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PREPARED BY:

ZULAIKHA BT MOSBI

2011842294

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The author

ZULAIKHA BT MOSBI (2011842294)

Date:

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CHAPTER ONE : INTRODUCTION OF THE ORGANIZATION

1.1 ORGANIZATION'S BACKGROUND

Tabung Baitulmal Sarawak (TBS) was established by the State Government in 1984 under the Ordinan Majlis Islam Sarawak (Pemerbadanan) (Pindaan) 1984. This organization is responsible in collecting zakat and distributing zakat fund. At the same time, to preach all Muslims in Sarawak by giving them knowledge about zakat, the importance of zakat and its advantages. This organization which the headquarter is situated in Kuching, Sarawak provides facilities to collect, distribute, manage (govern) the Dana Zakat, Dana Wakaf dan Dana Baitulmal. Tabung Baitulmal Sarawak has been introduces since 1966 through Law of Zakat 1966 at the effort of YAB Pehin Sri (Dr.) Haji Abdul Taib Mahmud. At that time, the institution is known as Tabung Zakat and Fitrah. This institution succeeded in finance students that continue their study abroad in Islamic education institution in Malaysia and outside Malaysia or overseas. Other than that, Tabung Baitulmal Sarawak also helps in the matter that involved benevolence and religious activities among Muslim in Sarawak. Before Tabung Zakat and Fitrah introduce, Muslim custom fulfill their responsibility paying their zakat directly to the poor person that need it or to religious teacher, village midwife and others. (<http://www.tabung-baitulmal-sarawak.org.my>)

1.2 ORGANIZATION'S OBJECTIVES

Objectives should be quantitative, measurable, realistic, understandable, challenging, hierarchical, obtainable and congruent among organizational units. There are several objectives of Tabung Baitulmal Sarawak. Among them are:

- 1.2.1 Contributing in developing the ummah through those programme which is education programme, charity programme, and development of Islamic institution programme.
- 1.2.2 Utilizing the professional workforce to improved the effectiveness and efficiency in terms of management
- 1.2.3 Facilitating the management of zakat, sadaqatul jariah, and waqaf by providing the facilities to the society.
- 1.2.4 Strengthening the economic foundation of Tabung Baitulmal Sarawak by exploring the strategic opportunities.

1.3 ORGANIZATION'S MISSION

In order to make sure that Tabung Baitulmal Sarawak move along with the development and the improvement of the world, the vision of Tabung Baitulmal Sarawak is **to be a dynamic Islamic organisation and to be as defender to all mankind especially to Sarawak Muslim society.**

1.4 ORGANIZATION'S VISION

To achieve the vision of Tabung Baitulmal Sarawak, it has to be achieving through these missions:

- 1.4.1. Tabung Baitulmal Sarawak as a representative of Majlis Islam Sarawak that responsible to manage the zakat fund in Sarawak.
- 1.4.2. Tabung Baitulmal Sarawak have a role in provide facilities such as to collect, to distribute and to manage zakat and Baitulmal fund as in the same time explaining to all Muslims about their obligation in zakat.
- 1.4.3. The customers of Tabung Baitulmal Sarawak are Muslims society, government committee, corporate committee and organisations.

1.4.4. The commitment of Tabung Baitulmal Sarawak are :

- i. To make sure that all Muslims society in Sarawak realize about their responsibility in zakat payment
- ii. To ease the management of zakat fund as it can fulfil the Muslims society needs and current development.
- iii. To develop Tabung Baitulmal Sarawak as an Islamic Organisation that plays an important role in Muslim Society Development Programme through the distribution facility in education, benevolence and the development of Muslims.
- iv. To take care and to strengthen the finance position and the property of Tabung Baitulmal Sarawak on behalf of Muslims society in the future.
- v. To develop a group of professional and dynamic Muslim's workers.

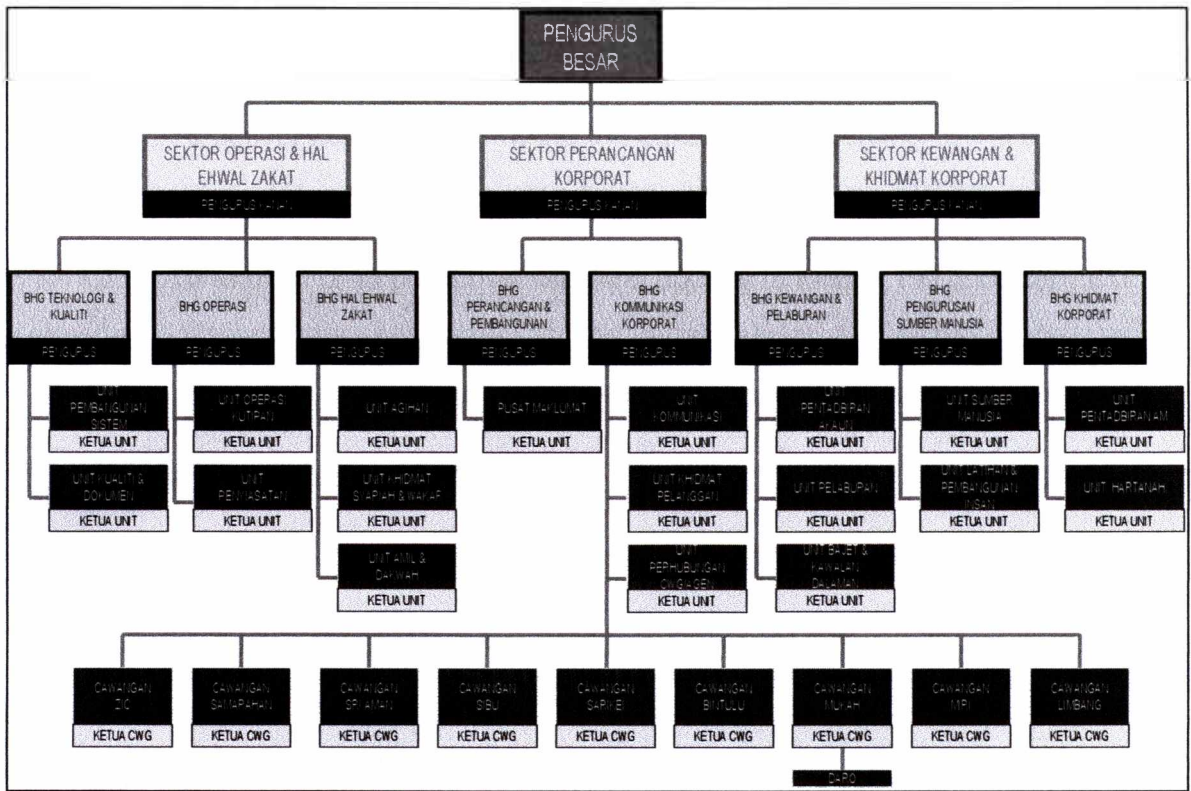
1.5 ORGANIZATION'S STRUCTURE

Every organization has different forms of administrative management system of its own. It depends on the manager and the management of the organization. In many cases, the administrative system in an organization will be divided into several main parts as needed. Each section will have different functions and objectives. Similarly, the administration of Tabung Baitulmal Sarawak.

Tabung Baitulmal Sarawak managed by the Manager and assisted by three senior managers in the sector plays an important role of the Operations and Zakat Affairs, the Corporate Planning and Finance and Corporate Services sector. Managers will also be appointed to manage the eight parts that have divided the Quality and Technology Division, Operations Division, Zakat Affairs Division, Planning and Development, Corporate Communications, Finance and Investment, Division of Human Resource Management and Corporate Services Division.

Division of Technology and Quality, Operations, Human Resources Management Division and Corporate Services Division is broken down into two units: System Development and Quality Unit and Documents for Quality and Technology Division. Operations are part of Collection Operations Unit and Investigation Unit. For Human Resources Management Division is the Human Resources Unit and the Training and Human Development. Corporate Services also is Administration Unit and the Property Unit.

Zakat Affairs Division, Corporate Communications Division and the Finance and Investment divided into three units. Distribution Unit, Service Unit and Unit Stops Shariah and Da'wah for Amil and Zakat Affairs. Corporate Communications Division is the unit communication, Customer Service Unit and the Unit Branch or agent. Corporate Communications Division also manages all of the Tabung Baitulmal Sarawak branch. Division of Finance and Administration is the Investment Account, Investment Unit and Budget and Internal Control Unit. Planning and Development Division is broken down into only one Unit Information Centre. Each unit is managed by a Head of Unit.



(<http://www.tabung-baitulmal-sarawak.org.my>)

1.6 CORE BUSINESS OF THE ORGANIZATION

- 1.1.1. To collect zakat and distribute the zakat fund according to the syariah.
- 1.1.2. To manage zakat and Baitulmal fund.
- 1.1.3. To explain or to preach all Muslims society to realize the importance of Zakat.

1.7 DISTRIBUTION OF THE PROCEEDS OF ZAKAT

The prophet (pbuh) is reported to have said, "God verily did not accept the judgment of a prophet or anybody else in (the distribution of) zakat, so he (himself) gave the judgment on it. He divided it into eight parts." (Reported by Abu Dawud). This saying refers to verse 9:60 that reads: "sadaqah are only for the poor, and the needy, and those employed to administer (the funds), and those whose hearts are been reconciled (to the truth), and for those in bondage, and those in debt, and in the cause of Allah, and for the wayfarer; (thus is it) ordained by Allah and Allah is full of knowledge and wisdom."

Eight categories or recipients as in the verse given above are as follow;

- The first two categories are very often discussed together since, by definition, they are close to each other. Some scholars define the poor as a person who has less than the amount needed to fulfill his/her basic needs in terms of wealth and income, whereas the needy is that who owns nothing. Some others, however, consider that the poor is in a worse situation than the needy. The definitional

issue is merely scholastic or linguistic. What matters is that both the poor and needy cannot support all their basic needs by their own means, and they require supplementary support for sustenance.

- The third category is those employed to administer the funds of zakat, i.e., the workers on the collection and distribution of zakat. Here, there is a clear reference that zakat is in principle a function of the Islamic government for which there ought to be an autonomous agency/organization within the government. Payment to this category must be in accordance to their performance, efficiency and market rates of wages and salaries. The presence of this category among recipients of zakat indicates that the zakat agency is made self-sustainable with no dependence on fund appropriation by the government. Many Muslim scholars put a limit of one eighth of the proceeds that may be allocated to this category.
- The fourth category of recipients consist of those whose hearts are reconciled to the Islamic religion. It includes people who recently embraced Islam, people who are expected to do so, and people whom by giving them you may expect to benefit the cause of Islam, avoid an evil and/or harm they would otherwise do or increase their benevolent action.
- The fifth category is to liberate slaves by purchasing them from their masters and setting them free as well as by helping these among them who have initiated a self-liberation agreement, called mukatabah, with their masters. Such an agreement usually stipulates that a slave would be permitted to work on his/her own, pledge a certain amount of money to be paid to the master on installments

and the slave would become free upon the completion of all payment. This share of the proceeds of zakat may also be used to ransom Muslims who fell in captivity as prisoners of war in the hands of the enemy.

- Helping those under debts is the sixth category of the recipients of zakat. It doesn't matter whether debts arose from natural catastrophes, business practices, borrowing to spend on family needs or from pledging compensational funds in the process of reconciling differences and disputes between individuals, communities and tribe, especially blood money. By the same token, debts on deceased person may also be included in this category. Only the unlawful causes of debts such as gambling or drinking deprives debtors from being helped under this category.
- Zakat may also be spent in the way of Allah. This is the seventh category of recipient. The way of Allah is a very wide cause, so Muslim scholars have three main views in defining this category. Some of them believe that this category covers any act of general service to Islam as a religion and to the Muslim community. This includes building bridges, making parks, supplying street lights, building mosques and other constructions of benefits to the whole community, etc. that is in addition to information activities that aim at spreading Islam among non-Muslims and activities of defending the Islamic religion, its land and its people. Other scholars restrict this category of recipient to those who are engaged in fighting against disbelievers in a war considered permissible in accordance with syariah such as resisting aggression against Islam itself or Muslims as societies and countries. Furthermore, these scholars restrict zakat

payment, under this category, to volunteer fighters. The third group of Muslim scholars takes a middle of the way position. They argue that the phrase "in the cause of Allah" includes fighting for the sake of Allah as well as such activities that contribute to the prosperity of the Islamic religion and to making it known to non-Muslims by way of writings, publishing, broadcasting, etc. as long as such activities aim at making the "World of Allah" supreme and most predominant on earth

- .A wayfarer is the final category of the recipients of zakat. A wayfarer is a person who is away from her/his homeland and has no accessibility to her/his wealth and property and at the same time is in need for financial help in order to reach his/her home, i.e., although (s)he has no access to what (s)he owns. The help a wayfarer needs is an amount sufficient to make him/her reach home. Muslim scholars usually put an important condition on this category of recipients that the journey undertaken by such a person must not be for a bad cause. (Pengurusan Zakat Kontemporari. *Jurnal Pengurusan Jabatan Wakaf, Zakat dan Haji.*)

CHAPTER TWO : SCHEDULE OF PRACTICAL TRAINING

2.1 INTRODUCTION

Practical training is not only one of the branches of learning for UiTM students but it also has the following specific objectives:

- To develop individual personalities that can work as a team, trust, confidence and responsibility.
- Able to learn to communicate effectively
- Adopting and practicing the work ethics
- Mastering skills courses to relate to the theory learned in the UiTM

In my opinion, based on my experience throughout my practical training, am able to identify some of the importance of practical training for a student. The importance of practical training are as follows:

- Get to know the real way and knowledge in the workplace
- To the knowledge of other disciplines in an organization and not focus on their areas of expertise only
- Improving the performance and capabilities of oneself in the specific field
- Able to practice and adopt what I have learned in the classroom

During the practical training, I was assigned in three different departments that involved different tasks. For the first week which was from the 28th January 2013 until the 1st February 2013, I was assigned at the Accounting Department. The next two weeks which was from the 4th February 2013 until 19th February 2013, I was assigned at the Operation Department. On the 20th February 2013 until the 1st March 2013, I was assigned at the Investigation and Promotion Department or also called as 'Tarbiyah'.

2.2 : FIRST WEEK

During my time at this department, I was doing some accounting task such as sorting, casting and doing some checking for the customer ledger and receipts of payment. Casting is essential that arithmetical accuracy be checked so that errors (if any) may be detected. Sorting involves the operation of arranging data. The sorting and casting was done for each month of every department of Tabung Baitulmal Sarawak. The total amount should be tallied with the amount in the recorded system.

2.2 : SECOND WEEK

Basically, this department is charged of managing and supervising every aspect of collection focusing on Zakat Salary Deduction (ZPG). During my time at this department for two weeks, I was assigned to do the packaging and sorting of the statement of Zakat. The statement of Zakat is a statement of payment made by a worker through the

deduction for the salary. The sorting involved the arrangement of the package based on the company's address or the individual's.

2.3 : FOURTH WEEK

Basically, this department is in charge of investigating the applicants' condition of living in order to ensure that their application is entitled to receive the aids provided by the organization. Besides that, this department also involves in the promotion of the services that the organization provides as such zakat and aids. My overall task in this department are filling and sorting out the 'sara hidup' section which consists of the aids recipients' files that has all the information of them. This system allows the worker to easily search for any individual that they wish to find. I was also assigned to do a data key-in in the system based on the aids that the applicants applied. I also get the chance to go for an investigation of one of the applicant. This is one of the processes before the organization can approve or reject the application. During the investigation, the applicant will be asked a few questions and examine the condition of the applicant's living.

CHAPTER THREE : ANALYSIS

3.1 INTRODUCTION

One of the tasks that have been given to me during my practical training was filing and sorting. Basically, filing system is a system that involves classifying documents into a file. Each file consists of separate information of an individual or documents. This file system may be arranged alphabetically or numerically. Sorting is an action of arranging systematically in groups; separate according to type, class. Usually, this process is done after doing the filing work. Tabung Baitulmal Sarawak is an organization that accentuates the 5S system in their work. The filing system in this organization is based on the 5S system.

3.2 The Five Pillars of 5S

A Five-S or 5S program is used by many large companies to maintain their inventory and keep everything at their fingertips, while saving time, space, and cost. The list describes how to organize a work space for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order. The decision-making process usually comes from a dialogue about standardization, which builds understanding among employees of how they should do the work.

3.2.1 Seiri (Sisih)

This principle involves eliminate all unnecessary tools, parts, and instructions. Go through all tools, materials, and so forth in the plant and work area. Keep only essential items and eliminate what is not required, prioritizing things per requirements and keeping them in easily-accessible

places. Everything else is stored or discarded. The first step that I need to do is that going through and checking out all the files in the sara hidup section. I need to eliminate any file that has been terminated from the sara hidup aids. The new system that they have suggested is that sorting the file based on the branch of the organization. Hence, each branch is represented by different color. Having an efficient filing system in place will enable you to find the information you need, when you need it.

3.2.2 Seiton (Susun)

This principle involves arranging the work, workers, equipment, parts, and instructions in such a way that the work flows free of waste through the value added tasks with a division of labor necessary to meet demand. When applied correctly with flow established this step eliminates the majority of the non-value-added time and allows the rest of the zero defect philosophy to be enabled. The application of this principle can be seen after the first step is accomplished. As mention earlier, each branch is represented by different color of files. The files can be easily arranged based on the color and the branch as seen in Picture 1,2,3 and 4. Thus, this shows that the filing system of the organization is systematic and clean. Besides using the color coding system, each file is arranged based on the alphabetical order of the names of the applicants which is also provided at the side of the files. Furthermore, this will help the worker to find specific file based on the arrangement that has been made.



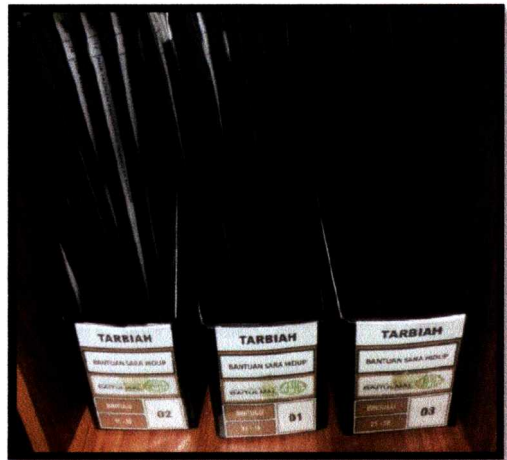
Picture 1



Picture 2



Picture 3



Picture 4

The pictures above showed the color coding that the organization used in the filing system which is based on the 5S system.

3.2.3 Seiso (Sapu)

After the two steps is accomplished, then only this step can be implemented which is making sure that Everything is cleaned and functioning properly. This principle involves inspection and implementing the other two steps to make sure that is it done accordingly. In the organization, the inspection is done through updating the files which consist of the aid recipients' information. This information is updated every month as this is crucial in regards of having the latest information in order to keep track on each recipient in terms of payment received and other matters.

3.2.4 Seiketsu (Seragam)

This principle involves ensuring uniform procedures and setups throughout the operation to promote interchangeability. This is done through maintaining the same procedure in every department, specifically in the filing system which is using color coding and alphabetical order. In order to maintain the uniformity and standardization, the organization is following the same 5S Guidelines System throughout the department.

3.2.5 Shitsuke (Sentiasa Amal)

This principle is to ensure disciplined adherence to rules and procedures to prevent backsliding. As for this organization, in order to always sustain the effectiveness of 5S system, the organization is organizing 5S contest among the department. This will help to ensure that every department is maintaining their 5S system and implement each principle continuously.

3.3 PURPOSE OF 5S

3.3.1 To create a clean, comfortable and safe workplace

Workplace environment influence the productivity and efficiency of workers. Thus, it is important to be able to work in a very clean, comfortable and safe environment. Workers able to work efficiently when they can move swiftly without having any trouble of unorganized and dirty workplace. This is one of the reasons why it is important for an organization to be able to implement the 5S system. This system helps to improve the workplace environment. Tabung Baitulmal Sarawak is the best example of having this kind of workplace environment as this organization emphasizing of this system.

3.3.2 Improving systems and processes on an ongoing basis

Besides that, the 5S system helps the organization to improve their system and processes on an ongoing basis. Organization that deals with services like Tabung Baitulmal Sarawak need to have systematic systems and processes in dealing with customers in order to be able to run the process smoothly without any unnecessary hiccup.

3.3.3 Reducing activities that no value-added work

The system as a whole minimizes waste and improves efficiency by ensuring that workers are spending time doing productive task rather than looking for misplaced tools, sorting unnecessary through stacks of waste material or rearranging the work environment at the change of shifts.

3.3.4 Production in a short time

The implementation of 5S system is important because organizations able to work on time. When the systems and processes involve in a specific task are accurate and systematic, the production of services can be settle in time. Hence, there will be no wastage of time and delay. Tabung Baitulmal Sarawak is very particular in managing the time work especially when it comes to approval of aids given to those who are eligible which is why the workers able to make decision in a given period of time.

3.3.5 Reducing operating costs

The implementation of this system also provides cost-savings by reducing inventory, storage fees and space requirements. Besides that, organization will also able to reduce the amount of scrap thereby reducing production cost

CHAPTER FOUR : RECOMMENDATION

4.1 INTRODUCTION

Documents are very important to every organization. They contain information that is critical to the smooth operation of the organization. There are many types of documents. Invoices, purchase orders, reports, loan application forms, contracts and employee records are just a few examples of documents. Organizations use documents to keep records, convey information and run day-to-day business processes. Filing systems are used to keep documents organized and easy to find for employees. A filing system is set up and employees follow the system being used. In this organization, they are using paper-based filing system. Paper-based filing system is also known as traditional file organization which is describe as storing data in paper files, within folders and filing cabinets.

4.2 ADVANTAGES OF PAPER-BASED FILING SYSTEM

Paper-based filing systems have many benefits. The advantages of paper-based filing system are as follows;

4.2.1 Easy to acces

Traditional file organization is easy to access. Files are physically in a central location. If you can't find something, you can spend as long as you need going through each file until you find exactly what you're looking for. The ability to see, touch and read your files whenever you need to may help you think about how to innovate aspects of your business. In this organization, it was easy for me to access all the files which I have to

change the listing as I can detect and read the all the files. It was also easier for me to insert a new detail and updating the content.

4.2.2 Ensure Safety

Many filing cabinets, especially steel ones, can be locked. This helps to better ensure safety when it comes to credit card information, birth certificates, insurance information and other important papers. In addition, these papers can all be color-coded or filed in alphabetical order so that items can be found easily in an emergency. This organization is using steel cabinets which are locked as they are keeping all the confidential documents using filing system. Thus, the safety of all the documents is ensured.

4.1.3 Easy to Understand

Traditional filing systems are typically easy to understand and learn. Files can be arranged in several ways, including alphabetically, numerically, color coding or by location. Hence, this organization is using the filing system based on color coding which in my opinion easy to understand as I was able to do the filing system in a correct way.

4.2 DISADVANTAGES OF PAPER-BASED FILING SYSTEM

Estimates show that 80-90% of organizational information resides on paper while the rest is stored in electronic format. Without a good system, documents are hard to find, hard to share and easily lost. Some lost documents are impossible to reproduce. Actually they are costing a lot more in money, time and man-power.

4.2.1 Lack of Space and Efficiency

Traditional file organization can get out of hand. The number of files to organize grows with your business; it can be a pain in the database to find space for all that paperwork. Filing items efficiently can also become a challenge. During the filing task, some of the files section is already compact and dense with the documents. Thus, this files take up some space which sometimes can be a little inconvenience and troublesome.

4.2.2 Order of Data

Data can get out of order in traditional filing systems. If someone accidentally puts a file in the wrong place, or takes a file out of a cabinet and forgets to put it back, it can lead to lost data or the creation of additional copies of files. For example, I did face this situation whereby some of documents are misfiled. The documents that suppose to be in A were found in B's file. This problem is time consuming because it takes me quite some times to find and search for the specific file.

4.2.3 Slow access

Finding and retrieving a document using a paper-based system is slow. In situations where information contained in a document is required

immediately to response to a customer's request, the delay may cause customer dissatisfaction. In addition, re-filing paper documents wastes time and may result in misplacement of the files. In the filing process, I was asked to re-filing paper documents which in my opinion is also time consuming due to slow access.

4.2.4 Security issue

It is hard to keep track of who has used or copied which paper documents. Paper documents are often maintained with very low security control. Your company risks leaking critical information to unauthorized personnel.

4.2.5 Hard to share

Paper-based filing systems allow paper documents to reside in only one place at a time. To share documents, office workers generally make their own copies. For example, when a recipient needs a receipt so the worker has to go through the specific file one by one in order to retrieve the receipt and make a copy. In my opinion, it is time consuming to do so.

4.3 RECOMMENDED SOLUTION

Electronic document management system is a common alternative to paper filing. In today's world, organization is made simple for us through the use of computers and electronic filing systems. This filing system is also known as paperless office. Wikipedia defined paperless as a work environment in which the use of paper is eliminated or greatly reduced. This is done by converting documents and other papers into digital form. Proponents claim that "going paperless" can save money, boost productivity, save space, make documentation and information sharing easier, keep personal information more secure, and help the environment.

A paperless office staff strives to use ever-present technology to lessen the need for paper. Invoices and receipts are easily transformed into email format. Files are saved using an electronic filing system. Portable computer tablets are used instead of a pad of paper. Electronic faxes are sent much like emails. Bills, invoices and receipts are sent via email and archived files are scanned and backed up on computers. A paperless office saves money in printing, envelopes, postage and ink. It also boosts productivity because employees are not going back and forth to printers, fax machines and file cabinets. Space is obviously saved in the office environment and information sharing is completed with just a click of a button.

With an electronic document management system, the efficiency of a business increases tenfold. Search time is greatly reduced with the use of searchable digital files, so employees waste less time. The occurrence of unidentifiable information or destroyed documents is also reduced with the use of digital files, saving the company time and money.

Electronic document management improves work efficiency as well; the use of digital files facilitates collaboration by streamlining document workflow and offering employees an easy method to share information and work in partnership. Paper copies can become easily outdated and edits/changes on a paper can easily fall out-of-sync with an up-to-date copy; electronic documents improve the flow of information and supports real-time updates and enables group collaboration. When using traditional filing systems, workers

are metaphorically tethered to a filing cabinet; using an electronic system, workers have wider accessibility and can access documents from remote locations, making it possible to work from home.

Electronic document management systems also provide an extra level of security that traditional paper filing systems simply can't. While filing cabinets may be able to lock, with a bit of force, anybody can gain access to sensitive files. Electronic systems offer password protection to prevent unauthorized viewers and can limit accessibility to confidential information. Paper can be easily destroyed or lost, which can cost the company a great deal. Saving a document digitally will significantly decrease that risk.

Although there is no way for an organization to go completely paperless, the adoption of an electronic document management system could have many benefits: It will improve your bottom line, office efficiency and security, as well as help the environment.

CHAPTER 5 : CONCLUSION

Tabung Baitulmal Sarawak is an organization under Majlis Islam Sarawak which responsible in handling zakat and aids for those who are less fortunate. This organization provides facilities to collect, distribute, manage the Dana Zakat. I have been assigned in three different departments in which each department handles different task. I have gained different knowledge from each department which is useful in the future. Some of the task that has been assigned to me includes sorting and casting, packaging, filing and investigating. One of the task which I did during my practical training was filling the sara hidup section. This section consists of all the documents of the recipients who are entitle to received aids from Tabung Baitulmal Sarawak. Every recipient has a personal file. I was assigned to re-arrange those files based on the 5S system which is emphasized by the organization. 5S system is widely implemented in every department. Tabung Baitulmal Sarawak is highly recognized for the 5S system and has won several awards for the 5S achievement. The filing system in the sara hidup section is using paper-based filing system which is storing data in paper files, within folders and filing cabinets. The arrangements of these files are using color coding and alphabetical order which is convenient at times. To name a few benefits of using this filing system are easy access and easy to understand. There a more disadvantages that can be occurred when using this filing system such as misfiled, hard to share and slow access. Thus, I recommended the organization to use electronic document management system or e-filing which is paperless as it is one of the government's effort to reduce carbon footprint.

Through my own experience in the practical training at Tabung Baitulmal Sarawak, I can say that the training has given me the knowledge and experience which is new to me as a student. During the practical training, we will have the opportunity to be able to experience the real atmosphere of the work place. The situation is very different from what we had during our school times and even during our study at the university. In the workplace, I have been given different works and tasks which for me

help me to learn new things and adopting what I have learned in the classroom which is far different from the activities that I have done in the classroom.

The most crucial knowledge that I have learned is that when we worked it is important to be able to work on the strength of mind and a willingness to accept constructive criticism from the community. There are some jobs that complicated and there is also easy to understand and do. In addition, we also must always be ready to accept new knowledge and skills and should be applied in our daily tasks. Thoroughness, willingness and agility will produce a good and smooth working of everyday tasks. Besides having specific objectives, it is also important to be confident when facing all the people and able to communicate with them in the right way. In addition, I realize the importance of planning and preparation, while doing a job or task.

Besides having to learning about the ins and outs of working environment, I also understand the functions and responsibilities of Tabung Baitulmal Sarawak to the Muslim society. As mentioned earlier on, Tabung Baitulmal Sarawak function is to collect, manage and distribute zakat fund. It is undeniable that Tabung Baitulmal Sarawak is an Islamic organization and responsible to advocate and contributor in the community development.

APPENDIX

