak Migas



SAO Hajjah Binti Dahlan



Mdm Halijah Binti Morni