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**PRACTICAL TRAINING REPORT
ADS666**

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Declaration

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

Signed



Name: Nadzirah binti Dor

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION



1.0 History of Establishment

After the declaration of Mukah as a new part, the coverage Daro District Administration has changed. Daro District has a small area of sub-district Belawai. In addition, the redrawing of administrative regions has transformed an area of administration Daro. Among the areas that are in Daro District covers a small area of Sibul, Meradong District, part Sarikei District and sub-district around Belawai.

Sub-District Belawai was established on April 7, 1973 through the Government Gazette Bil.Swk LN 19 (Part II) Vol. Vo. XLII. 12 dated 4 April 1987 as required by

Section 3 (1) of the Land Administration (Cap.4) 1967. It was when Belawai sub-district was under the administration Sarikei Division, Sarawak. Sub-District Belawai placed under Daro District Administration in Mukah Division, Sarawak in March 1, 2002 following the declaration of the 10th Division Mukah in Sarawak (www.darado.sarawak.gov.my). Belawai Sub-District Office is headed by Sarawak Administrative Officer.

1.1 Vision, Mission & Objective of the Organization

1.1.1 Vision

As one of the organizations in Mukah Division, Belawai Sub-District Office has their own vision where they are the one of administrative center of excellence in the management of sustainable development towards raising the quality of life and well-being of the people.

1.1.2 Mission

This organization has their own mission where they are always committed in providing services through quality work culture, transparency and efficiency in bringing development and meet customer needs.

1.1.3 Objective

An organization's objectives are the specific, measurable goals it wishes to achieve. Objectives may not be obvious when an organization begins operating or looks to launch a new enterprise. Every organization, from a multinational corporation to a nonprofit agency or small business, needs an effective approach to objective

formulation to succeed. In order to achieve their mission, Belawai Sub-District Office have to ensure that the quality policy, achievable, Mukah Division administration has set quality objectives for each stage involved in the management system.

1.4 Client Charter

The client charter for Belawai Sub-District Office are as below:

- 1) Processing the issue of letters of probate and estate administration within 14 working days.
- 2) Adoption registration process application within 7 working days.
- 3) Processing applications for registration of property rights in probate shotgun/life within 1 day of work and deliver results (pass/n) within 3 working days.
- 4) Processing applications for permits to buy bullets in 10 minutes.
- 5) Processing business names register within 7 working days.
- 6) Processing applications for renewal of business licenses within 5 working days.
- 7) Registration processing agreement (deeds) within 7 working days.
- 8) Executing the statutory declaration within 5 minutes.
- 9) Small rural projects (MRP) allocation of state and federal grants (og) within 30 working days.

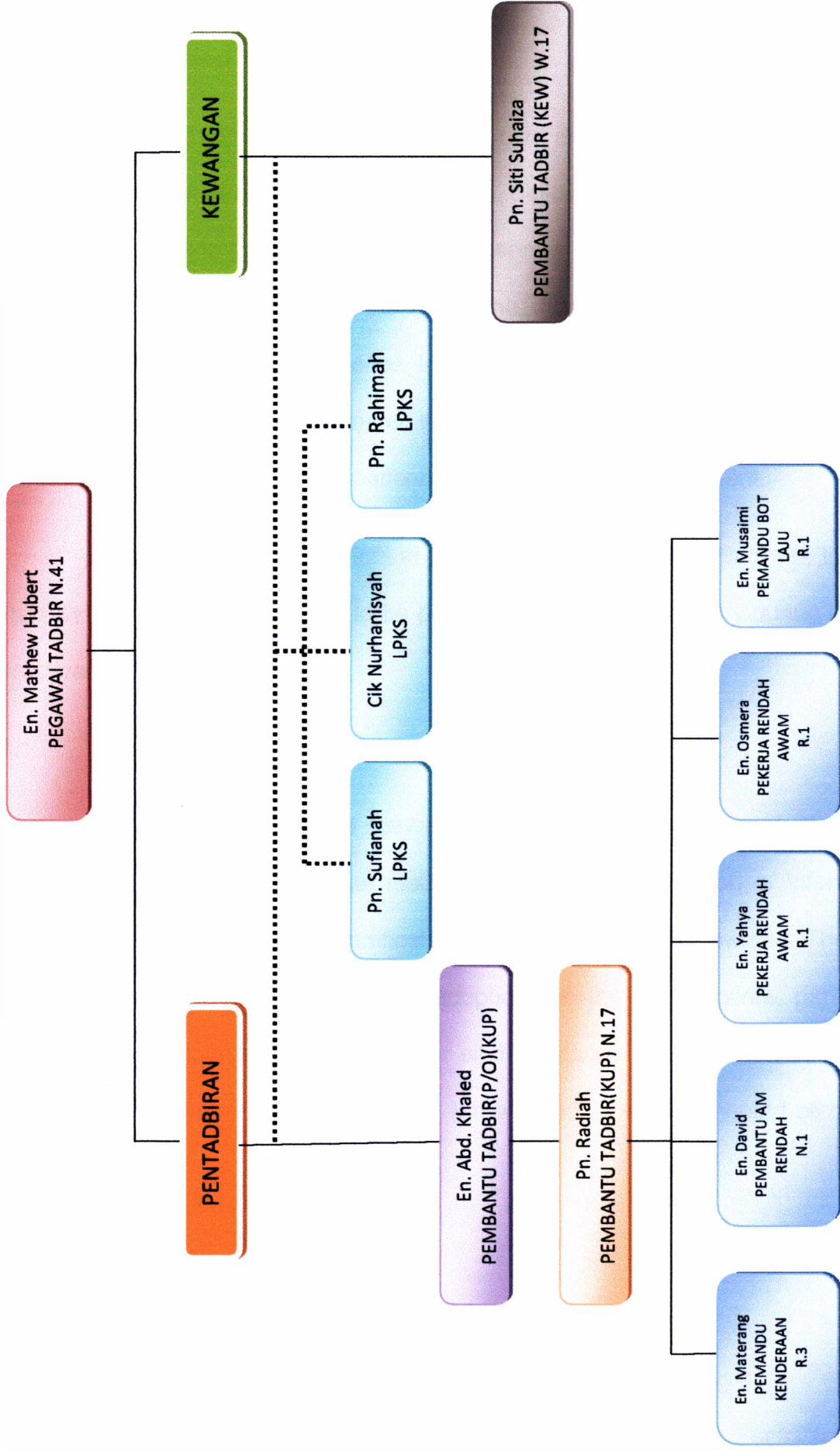
- 10) Implement small projects in rural areas (MRP) federal provisions within 4 months.
- 11) Processing payment vouchers within 7 working days.
- 12) Processing revenue from public.

1.5 Belawai Sub-District Office Services

The services provided by this organization are as below:

- 1) Management of the Government Rest House and State Quarters;
- 2) Head of Community Management & Chief Race / Harvest Home;
- 3) Management Letter of Administration / Probate;
- 4) Management of Business Names Registration;
- 5) Management Protocol official event;
- 6) Adoption Registry Management;
- 7) Shotgun Transfer Management (Through Probate / Current);
- 8) Declaration Management;
- 9) Permit Management Buy Guns Ammunition Broken;
- 10) Court Management Community.

Figure 1: Belawai Sub-District Office Organizational Chart



Source: Belawai Sub-District Office Profile

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

The first thing need to compete of student is performed the industrial training as to fulfillment of requirement for the certificate, diploma and degree. So for the first day an industrial training the student should a present to organization and acquaint their self to all staff in the organization. At the same time, the student wisely used the time for get a lot of knowledge and experience from their staff. For the every task should be accomplish with achieve a customer satisfaction. The first thing must be to learn for during this practical session are patience and acceptable all comment.

Within in six week practical at the Pejabat Daerah Kecil Belawai, there have a lot daily task activity that I have to be performed. This is an activity during in six weeks practical.

2.1 Week 1 (22 July -26 July)

On the first week, I have revealed the foundations of documentation procedures adopted and probate matters and also the collection of information and data. I had key in the data for certificate of adoption by using typewriter. The items that must be included in the certificate of adoption are the child's name, parents' name, identification number and address. After all the data have been, doubled-checked had to be made to ensure there is no error. If there had an error, it should be retyped in a new form.

Besides that, I had key in data for letter of administration. The letter of administration had been printed out and just need to fill in the blank with the applicant information by using typewriter. The information that should be put in the letter of administration is the deceased name, identification number, place of death and date of death. All the information must be checked carefully before include it into the letter of administration.

The other task that I had to do during practical training was to update data for orphans, widows, single mother, people with disabilities (PWDs) and unmarried women for Belawai district area. The information that need updated such as identification number, age and address. Besides that, I had to update profile for the population census in Belawai district area such as Belawai, Jerijeh and Rajang. The information that needs to update is like the population's name, identification number, age, education level and total income.

2.2 Week 2 (29 July – 2 August)

On the second week, I was exposed with probate procedures and how to draft minute paper. Before probate application made, document checklist must be done first. The particulars and documents required for probate matter such as:

- 1) Copy of the death certificate;
- 2) Copy of the applicant's identity card and other heirs related;
- 3) Letter of authorization or consent (if not present);
- 4) A declaration (affidavit) if had no death certificate for the deceased before

16/06/1963;

5) Copy of the registered property of the deceased such as land grants, bank books, stocks, insurance, EPF, vehicles, firearms and others.

After all required document complete, the application will be registered through probate electronic system which is eR&DO. All pertinent information will be included in the system.

Besides that, I had learned how to draft minute paper. I had draft minute paper for Belawai Sub-District Office Staff Meeting. There are some information that needs to be included in the minute paper such as title, date, time, place, agenda and also officer signature. Minute papers should be made available before the meeting. In order to prepared that minute paper I had to refer the previous minute. Puan Radiah gives me a few files so that I can refer the format that organization used and prepared that minute paper with the right format.

Other than that, I also attend meeting "Kembara Merdeka Jalur Gemilang Aidilfitri 2013" that was chaired by chief information officer. The meeting was held at Belawai Sub-District Office Meeting Room. The agenda of meeting is like opening remarks by the chairman of the meeting, conference papers "Kembara Merdeka Jalur Gemilang Aidilfitri 2013", route presentation, establishment of the committee, review the requirements, notification of the second meeting and other cases.

Besides that, I also attend meeting with administrative officer and Belawai Sub-District Office Staff. The agenda of meeting is like opening remarks by the chairman, duties and responsibilities. All the staff in the organization needs to present their job

responsibilities. The administrative office highlights the job responsibilities of the staff and added some new duties that they have to performed.

2.3 Week 3 (5 August – 9 August)

On the third week, I am focusing on updating census profile for Belawai District area. Among area that was involved such as Kedang, Sedau, Sebayang, Semalau and Sungai Berangan. The data required for census for instance the population's name, identity card, age, address and total income. The information that needs to be updated is the age of the household.

2.4 Week 4 (12 August – 16 August)

On the fourth week, I was exposed again with probate matter and 5s. For probate matter the applicant information should be included in the system. Document checklist must be done first before registered in the system. The applicant must prepare some important documents such as copy of the death certificate, copy of the applicant's identity card and other heirs related, Letter of authorization or consent (if not present), a declaration (affidavit) and a copy of the registered property of the deceased (land grants, bank books, stocks, insurance, EPF, vehicles, firearms) and others. The application for probate matter will not be process until the entire documents required are complete. After all the document complete, the process of probate matter application can be proceed and then will be approved by administrative officer and village chief and the last will be approved by District Officer.

Other than that, I had involved with the 5s implementation. I had involved discussion with staff office about 5s implementation such staff seat layout at the office.

Besides that, I am also help the office staff in preparing stuff needed for 5s implementation. 5s practices that should be practiced in the workplace is sort, set in order, shine, standardize and sustain.

2.5 Week 5 (19 August – 23 August)

On the fifth week, I was exposed with probate matter, involved with 5s implementation and attend meeting with Jabatan Penerangan. For probate matter the applicant information should be included in the system. Document checklist must be done first before registered in the system. The applicant must prepare some important documents such as copy of the death certificate, copy of the applicant's identity card and other heirs related, Letter of authorization or consent (if not present), a declaration (affidavit) and a copy of the registered property of the deceased (land grants, bank books, stocks, insurance, EPF, vehicles, firearms) and others.

Besides that, I also help office staff to prepare the name list of beneficiaries in conjunction with Kembara Merdeka Jalur Gemilang Aidilfitri 2013. In order to prepared the name list, I need refer to the village chief as they know who were qualified to take up a contribution. The groups involved are as widows, elderly, single mothers, orphans and the disabled. The task given to me was very simple, but during performed that task I have a bit difficulty to prepared it because I need to meet the village chief first and take the name of the person who are considered qualified to get the contribution. I cannot simply pick the name from the existed list because I do not really know the background of the person. So that, a village chief was have authority to choose the right person to get the contribution. Before the name list was given to me, all the village chief of

Belawai, Jerijeh and Rejang have to conduct a meeting. The purpose of the meeting was to get agreement from the village chief regarding that matter.

Other than that, I had involved with 5s implementation such carry out cleaning task together with the staff in Belawai Sub-District Office. The first activity performed was to keep out unnecessary item. Then, sort out office equipments such as tables, chairs and file cabinet. After that, cleaning activity was done such cleaning the windows and sweeping floors. All the staff in the organization work together cleaning the office in order to ensure the target is achieve.

On Sunday, all the staff of Belawai Sub-District Office were involved as protocol for "Majlis Ramah Tamah Aidilfitri" which is held at LKIM hall. I also involved with protocol for that event. As early as 10.00 am, guests have arrived and were entertained by some of the song sung by the residents of Belawai area. The ceremony was officiated by the Deputy Minister of Health, Dato' Seri Hilmi Haji Yahya. All guests were served with variety of food during that event. Before the event end, all the children that

2.6 Week 6 (26 August – 30 August)

On the sixth week, I was involved with protocol for "Majlis Perasmian Mesyuarat Perwakilan" that was officiated by the Minister Resource Planning II, Yang Berhormat Datuk Amar Haji Awang Tengah bin Ali Hassan. The event was held at PUSAKA, Tanjung Manis. The event was start at 8.00 a.m. and end at 1 p.m. As a protocol I am with 3 other staff from Belawai Sub-District Office need to ready for welcoming the very important person. On the next day, I am also involved with protocol for the event "Kembara Merdeka Jalur Gemilang Aidilfitri 2013" that was held at Fisheries Hall. The

ceremony was officiated by Yang Berhormat Datu Haji Len Talif Salleh, the Assistant Minister in the Chief Minister Office and the Minister Environment.

Other than that, I am always involved with 5S implementation. I have helped office staff updating and cleaning of office space and also sorting out file document and office equipment. There are a lot of task needs to be done in order to implement the 5S in the organization. In order to implement the task, the actions taken are step by step based on the plan that have been prepared by the leader of 5S implementation and approved by the administrative office.

During my training, the entire task given is something new for me. I am glad because I can learn and experience it. The task that I had performed such 5S implementation is related with the subject that I had taken before. The theory that I have learn in class help me in performing the task given regarding the 5S implementation. I also can give my opinion and sharing information with the staff in Belawai Sub-District Office and helping them in accomplish the task.

CHAPTER 3

ANALYSIS

3.0 Use of Technology

Office equipments available in the organization are facsimile machine, Photostat machine, typewriter, computer, scanner and printer. The purpose of the office equipment such as facsimile machine is to send document to another organization if there is any quotation needed. Apart from that facsimile machine been used to sent any information needed. A Photostat machine is to copy any document such as letter, report, form or any other document.

At Belawai Sub-District Office, personal computer is the most important technologies that I often used when working in the office. Not all staff in the organization is provided with personal computer. This facility is given to the top and middle management. As a practical student, mostly I used computer to type all of the documentation tasks that had been given by my host supervisor and my co-workers such as letter, key in and record data, report and others. Other than that, the software application like Microsoft Office and Internet Explorer are often used while doing the work in the office.

The typewriter is still been used to type the important document such as the letter of administration and the child adoption certificate. These two documents are very important where the information must be correct and cannot be easily edited. And that why, it must be type using typewriter. Usually this typewriter is easy to use. However for those who are not familiar using this machine, they will feel a bit complicated.

3.1 Record Management

Records serve as the memory of a business. They document the information needed for complying with regulations and the transactions of an organization. For example, management policies are developed and recorded to furnish broad guidelines for operating a business. Each department such as finance, marketing, accounting and human resource bases its entire method of operations upon records. Usually, records are used and retained because they have administrative, legal or historical values to a firm. Policy manuals and handbooks are examples of records that have administrative value. Contracts and deeds are documents that have legal value to a firm and minutes of meetings have historical value (Read & Ginn, 2010). All documents that related to the organization have its own value and need to keep all of them as long as it needed to the company or organization.

Record management system in Belawai Sub-District Office is based on computer (electronic record) and manual log book (manual record). A finding in my own observation on the records activities at this organization some information is still recorded in manual log book such as probate matter, child adoption matter and report activity. They only used manual filing system to ensure all information can be retrieved at anytime when it purposely need. All manual filing are separated based on how it's been labeled by category of that document and are issued followed by only one files one year.

By using the code and label of the document I can find the documents needed in the file according the same information as referred above on the list of numbers at

table of content on files. Sometimes it takes for too long to retrieving the document because the document contained are not actually been sorting followed by the number that lists in the table of content even if the document have been remarks with colorful stickers that had number on it. Worst, when there are documents that I found out missing I had to searching it back through others document sharing folder.

Based on what I learned in subject Records Management during diploma, a manual record keeping system will creates several problems. It takes time and there is a possibility of data to drop out during gathering the information. It also makes difficulties to all the officer and staff in the organization to make references. Besides that, it is difficult to get reports of activities quickly and accurately because the records need to be collected and analyzed before the report can be provided.

The Australian Standard AS ISO 15489 defines records management as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including processes for capturing and maintaining evidence of and information about business activities in the form of records. According to National Archives of Scotland (2013), record management is the systematic control of an organization's records, throughout their life cycle, in order to meet operational business needs, statutory and fiscal requirements, and community expectations.

Governmental bodies should recognize their responsibility to the public by implementing and maintaining sounds records management practices. To ensure that records management receives the attention it deserves, it should be a strategic

objective in the governmental body's strategic and business plans. Heads of governmental bodies should also ensure that they have budget for the records management function and the necessary financial, human and technological resources are allocated to support the records management function.

3.2 Record Management Program

The State Record Authority of New South Wales (2004) state that a record management program encompasses the management framework, the people and the systems required within an organization to manage full an accurate records over time. This includes the identification and protection of records with longer-term value that may be required as archives. The program that stated by the State Record Authority of New South Wales includes:

- Record management policies, plans and procedures
- Recordkeeping systems and tools
- Record keeping performance monitoring and review
- Advice and training in record keeping rules and practices
- Skilled staff

3.3 Develop and Implement Recordkeeping System and Tools

Creating a system for collecting revenue, paying employees, suppliers, and taxes correctly and on time is part of operating a small business. Each organization can choose to operate a manual or electronic financial record keeping system, but regardless of its format, it should be simple, easy to understand, reliable, accurate and provide information when we need it and in an accessible format.

According to Government of Western Australia (2013), manual record keeping system consists of paper based journals for each financial year. It is a good way to learn about book keeping and accounting, and keep control of organization's financial records when they are starting out. The journals are divided into separate sections for receipts, payment, wages, bank reconciliation, inventory and others. They also can record their business transaction manually in the appropriate section for each month.

Another of record keeping system is an electronic record. An electronic record is a record stored on electronic media that can be readily accessed or changed. A piece of equipment is required to view and read or listen to electronic records (Virginia & Dianne, 2007). With the development and use of application software on personal computer, letters, memos and reports were created electronically. However, the purpose of these systems was to facilitate the creation of paper records. As technology has advanced, true electronic records are in use today such records created, distributed, used and stored in electronic form. The contents of these records are accessible by machine.

Record keeping systems help our organization to meet the record keeping requirements, notably the making and reuse of records to support business activities. Record keeping requirements will be different for different organization, even within different parts of an organization depending upon the legal and regulatory environment in which they work. Record keeping systems make, store and provide access to evidence of transactions over time. They do not just contain data to be reused. There can be a number of record keeping systems within the organization, depending upon its size, its business needs and the types of records it makes.

A record keeping system does not just refer to a piece of technology or a software application, but rather all of the parts (people, processes and tools) that make up the whole. The system may be supported by software application, or it may be paper-based or a mixture of both, for instance a file register and hard copy files. Many systems are also record keeping systems as they create and maintain records of the business activities which they support. In addition, tools that are commonly integrated in record keeping system include record titling thesauri and retention and disposal authorities, listing retention periods and disposal actions (NSW, 2004).

3.4 Implement record keeping processes

The records management program provides a framework in which record keeping processes can be effectively implemented in order to make and manage records as long as they are needed. State Record Authority has provides a guideline on how to make and control records.

3.4.1 Making of Records

People and organizations need to make reports that document the decisions they have made and actions that they have taken. Many business processes automatically result in the making of a record and systems should be designed to automate this as far as possible. In other situation, such as telephone conversations and instant messaging, people have to deliberately make a record. Records managers can support the making of adequate records by:

- Working with other staff to design recordkeeping into business process
- Establishing rules for when and how records need to be made

- Providing templates to make sure that records have all the necessary information in them.

3.4.2 Control of Records

It is important to establish the physical and intellectual control over the records so that the organization knows what records it has, where they are and what has happened to them. Using control processes, records can be found and used in support of business objectives. As stated in the State Record Authority of New South Wales (2004) the control processes include:

- Registration – giving a record a unique identifier (number or title) to provide evidence that it has been made. This is the foundation of other control processes.
- Classification – categorizing records in systematic and consistent ways so that related records are grouped together to facilitate capture, retrieval, maintenance and disposal.
- Indexing – attaching searchable terms which are from the controlled language tool to records to help with retrieval.
- Tracking – tracking the physical movement of records to know who has used them and where they are at any one time.

3.5 Record keeping Responsibilities of All Staff

All staff in an organization is responsible for making records and capturing these into official recordkeeping system. These responsibilities should be set out clearly in corporate policy and procedures. This is particularly important when records

management systems are rolled out to users and they capture their own documents into the system, and where email is sent direct to the recipients without passing through any central registration system. The timely capture of the record itself and relevant detail about the record will determine the reliability and use ability of the records over time (NAS, 2013).

According to Public Record Office Victoria (2010), a public record is all information created, sent and received by a public sector employee in the course of carrying out the business of the agency including electronic documents, emails, websites, audio-visual records, databases and system-generated records, as well as physical documents and files. All public officer need to be aware that they have record keeping responsibilities and if they are unsure as to what might involve they should refer to agencies that provide a references, resources and record keeping system. To comply with compulsory requirement, Public Record Office Victoria had suggested a few guidelines that public sector employees must do in managing their record system. The guidelines suggested by that organization are as below:

- 1) Create full and accurate records of all our work-related decisions and activities.
- 2) Ensure all records include information that will allow other to easily understand such as when, how, where, why and by whose authority actions took place and decision were made.
- 3) Consider record keeping requirements when planning initiatives, projects and activities, and assign responsibility to team members for creating and managing the resulting records.

- 4) Ensure records are captured in accordance with organizational policies and process. For example by saving it to the corporate electronic document management or other business system or by printing and placing it in the corporate file so that it make the data or information become easily to obtain when necessary needed.
- 5) Ensure safety and security of records and also contain of the information.
- 6) Consider the sensitivity of the information contained in records and ensure that records with personal, sensitive or confidential information are only accessible by authorized staff with a "need to know".
- 7) Only release records when authorized to do so such through photocopying or email dissemination.
- 8) Only destroy records when authorized to ensure the records created and received are retained in an accessible format for as long as required
- 9) Need to familiarize ourselves with organizational record keeping policies and practices. Where possible, take responsibility for improving records management practices in the workplace (Public, 2010).

3.6 Necessary of Record Management

Record management is necessary where the information is every organization's most basic and essential asset, and in common with any other business asset, recorded information requires effective management (NSW, 2013). Record management ensures information can be accessed easily, can be destroyed routinely when no longer needed, and enables organizations not only to function on a day to day basis, but also to fulfill legal and financial requirements. For instance, the preservation of the records

of government ensures it can be held accountable for its actions, so that society can trace the evolution of policy in historical terms. Besides, it allows access to an important resource for future decision making.

Organizations are also producing increasingly large amount of information and consequently greater volume of records, in both paper and electronic form. It is essential that information is captured, managed and preserved in an organized system that maintains its integrity and authenticity. Record management facilitates control over the volume of records produced through the use of disposal schedules, which detail the time period for which different types of record should be retained by an organization.

Records management offers tangible benefits to organizations, from economic good practice in reducing storage costs of documents, to enabling legislative requirements to be met. An unmanaged record system makes the performance of duties more difficult, costs organizations time, money and resources. The importance of records can be put in context by events in South Africa where records of proceedings of the Truth and Reconciliation Commission's hearing against President Botha about his actions during the period of apartheid have been destroyed, and therefore details of this historically important event lost forever in their original form (NSW, 2013).

Apart from that, if our office is in a mess and we do not know where to start when it comes to filling away all the files and documents in our office, we have got a real problem. If this is the situation, it would be an easy task to sort the mess out. Thus, it is necessary that the organization have some kind of office filing or shelving system that keeps the office organized.

The filing and shelving system is very important in an organization. Documents need to be filed away in a proper order so that when a particular document is needed it can be found in time. Offices are required to store files and documents so they could not just be thrown away. These may be records of the transactions that the company has made throughout the years, all the accounts and annual reports of the department, important bank account details of the organization and client details.

However, if the documents are kept in all over the place, the staff in the organization will not be able to find them when they are required. All the documents may be needed as a proof such in case the department in the organization is involved in some kind of a law suit. By practicing record system, filing and shelving system in an organization, it makes the management become more systematic.

CHAPTER 4

RECOMMENDATIONS

The industrial training program introduces so much benefit to the students. First of all is the communication skill. In brief of the communication skill, this program helps the students to improve their English language and also self confidence during their communication with the public and members in the office. In addition, this program also help student to easy communicate with the people around and also give an advantage in complete the task in proper way.

Furthermore, training program also helps the student increase their knowledge in other aspect beside knowledge while learning in university. This means that students are able to gain knowledge while working in the firm in term of Information Technology (IT), like computing such as Microsoft Office, electronic system, internet software and others. These help the students to equip with the latest skill and make them capable using the computer to performed their tasks.

Beside that, industrial training also helps the students to expose themselves in the real working environment with real workload and responsibilities. This is the time where the students are able to apply their knowledge they have learned before enter into the working job and gaining more useful lesson from the training.

Apart from that, these programs also inspired students to gain more effort to success in their life because they sometimes know how hard to achieve some goals while they in the job field. While they in the work field, they can ask the supervisor or the manager to give an opinion about student's attitude and work they done and also

ask them to give an advice on how to success in life. All of these will make us practiced to be more discipline when working in the future undertakings.

Moreover, these programs also support the students in obtain the experience on how the work might be done well, how to manage the quality of the work, tips and idea by the senior employer and so much more. Besides this experience will never students get while learning in university because they only have in theory terms.

Other than that, these programs also encourage the students to socialize with the office members and how to behave with the seniors and superior while doing the job. This is very importance because not all students have the guts to talk and communicate with other workers especially that they are the same age as their father and mother. Due to the fact that students mostly less talk to the other workers, this is a chance to know everyone and make them apart of their life.

From the industrial training that have been done, as a practical student I have some comment and suggestion that I would like to propose in order to make this industrial training become more motivating and practical.

4.1 Strength

4.1.1 Real Industry Working Environment

The training enables me to experience the real industry workplace environment and working process under the organization. From the direct involvement I am now able to familiarize and have the clear idea about the real working world that will enter after my graduation.

4.1.2 Gain New Knowledge and Experience

Throughout the training period I have able to gain a lot of new knowledge and valuable experiences which related to management, administration and other aspects that related to what I have learned. The experience that I got from this internship will help me to apply and practice it when I work later.

4.1.3 Improve Communication and Social Interaction Skills

Most of the training task involved interaction and need me to communicate with superior, other co-workers, staff from other organization and also with public. Communication with the staff, public and other people teach me to become more mature so that I will have the confidence when explaining something which relates to any matters.

4.2 Weaknesses

4.2.1 Unstructured Training Program

Although my overall training is considered good, however the training conducted by the company is not well structured and coordinated. The tasks given to me were mostly depending on supervisor decision. Sometime I am overload with task and at some point I do not have any work to for the whole day.

4.2.2 Lack of Facility

During my training, my working table is not equipped with computer. To complete most of my work and task given, I have to use other staff's computer. This

situation sometimes disturb my work because sometime I have to move from one table to another table if the computer used by the staff in that office.

I recommend this organization create more structured training program. I understand that the person responsible to supervise the practical student is already busy with their work burden. However I believe that they can spend small portion of their time to plan more comprehensive, structured and organized training for the practical student. The supervisor in charge should list and arrange the training task which will be performed by the trainee. A training schedule also should be made in order to optimize the training period. In arranging and assigning the training task, the supervisor also should try to fill the training period with task that significant in developing the trainee knowledge, skills and experience for its future career.

In addition, I also recommend that the supervisor in charge of trainee should give an opportunity to them in handling the accounts such billing and payment so that trainee know what they doing and understand more beside from knowledge they get from lectures. Apart from that, the supervisor also should teach the trainee how to complete the task with knowledge and understanding as it can help to develop self confidence in working day life.

CHAPTER 5

CONCLUSION

It was a great opportunity having practical training in Belawai Sub-District Office. Besides the experience gained during the six weeks, it is widen up my minds on what is mean by working environment. The whole training period was very interesting, instructive and challenging. Through this training, I was able to gain new insights and more comprehensive understanding about the real working condition and practice. The six weeks placement also has provided me the opportunities to develop and improve my soft and functional skills. All of this valuable experience and knowledge that I have gained were not only acquired through the direct involvement in task given but also through other aspect of the training such as work observation, interaction with colleagues, superior, and other people that related to the organization.

During my training, I was exposed with record management. A records management filing system is a set of procedures used to organize, store, retrieve, remove and dispose or records. Record can be arranged more accurately by numbers because numbers are easier to read and arrange than alphabet letters. A consecutive numeric system expands quickly and easily because new numbered files can be added at the end of the system of drawers or shelves. As a trainee, I have responsible to manage variety types of file and usually it happen every day. This is important to make sure all of the relevant information is updated. If the file has been full with documents, then the file need to be closed. The new file will be created and labeled with a specific code.

Nowadays, telecommunication technologies are widely use such as facsimile machines, teleconferencing, voice mail, email telephone and others. At Belawai Sub-District Office they are using Sarawak Net to send or received any information. Email offers speed, low cost, increased access to other employees, portability and convenience. When my supervisor asked me to send and get some information, I had chosen using telephone and email as a medium to communicate. I should perform good communication skills because every day I had dealing with the public. I also use facsimile machine to fax document outside the organization.

Communication is the process of sending and receiving messages, whether through exchanging email, giving a formal presentation, or chatting with co-workers. Basically, there are two types of communication which is internal communication and external communication. When we exchange information with people inside in the organization it is called as internal communication and when the information and ideas is exchanges with outside organization, is called external communication. As a trainee, I have to practiced good communication skills when communicate with the staff at Belawai Sub-District Office. They also give a positive feedback and willing to cooperation with me when handling specific tasks.

During my training, one of my duties is preparing letters. Most of the letters wrote have to be signed by my supervisor. Letter is one of the documents that can be used to exchange the information. Usually, I will practice a simple technique when preparing a correspondence (letters) which is use simple word and clear language. By using simple sentences and short paragraphs, it will make easier for our reader to understand and translate. There are three steps that I had used when preparing any

letters. After identify the main points that my supervisor has told, I will draft and then typing the letter according to the format that organization used. On this step, I used my own ideas and words to complete the sentences of the letters. After print out the letters, my supervisor will check it to ensure there is no mistake and standardize. By using a written media as a medium to communicate, it will allow the users to plan and control the message.

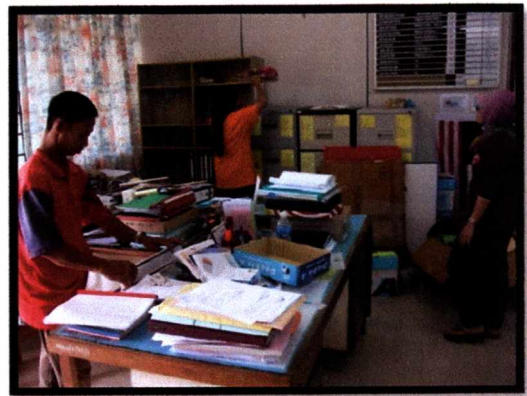
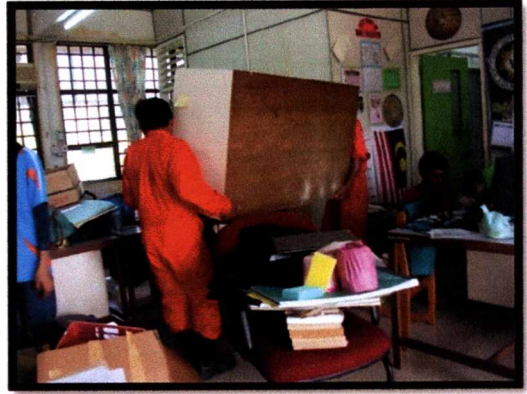
Other than that, it is my responsibility to follow all instruction given from my supervisor. As a trainee, I always be ready with his instruction and always be prepared before meet with my supervisor. He will ask me about the progress of the task given and sometime I need to give a suggestion to overcome a several problem. Honestly, I am really enjoyed working with Mr. Mathew Hubert (my supervisor) because he is very understanding and give freedom to me in order to complete my tasks. Finally, I am able to complete the entire task given in a six weeks.

Besides that, I have gain a lot of experiences and knowledge in how to dealing with the office staff and clients. Most of the clients are the staff from other organization and publics. To deal with them I had learn communication skill in giving services and help them to solve the matter. I also learn a good image and appearance that will influence the client's opinion whenever they have come to the office. I have to give full commitment and dedication while handling the clients. I also have to put a friendly environment and harmony condition both to the office staff and also to the clients.

After accomplish my practical training for six weeks began from 22 July 2013 until 30 August 2013, I felt really satisfied with what I had done and I can see better

future in the career. Bachelor in Administrative Science is very demanded in many fields of vacancies in seeking a good job position nowadays. In normal situation, it is important for me to fulfill the criteria of begin reliability and skillful person to compete the needs of today's job vacancies. Our dress, personality and also appearance will be also evaluated in seeking a good employer by the companies. It is also good for us to practice the right ethics on our working time.

From what I have undergone, I am hundred percent agree that the industrial training program have achieved its entire primary objective. It is also the best way to prepare student in facing the real working life. As a result of the program, I am more confident to enter the employment world and build my future career.



“Gotong Royong” program with District Office staff



“Kembara Merdeka Jalur Gemilang Aidilfitri 2013”

APPENDICES



Last Day with All Staff at Belawai Sub-District Office

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Belawai Probate Matter No:
Belawai Probate Matter No:

Folio No :

Buku :



PEJABAT DAERAH KECIL
BELAWAI

96150 BELAWAI

Tel: 084 -815521

Fax: 084 -815355

PERMOHONAN UNTUK SURAT KUASA MENTADBIR / SURAT PROBET (L.A)

Nama Simati :

Nama Pemohon :

Alamat / No. Telefon Pemohon / :

BUTIR-BUTIR & DOKUMEN YANG DIPERLUKAN BAGI TUJUAN URUSAN PROBET

Semua dokumen asal yang berkaitan perlu dibawa bersama dan difotostat terlebih dahulu sebelum datang ke pejabat untuk urusan Pendaftaran

1. Sijil Kematian (Asal) dan Sijil Nikah jika ada
Surat Akaun (Surat Sumpah) sekiranya tiada Sijil Kematian bagi yang meninggal sebelum Hari Malaysia dsb
2. Kad Pengenalan (Pemohon dan Waris-warisan Lain yang berkaitan)
(Yang hadir / tidak dapat hadir)
3. Surat Kebenaran / Persetujuan (Jika tidak hadir)
[Bagi yang berada di Luar Daerah Kecil Belawai / Luar Negeri
Surat boleh didapati di Pejabat ini]
4. Penghulu / Ketua Kaum hendaklah hadir bersama waris-warisan simati
[Bagi tujuan pengesahan waris-warisan simati]
5. Surat Persetujuan daripada waris-warisan untuk melantik Pentadbir
[Saksi haruslah daripada Ketua Masyarakat / Ketua Kaum]
6. **ASET [SEMUA HARTA KEPUNYAAN SIMATI YANG BERDAFTAR]**

Tanah	Surat Hak Milik / Geran Tanah (Asal)	
Akaun Bank	Buku Akaun / Penyata Bank (Asal)	
Saham	Sijil Saham / Buku Akaun Saham (Asal)	
KWSP / EPF	Kad Ahli & Akaun Yang Telah dikemaskini	
Kenderaan	Dokumen Pendaftaran (Asal)	
Insuran	Polisi Insuran / Dokumen dari Syarikat Insuran	
Senjata Api	Lesen Pendaftaran Senjata Api	
Peniagaan	Urusniaga, Akaun Untung Rugi dan lain-lain	
Lain-lain	Harta yang ada dokumen	

7. **Pastikan pemohon adalah terdiri daripada waris terdekat si mati (mesti dewasa) mengikut turutan berikut :**

- 7.1 Balu kepada si mati
- 7.2 Anak lelaki kepada si mati
- 7.3 Bapa kepada si mati
- 7.4 Janda kepada si mati
- 7.5 Saudara lelaki paling rapat kepada si mati
- 7.6 Saudara perempuan paling rapat kepada si mati
- 7.7 Pemiutang si mati

LETTERS OF ADMINISTRATION

Strike out
whichever is
inapplicable.

(ADMINISTRATION OF ESTATES ORDINANCE, SECTIONS 12 AND 34:)

IN THE DISTRICT OFFICE AT

IN THE OFFICE OF THE REGISTRAR OF THE SUPREME COURT AT
KUCHING

IN THE ESTATE OF (*deceased*)

BE IT KNOWN that at the date hereunder written, Letters of Administration of
all the within-mentioned Property of

late of

who died INTESTATE on theday of20

at with the Jurisdiction

of the said Office were granted under Section 3 of the Administration of Estates
Ordinance to

having been first sworn well and faithfully to administer the same by paying the
just debts of the said INTESTATE and distributing the residue of the said Estate ac-
cording to law, and to exhibit a true and perfect inventory and render a just account
of administration unto the said Officer whenever required to do so.

AND IT IS HEREBY CERTIFIED that an affidavit in verification of the account of the
Gross RM..... said Estate has been delivered duly stamped wherein it is shewn that the net value
Debts RM of the said Estate amounts to RM on which Estate Duty at the rate
Net RM of per sen has been paid amounting to RM

Receipt No. (.....)

Dated the day of 20.....

.....
Probate Officer

P.T.O.

The following summary of the account submitted shows the assets declared. This letter gives authority to deal with these items only and no others.

HOUSE PROPERTY, LAND and GARDENS: — Declared value

..... RM

.....

.....

.....

.....

STOCKS and SHARES to be valued at Market price at date of death

.....

.....

Cash at Bank: — on current a/c

on deposit

Money out on mortgage

.....

.....

Other debts owing to deceased

.....

.....

.....

.....

.....

.....

Life Insurance Policies

OTHER ASSETS: —

.....

.....

.....

.....

.....

.....

.....

Total Assets RM _____

KAMPUNG :

KAMPUNG BELAWAI

NAMA KETUA MASYARAKA PENGHULU HAJI DANDAN BIN SIDI

BIL	NAMA	NO. KAD PENGENALAN	UMUR	NAMA KAMPUNG
1	Sūharila binti Sibahei	771124-13-5704	36	Kpg. Asam Jawa
2	Habibah binti Hj. Taral	541216-13-5038	59	Kpg. Masjid Baru
3	Rosna binti Rajiee	650830-13-5794	48	Kpg. Hulu
4	Saudah binti Sabki	491026-13-5018	64	Kpg. Padang Lama
5	Esot binti Zen	451016-13-5114	68	Kpg. Lot Fasa I
6	Normi binti Pangus	650705-13-5202	48	Kpg. Lot Fasa II
7	Jalaiha binti Mohamad	340829-13-5048	79	Kpg. Tepi Laut
8	Tahiah binti Junit	540509-13-5010	59	Kpg. Muhibah

KAMPUNG:

KAMPUNG RAJANG

NAMA KETUA MASYARAKAT:

PENGHULU HAJI ARIFIN BIN ABA

BIL	NAMA	NO. KAD PENGENALAN	CATATAN
1	HANIFAH BINTI OMAR	460106-13-5112	OKU
2	IJOT BINTI SARBINI	690502-13-5476	OKU
3	MASFIAH BINTI MAHDI	620625-13-5229	OKU
4	MOHD ADIB ZAKUAN BIN KAMARUL	070318-13-1099	SAKIT
5	SARIMAH @ MASITAH BINTI SAHARI	640212-13-5366	OKU
6	SERUJI BIN SAILI	761224-13-5251	OKU

KAMPUNG :

KAMPUNG JERIJEH BARU

BIL	NAMA	NO. KAD PENGENALAN	UMUR	ALAMAT
1	Adoi binti Khim	351229-13-5059	79	Kpg. Hilir, Jerijeh
2	Marjanah binti Hj Adon	410810-13-5196	70	Kpg. Muhibbah, Jerijeh
3	Sa'amah binti Eni	420923-13-5060	69	Kpg. Muhibbah, Jerijeh
4	Samal binti Omar	351204-13-5076	76	Kpg. Hulu, Jerijeh
5	Teridi bin Naim	560731-13-5535	57	Kpg. Hilir, Jerijeh
6	Zainab binti Zaini	531021-13-5228	60	Kpg. Hulu, Jerijeh