

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
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PRACTICAL TRAINING (ADS667)

PRACTICAL TRAINING REPORT

SRI AMAN DISTRICT OFFICE

LISA ANAK RICHARD

2016718485

SEPTEMBER 2018

DECLARATION

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

Signed

Name: Lisa Anak Richard

Matric No: 2016718485

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CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.1 Introduction

This chapter, briefly explain the background of the organization and the organization policy. Besides, it also explain on the mission and vision of the organization and organizational structure. The core business of the organization will also be explained in this chapter.

1.2 Background of the organization

Sri Aman District Administration is an organization which is capable to deliver a good quality of services to their customer. The organization is District Office of Sri Aman Division. Besides, Sri Aman have two sub-district office under its administration which are Pantu Sub-Office and Lingga Sub-Office. Sri Aman District Office is under administration of Sri Aman Resident Division where Mr Jonathan Lugoh as an officer of Sri Aman Resident Division since 2011 to 2017. In April 2017, the position for the officer of Sri Aman Resident Division have been taken over by Mr Indit Bangai until now.

Simanggang District Administration or known as Sri Aman today was introduced as early years of 1846 as soon as 'Wilayah Lupar' handed over to James Brooke. Sri Aman District was under Sri Aman Division that is at South of Sarawak. According to the new delimitation in the year of 2002, its covers all the entire valley of 'Batang Lupar' which extends from Lingga to Hulu Skrang and the other flow of stream except 'Batang Ai'. Sungai Batang Ai was located at Lubok Antu District. The new delimitation has been done after Maludam Sub-District handed over under the administration of Betong Division.

Sri Aman District Office has been launched on 27 May 1970 by Chief Minister of Sarawak, Dato Penghulu Tawi Sli, on that time. Now, Mr Ismawie Bin Salleh is a District Officer of Sri Aman Division and the office have 17 staff which includes from different races in the year of 2016.

1.3 Organization policy

The organization policy of Sri Aman District Office is are committed to implementing Quality Environmental Practices (5S) to improve the quality of work processes and services to our customers. The 5S is sisih, susun, sapu, seragam and sentiasa amal.

1.4 Mission of the organization

The mission of this organization is become an example organization in delivering quality services to the community.

1.5 Vision of the organization

The vision of this organization is committed to delivering statutory services, social and economic development services effectively to the benefit of the community in Sri Aman”

1.6 Core business of the organization

There are six jurisdictions or the main function of Sri Aman District Office. Firstly, administration. There are eight main function under the administration which are perlantikan ketua masyarakat dan ketua kaum, lembaga amanah khairat, penubuhan & pendaftaran jkkk, menyelia rumah maksak sri aman, hal - ehwal melayu , iban dan cina, pengurusan pejabat dan sumber manusia, tribunal perkahwinan and pengesahan dokumen

Secondly is development. Under development, there are seven function such as perlaksanaan projek kecil luar bandar (plkb), perlaksanaan projek - projek di bawah program - pembangunan rakyat termiskin (pppt), projek insfrastruktur awam (pia), projek insfrastruktur asas (pias), projek ameniti sosial (pams), projek masjid dan surau and projek pembangunan minda insan.

Thirdly is presumably. There are several function under this jurisdiction such as lembaga perumahan kerajaan “b”, lembaga pelawat keadilan penjara pusat sri aman. jawatankuasa pembangunan daerah, jawatankuasa perayaan / majlis rasmi kerajaan (protokol), jawatankuasa

perlarasan pppt, jawatankuasa kebersihan & keindahan bandar pekan, jawatankuasa bencana alam, jawatankuasa keselamatan daerah, jawatankuasa keselamatan jalanraya daerah , jawatankuasa protokol lawatan vvip, jawatankuasa hal ehwal pengguna, jawatankuasa hal ehwal pengguna , jawatankuasa pembangunan bandar & pekan, pemadam, lain - lain jawatankuasa ad-hoc and urusan pendaftaran pengundi.

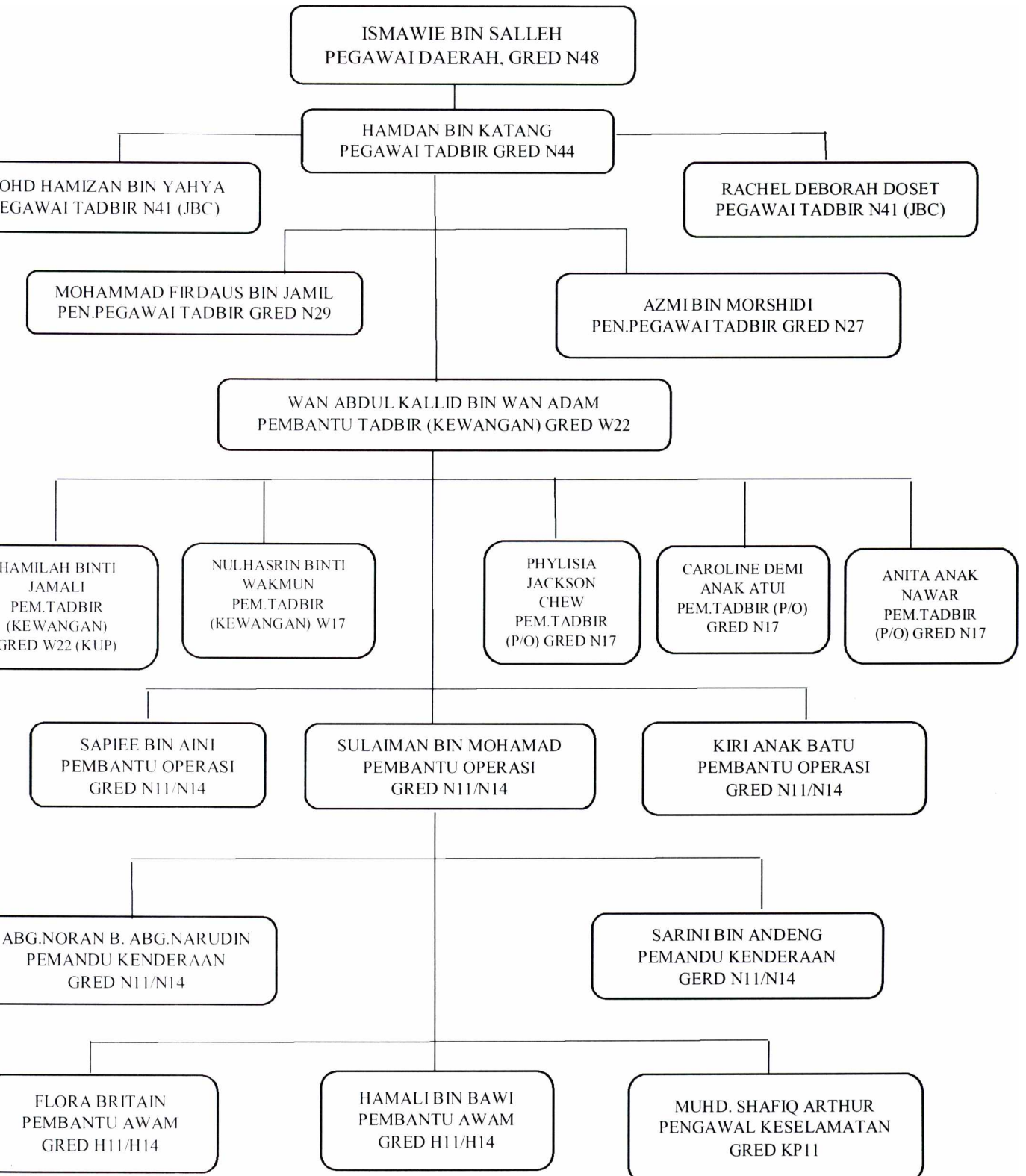
Fourthly is registration. Under this jurisdiction, there are four function such as permohonan probet, pendaftaran anak angkat, pendaftaran perkahwinan mengikut adat iban and pendaftaran surat ikatan.

Next is licensing. There are several function under licensing which are penukaran hakmilik senapang patah, permit membeli peluru, pendaftaran nama-nama perniagaan, permohonan ekstrak pemiagaan, perlepasan pelabuhan, permohonan lesen sabong ayam, permohonan lesen untuk mengutip derma and permohonan lesen perniagaan.

Lastly, court. Under this jurisdiction, there are two function such as pendaftaran mahkamah bumiputra (tuntutan sivil & aduan pelanggaran undang-undang bumiputra & adat) and akuan sumpah.

1.7 Organization structure

Figure 1.1 Organizational Structure



1.8 Conclusion

In a conclusion, this chapter clarifies the brief introduction about Sri Aman District Office which include its vision and mission, the organization policy, its core business and organizational structure. Therefore, this chapter summarize the introduction of Sri Aman District Office.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter will include on the report and summary of everyday routine of practical training which have been recorded in Log Book. This involves the description of jobs and tasks given during practical training. I was attached to Sri Aman District Office under the supervision of *Penolong Pegawai Tadbir N29*, Mr Azmi Bin Morshidi.

2.2 Practical Training Schedule

Before I undergo my practical training at Sri Aman District Office, I was given a log book by the faculty in which the purpose is to record on daily routine that I have done during my practical training. Later, my log book was checked and signed by my supervisor, Mr Azmi Bin Morshidi. It was a prove that I have carried out all the task given to me and as my reference on what I have learned throughout my practical training at the organization.

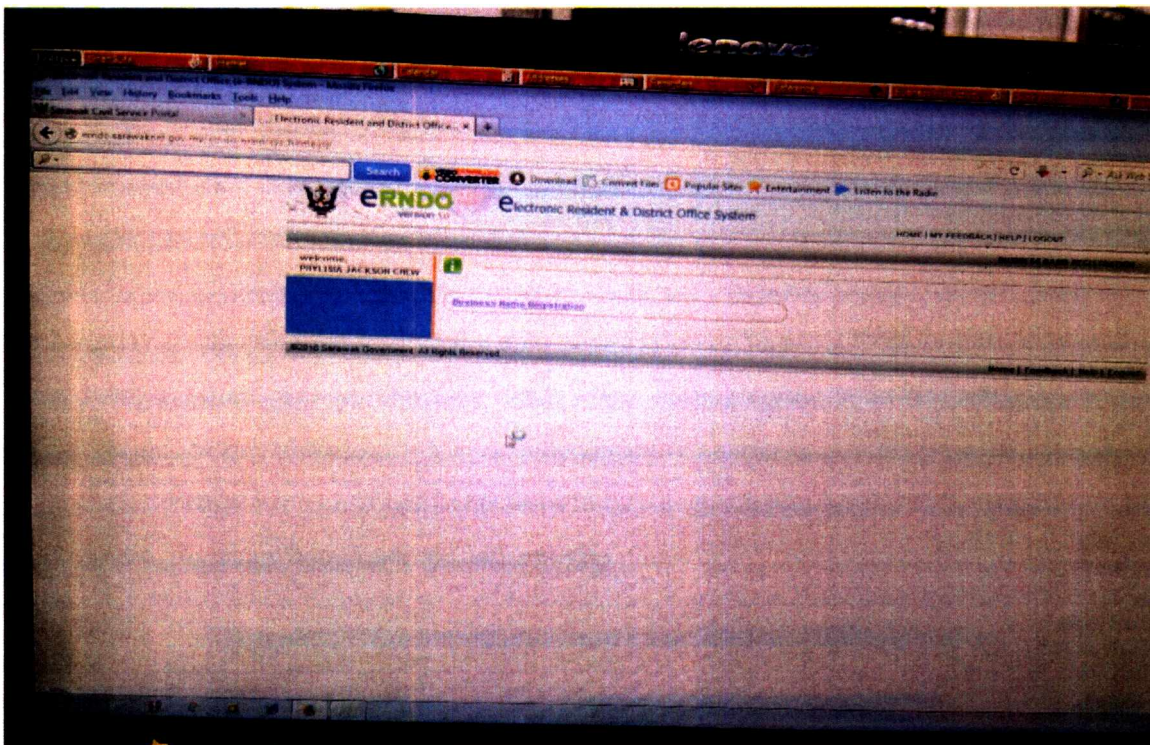
The term given to complete my practical training was within 2 months, in which it started on 23rd July until 14th September 2018. The following are the task that I have done while I was at Sri Aman District Office week by week.

2.2.1 Week 1 (24 July- 27 July)

On the first day of my practical training, I met District Officer of Sri Aman District Office, Mr Ismawie Bin Salleh at his office. Then, he introduced to me on how they do their work at the office and what is the function of Sri Aman District Office. After that, he assigned me to my supervisor, Mr Azmi Bin Morshidi, *Penolong Pegawai Tadbir N29* of the organization. Then my supervisor introduced me to all the staff and also their jobs description. I was also exposed to the organization and acknowledge all the business division through the staff at the organization. Therefore, on my first day, the staff only briefly explain about their jobs description so that I can get an overview of their tasks and jobs.

The second day I have been taught by Madam Phylisia about the business registration under licensing. She taught me on how to key in the data or the information about the business at the system called Electronic Resident and District Office (e-RNDO). In the system, I have to key in all the data and the information about the applicant such as their business's name, the address of the business, the function of the business, date when the applicant apply for the business and when the business have been approved, the shareholder of the business and the share of the shareholder have for the business. For business registration, it must been approved by the District Officer itself as the Registrar Officer. When I have a troubled in key in the data, my other colleagues of practical training student that start earlier will help me. Then, Miss Caroline taught me about the probate matter on how to fill in the form to apply for the certificate of Letter of Administration (LA). She also ask me to help him to write down all the previous form at the record book. Then, I also learn on how to key in the information of the probate matter at Electronic System and District Office (e-RNDO).

Figure 2.1 Electronic Resident And District Office System



(Source: erndo.sarawaknet.gov.my/erndo)

The following day I have an opportunity to see remand case. For the remand, the police officer come to the office with the suspect to get an approval of remand letter from District Officer. From that, I can see the process of remand case's where the police officer in charge need to read about the case in front of the District Officer and also the suspect. After that, District Officer can sign and approve the letter as he was a First-Class Magistrate and he has the power to sign the remand's letter. Then, I also have an opportunity to sit at the Native Court at second floor to see the proceeding process. It was a great experienced because it was the first time I see the proceeding process at court. At the evening, I was given a task by Madam Anita to call all the *Temenggong, Ketua Kaum, Ketua Masyarakat, Penghulu* and *Tuai Rumah* to invite them to the celebration of "Hari Kemerdekaan Peringkat Negeri Sarawak Bahagian Sri Aman" on 1st August 2018, 9.00 am at *Dewan Suarah, Sri Aman*.

On the next day I was assigned by Madam Phylisia to work at counter service. I assist the staff to entertain all the customer that come to the office. However, some of the customer's important business cannot be done because half of the staff have to go to Sibu for some businesses. Then, I continue to key in the data for business registration at the system of Electronic Resident and District Office (e-RNDO). After that, Madam Anita ask for my help to help him in filling the document according to its reference file.

2.2.2 Week 2 (30 July-3 August)

On Monday I was assigned to help the staff at the counter services to entertain the customer and assist them in whatever help that they need. Then, I was helping Miss Nulhasrin for the issuing permit receipt to buy a bullet for the customer's shotgun. For this matter, I help Miss Nulhasrin to fill in the form for the customer who want to buy a new bullet for their shotgun. In the form, it required the customer's name, their address, the name of the gun maker, the type of the shotgun and the amount of the bullet that they want to buy. Then, the form need to be signed by the officer only and then Miss Nulhasrin will issued the receipt for the customer to allow them to buy bullets. In the evening, I attend the mini farewell ceremony for the other practical training students that have finished their practical training on that day at meeting room.

The next day Madam Anita ask for my help to assist her in filling all the document from the previous day. All the document are located at the cabinet inside her room. The document must be arrange according to its reference number of file and follow the date. Then, I have to put a mark at the top of the document with a red and blue pen. For the blue pen, it means that the document are letter issued by the office itself to the others organization. Meanwhile, for the red pen, it mean that the document are being send to the organization by other organization. In front of the file, those who want to borrow the file must record their name at the front file to avoid the missing file because the file are very important. After that, I continue help Madam Phylisia to key in the data for business registration at Electronic Resident and District Office system. Then, Miss Caroline ask for my help to help him key in the data and the information of the applicant of probate matter at Electronic Resident and District Office.

The following day I was assigned by my supervisor to involve in protocol matter. This is a great opportunity for me as it was a first time for me to involve in official event. The event was a "*Sambutan Hari Kemerdekaan Negeri Sarawak Peringkat Bahagian Sri Aman*". The event start at 7.00 am but as for me as committee for the event, I must be there before 7.00am. The event was held at *Dewan Suarah, Sri Aman*. As a protocol for the event, I need to accompany all the guests to their seats and ensure that they are sit at the rights place because all the place have been labeled by their names. The event are finished around 12.00 pm and after that all the guests can have their lunch as meals are provided. In the evening, I joined the program for *gotong royong* at Pantu Sub District Office for "*Pesta Pantu 2018*" which will take place on 3 until 5 August. All the staff are required to join. The program start at 3.00 pm and the activity also accompanied by villagers. At there, I help the staff to pick up the rubbish and dead branches. The program was finished at 5.30 pm.

The following day as usual I was assigned at counter services to help the staff to entertain the customer who come to the office. Then, when there are no customer come to the office, I continue with the task given to me which is continue to key in the data and the information of the business registration at Electronic Resident and District Office (e-RNDO). After that, Miss Caroline ask for my help to assist her to make a copy of the document regarding to the probate matter. However, I still did not know how to use a photostate machine yet and I ask for the help from Miss Flora to teach me how to use it. Thanks to her, now I know how to use photostate machine. Miss Caroline also ask me to help her to key in the data and the information about the probate matter at the Electronic Resident and District Office and she also taught me how to make a certificate of probate. After that, I helping Miss Nulhasrin to cop a form to buy a bullet as the previous form have finished with the official stamp of the organization.

On this day it was the first day of “*Pesta Pantu 2018*” at Pantu. For this festival, I was assigned to take care of the booth of e-Kasih and PEMADAM (*Persatuan Mencegah Dadah Malaysia*). For e-Kasih, I help the staff to fill in the form for those who want to apply for e-Kasih. In the form, it required the name of the applicant, their identification number, their age, religion, address, martial status, how many people in stay with them, their income for a month and their phone number. All the information must be right especially for their identification card in order to prevent any mistake happen. For the applicant who register for the must time, they must fill in the form first. However, for those who already register for e-Kasih, they can checked their name by giving the identification card to the staff. The booth gain a lot of attention from the people at Pantu and it was an opportunity for them to register for e-Kasih as it was difficult for them to find a transport to go to the office. It was a great experienced for me because it was the first time for me to interact with the public at the open place and I have meet a lot of people with a different character and behavior. In the evening, the booth still gain an attention from the people but we need to close the booth at 4.00 pm because the staff also need to be ready the activity at night.

On Sunday I still need to take care the booth of e-Kasih and PEMADAM. My task are still the same as I need to help the staff to fill in the form of e-Kasih for those who a register for the first time. The program for that day was a Karaoke Competition for the age of 40 years old and above. Therefore, while waiting for the result of the competition, there are karaoke program for those who want to show their talents in singing. Therefore, I and my other friends of practical training required by Mr Hamdan to join him on stage along with Mr Hamizan and Miss Rachel. After the program finished, we are required to arrange all the chair and collect the rubbish to make it easier for District Council to pick up the rubbish.

2.2.3 Week 3 (6-10 August)

Coming to the third week of my practical training, I still help the other staff with their tasks and jobs. In the morning, I was helping Miss Nulhasrin to fill in the form for those who want to buy a bullet and renew the license of their shotgun. There are lot of people come to the office on that day because they are unable to come to the office on last week due to “*Pesta Pantu*” at Pantu. After I finish fill in the form, the customer have to wait until Miss Nulhasrin issued a receipt for them and they need to pay RM2.00 if they only want to buy a bullet and RM4.00 if they want to buy a bullet and also to renew their license for their shotgun. After that, I continue with my task to key in data for business registration at Electronic Resident and District Office (e-RNDO) for 2016 business registration. Then, I help at counter services to assist the staff fill in the form of e-Kasih for customer who want to register for the first time. Then, at the evening, I do some filling for the document according to its reference file at Madam Anita’s room.

The next day I was helping Miss Nulhasrin to fill in the form for those who want to buy a bullet and renew their license of their shotgun. Then, I continue to key in data and information for 2016 business registration at Electronic Resident and District Office (e-RNDO). After that, I help Miss Caroline in probate matter. This time, I learn to make a certificate for probate called Letter of Administration (LA). There a process to make the certificate. Firstly, we need to ensure that all the information are true by check the documents one by one to avoid any mistake. Then, we can key in all the data and the information at Electronic Resident and District Office (e-RNDO) to make the certificate. The certificate need to be signed by Probate Officer which is the District Officer itself, Mr Ismawie Bin Salleh. After that, we can called the applicant to tell them

that their certificate are done and they can take their certificate anytime they want. If they want to take their certificate, they have to sign at record book as a prove that they already take the certificate. In the evening, I involve with the meeting for “*Pesta Benak 2018*” as a committee member of protocol.

The following day I have an opportunity to involve with big event that held at *Dewan Suarah Sri Aman*. At 10.00 am, I attend the briefing about the event. During the briefing, we had been divided by the task assignment from the organizer. The event was “*Majlis Penyampaian Pingat Perkhidmatan Setia*”. Then, I help the others to arrange all the chair and labeled it with the name of award recipient according to their department. At 11.30 am, I go back to office and continue with my other task. While waiting for 2.00pm because we have rehearsal for the event, I continue to key in data and information for business registration at Electronic Resident and District Office (e-RNDO). Then, at 2.00 pm, I go back to *Dewan Suarah, Sri Aman* for the rehearsal.

The next day was the event for “*Majlis Penyampaian Pingat Perkhidmatan Setia*” *Dewan Suarah Sri Aman*. The event start at 10.30 am but for us a protocol committee for the event, we need to arrive at the place before 7.00 am. This is because the award recipient will arrive at 7.00 am and after they register their name at registration booth, we need to accompany them to their place and ensure that they are at the right place. Then, my duty as the award’s line keeper need to ensure that they check their copy of certificate to ensure that the spelling of their name and their length of service are right. However, their length of service may not rights because the maximum for them to receive the awards must within 20 years and some of them have served more than 20 years. Therefore, if their name on the copy of certificate are not right, they must write down their name and their address at the back of the certificate and give it to me. Then I will give it the organizer. Then, while waiting for the arrival of Chief Minister, a speech on security was delivered by a fire officer. Then, Chief Minister arrive at *Dewan Suarah Sri Aman* at 10.30 and start to give the awards for the recipient. This event was a great experience for me as I get to interact with the people that have a good position in their company. Through that, I can create a new social network with them. The event finished at 12.30 pm and all the guest can have their meals that have been provided by the organizer. After that, in the evening,

all the staff of the organization have a rehearsal for “*Pesta Benak 2018*” at *Tebingan Batang Lupar Sri Aman*.

The next day was the first day for “*Pesta Benak 2018*”. This was the second time I involved with the management event. Therefore, I was assigned to take care of e-Kasih and PEMADAM booth as this booth have gain a lot of attention during “*Pesta Pantu 2018*”. At the booth, I need to fill in the form for the applicant who are register for e-Kasih for the first time. At 7.00 am, all of us that have been assigned to this booth must be there to set up all the necessary things before the customer come. Therefore, based on my experienced from “*Pesta Pantu 2018*”, I can easily interact with the people who want to register for e-Kasih. Sometime, I have been called by the other staff to help them to arrange all the chair at the *Astaka Regatta, Tebingan Batang Lupar Sri Aman* for the guests. The event was inaugurated by Yang Berhormat Datuk Snowdan Lawan, Minister of Youth and Sports and also the member of assemblyman N.30 Balai Ringin. After that, we close our booth at 4.00 pm as the other staff also need to prepare for the event at night. Then at night, I help the other staff to arrange all the chair at the main stage for event of “*Ratu Kebaya*”.

The next was the second day for “*Pesta Benak 2018*”. Therefore, my task are still the same as the previous day. Then, I have an opportunity to involved with the protocol at the main stage. I have an opportunity to become an usherette for the VIP guests that has been invited to “*Pesta Benak 2018*”. The day was the opening ceromony for the “*Pesta Benak 2018*” and there are lot of ministers will come. The opening ceremony will be inaugurated by Yang Amat Berhormat Datuk Patinggi (Dr) Abang Haji Abdul Rahman Zohari Bin Tun Datuk Abang Haji Openg, Chief Minister of Sarawak. The opening ceremony start at 2.30 pm after the speech opening from the Chief Minister of Sarawak. After that, I continue with my tasks at the booth as usual. Then at 4.00 pm, we closed the booth.

This was the last day for “*Pesta Benak 2018*”. Same as the previous day, my tasks are still the same at the booth of e-Kasih and PEMADAM. Therefore, as the day was a closing ceremony for the events, I still become an ushertte to accompany the VIP gustes to their place. This closing ceremony will be inagurated by Tuan Yang Terutama Yang di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib Mahmud. The closing ceremony start at 11.30 am and finished at 1.30 pm. Then, we closed the booth for e-Kasih and PEMADAM at 4.00 pm. I feel

great to involve in this event because it was a great experience for me as I already involve with two event that held by the organization.

2.2.4 Week 4 (13- 14 August)

On 13th August as usual I was assigned at the counter service to help the other staff entertain all the customer who come to the office. There are many people come to the office at that day because on Friday last week, the organization have to closed the office due to the Pesta Benak 2018. Then, I help Miss Caroline in probate matter. She ask for my help to key in all the data and information about the application at the Electronic Resident and District Office (e-RNDO). Then, I must make a certificate of Letter of Administration (LA) for the probate. After that, I have to write down all the information in Probate Registration and Cash Book. In the book, all the detail about the deceased and the heir of the deceased need to be recorded at the book and also with the official stamp and signature from of *Tuai Rumah, Penghulu* or *Temenggong* as their witness.

The following day as usual I was assigned at the counter service to help the staff to entertain the customer who come the office. Then I help Miss Nulhasrin to fill in the form for those who want to renew the license of their shotgun and buy a new bullet for their shotgun. However, the customer are only allowed to buy 25 RDS of the bullet only and cannot more than that. Then, I continue with the task that have given to me which is to key in all the data and information of the business registration at the Electronic Resident and District Office (e-RNDO) for 2016 business registration until finish. Then Madam Anita ask for my help to help her in filling all the documents based on its reference number of file.

2.2.5 Week 5 (20-24 August)

Reaching the fifth week of my intership at the organization, as usual I assist the other staff at counter service as some of the staff are busy with their work. This time, there are lot of people who come to the office to register for e-Kasih. Then, I need to tell all the customer who want to register for e-Kasih that they need to go the third floor where the office for e-Kasih are located. Before this they can apply at the organization because the officer who are responsible for e-Kasih have have outside duties to do. Then, I help Madam Phylisia to print out the document

about the *Ketua Kaum, Penghulu* and *Temenggong* to settle out their payment or salary and allowances. After that, I help Miss Nulhasrin to fill in the form for the customer who want to buy a new bullet and renew their license for their shotgun. After that, I help Mr Kiri to record all the letter that have been send to the organization.

The next day I was helping Madam Phylisia for business registration. She ask me to make a call to the customer to inform them that they can pay for their extract of their business and collect their license that they have applied before this. For the extract, the customer need to pay RM2.00 and for the license, they need to pay RM52.00. therefore, if they want to renew their license, they need to pay RM25.00 at the treasury department at first floor. Then I help Miss Caroline to make a call to the customer to inform them that their certificate for probate have been sign by probate officer and they can they collect the certificate at the office.

On the following day I was helping Miss Caroline to key in all the data and information for probate matter at Electronic Resident and District Officer (e-RNDO) system after they give all the document that are required for them to apply for the certificate of Letter of Administration (LA). If they did not prepare all the document that are required, Miss Caroline cannot make the certificate for them. Then, I help Madam Anita on filling all the document according to the reference number of the file. After, as usual I help Madam Phylisia to key in all the data and information for business reogstration at Electronic Resident and District Office (e-RNDO). This day, Madam Phylisia taught me are new thing where for business, if they want to transfer or change their share in the business to their children or their partner, they should have a letter from their lawyer first then Madam Phylisia will change the name of the share in their business to their children or their partner.

On the following day, I assist Miss Nulhasrin to fill in the form for the customer who want to buy a new bullet and renew a license for their shotgun. Same as before, the customer are only allowed to 25 RDS for the bullet. Then, I continue to key in all the data and information for business registration at Electronic Resident and District Office (e-RNDO) for 2017 business registration until finished. At the evening, I help Madam Anita on filling all the documents according to the reference number of the file. Then she taught me on how to make an offer letter for tender.

2.2.6 Week 6 (27-30 August)

On 27th, I assist the staff at counter service to help the staff to entertain all the customer who come to the office. Then, I help Miss Caroline to make a certificate of Letter of Administration (LA) for probate matter. It was easy for me to make the certificate because I already learn all the process about the making the certificate for the probate and I already know what I should do. At the evening, I have an opportunity to hear the case at Native Court at first floor. The case a about land cases between the claimant, Louis and the defendant, Belie Anak Jemie. It was a great experienced to watch the hearing process between the claimant and the defendant.

On the following day I assist the staff at counter service to help the staff to entertain all the customer who come to the office. Then, I help Miss Nulhasrin to fill in the form for the customer who want to buy a bullet and renew a license for their shotgun. Then, I continue to key in all the data and information for business registration at Electronic Resident and District Office (e-RNDO) for 2018 business registration by using Mr Kiri place because he was on leave on the day and I can use his place to do my work. After that, Madam Anita ask for my help to help her in filling all the documents according to the reference number of the file.

The next day, I was helping the staff with their office work. I was assigned at the counter service to help the other staff to entertain all the customer who come to the office. Then, Miss Caroline ask for my help to help him for the probate registration. For the registration, I help him to key in all the data and information about the applicant at the Electronic Resident and District Office (e-RNDO). Then, I write down all the information of the applicant at the Probate Registration and Cash Book according to the document that have been prepared by the applicant. In the book, all the detail about the deceased and the heir of the deceased need to write down at the book and also required the signature or the official stamp from witness such as *Tuai Rumah, Penghulu or Temenggong*.

On the following day, I was helping Madam Anita on filling all the documents according to the reference number of the file as she already ask for my help on the previous day. She also ask me to record the letter that have been send to the office by using Mr Kiri's workplace. After finish filling all the documents, I help Miss Nulhasrin to fill in the form for the customer who want to buy a bullet and renew a license for their shotgun. Then, I continue with my task to key

in all the data and information of business registration at Electronic Resident and District Office (e-RNDO) for 2018 business registration

2.2.7 Week 7 (3-7 September)

The first week of September on my internship, as usual I assist the staff at the counter service. This time, I learn on how to assist if there are some of the customer who want adopt a son or daughter. This matter was under Miss Caroline, however, on that day, she need to attend a meeting at Kuching. Then, Madam Phylisia taught me on how to explain to the customer if they want to adopt a son or daughter. There are some procedure that they need to follow. Firstly, when they come to the office saying that they want make an adoption certificate, we need to see the children's birth certificate first, then they can fill in the form and proved all the document based on the requirement. They also should have witness to sign their form and taking an oath in front of the District Officer, Mr Ismawie. After all the procedure have been followed, then Miss Caroline can proceed to make a certificate of adoption. During the procedure of adoption, I have learn a new knowledge where I have an opportunity to key in the data and information of adoption and know the process to make the certificate of adoption.

On the following day I was assigned by my supervisor to take care of counter service because some of my other colleagues of intership are busy with their report as this week was their last day of internship. Then, when there is no customer come to the office, I continue with my task by key in all the data and information of business registration at Electronic Resident and District Office (e-RNDO) for 2018 business registration. Then, I was helping Madam Phylisia on filling all the document of business registration according to the reference number of the file and make a double check the document to avoid any mistake happen by the officer. Then, I was helping Miss Caroline for probate matter by help her making the certificate of Letter of Administration (LA) for the other applicant who apply the certificate from the previous day.

The next day, I still helping Miss Caroline on the probate matter. This time, she has introduced to me what is WILL or TESTAMENT. Will is different from what I have learn. Will is the legal declaration of a person's intention which he or she wishes to be performed after his or her death and once the Will is made by the testator or testatrix, it can only be revoked during his

or her lifetime. For Will, , it will take time for Miss Caroline to manage because it will take some to process. This is because Will need to open in front of the District Officer itself because only he has the power to open the Will. Then, I need to call the heir of the Will to come to the and make a certificate for Will. The process of making the certificate are the same as the certificate of Letter of Administration (LA). Then, I help Miss Nulhasrin to fill in the form for the customer who want to buy a bullet and renew a license for their shotgun. Then, I continue to key in all the data for business registration at Electronic Resident and District Office (e-RNDO).

On the following day, I assist the staff at the counter service to help the staff to entertain all the customer who come to the office. Then, I continue to key in all the data nad information for business registration at Electronic Resident and District Office (e-RNDO). Then, I help Miss Caroline for child adoption matter. For child adoption, before the staff can give the form, they need to see the birth' certificate of the child first. After that, they can fill all in all the requirement at the form and provide all the document needed. There are some type of the form, first is if they want to adopt unauthorized child, they need to fill in the form of unauthorized child adopt by married couple if the parent who want to adopt the child are married. Second, unauthorized child adopt by single parent for those who are single. Third, authorized child adopt by married couple and forth is authorized child adopt by single parent for those who are single. After they complete all the form, Miss Caroline can proceed to make the certificate for the child adoption. Then I help her to key in all the information of adoption in the system.

The next day, I was helping Miss Caroline on the probate matter. For probate matter, I help her to key in all the data at the Electronic Resident and District Office (e-RNDO). At 10.00 am, I joined a small farewell party that had been organized by the staff for the other student practical who will finished their internship on that day. This farewell party also included me and my other colleagues as we will finish our internship next week. Then, at the evening, I help Madam Anita on filling all the document according to thereference number of the file.

2.2.8 Week 8 (12-14 September)

On this last week I was helping Miss Nulhasrin to fill in the form for the customer who want to buy a bullet and renew a license for their shotgun. For the bullet, the customer are only allowed to buy 25 RDS only of the bullet. Then, I help Miss Caroline for probate matter by record all the information about the deceased and the heir of the deceased at Probate Registration and Cash

Book. It also require the signature and the official stamp of the *Tuai Rumah, Penghulu* or *Temenggong* as their witness. All the heir of the deceased are required to come because they need to sign at the book as the evidence that they agreed to make the probate.

The next day as usual I assist the staff at the counter service to help the staff to entertain all the customer who come to the office. After that, I help my friend to key all the data and information for business registration at the Electronic Resident and District Office (e-RNDO) for 2018 business registration. Then I help Madam Phylisia to make a call to the customer to inform them that they need to pay for their extract of business. Then I help Madam Anita on filling all the document according to the the reference number of the file. At the evening, I Miss Caroline to entertain the customer who want to make probate matter and help her to key in all the data and information at Electronic Resident and District Office (e-RNDO).

The last day on my intership I was helping Miss Nulhasrin to fill in the form for the customer who want to buy a bullet and renew a license for their shotgun. Same as before this, they only allowed to buy 25 RDS of the bullet. Then, I help Miss Caroline to make a certificate for Letter of Administration (LA) and also WILL for the probate matter. After that, she asked me to make a call to the customer to inform them that they can come to the office and take their certificate.

2.3 Conclusion.

To conclude, there was a various type of work and jobs that I have done in the organization during my practical training. Thus, I have a learned and gained a lot of knowledge as well as the information that have been shared by all the staff in the organization. It such a great experinced and opportunity that I have during my intership and it can be useful and important for me to use in my future job. Therefore, the are some theories that have learned in class have been practically applied and my work field during my practical training is related to my syllabus.

CHAPTER 3

TASK ANALYSIS

3.1 Introduction

This chapter will require a report on the application of task with what I have learned in the class before. The task that I will analyzed in this chapter is office management. I choose this task because it was a dominant task which I carried out while I was in Sri Aman District Office. I also will relate the task with the syllabus that I have learned in class. It is which includes a few tasks such as filling on the document, key in all the data and information at the system, assists other staff in their work, type, print and photocopy any document and assist customer at counter service.

3.2 Definition of management

According to Frederick Winslow Taylor (1886), the father of scientific management, claimed that management is to determine the overall policy of a business organization. He focused on the effective and efficient ways to achieve organizational objectives which are also considered to be the main purpose of management (Kamaluddin, Hassan, Wahab, & Hussein, 2014). Management also is the organizational process that includes strategic planning, setting objectives, managing resources, deploying the human and financial assets needed to achieve objectives and measuring result. Management also includes recording and storing facts for later use within the organization. Management function are not limited to managers and supervisor. Every member of the organization has some management and reporting function as part of their job (Terms, 2009). Management is the integrating force in all organized activities. Whenever two or more people work together to attain a common objectives, they have to coordinate their activities. They also have to organized and utilize their resource in such a way to optimize the result.

Management is very important for every organization. This is because management can help to achieve organizational goals (Kamaluddin, Hassan, Wahab, & Hussein, 2014). Management defines the objectives of an organization clearly to avoid wastage in term of time, money and effort. This ensure all available resources such as people, machinery, time and money

are put to good use. Management achieve this via assembling and arranging these factors of production in integrating these resources in an effective manner to achieve goals. Thus, these resources are coordinated, directed and controlled in such a manner that works to attain said goals. There are four main function of management (Kamaluddin, Hassan, Wahab, & Hussein, 2014). Firstly, planning. Planning is the rational and orderly thinking of ways and means for the realization of certain goals. It is the process of defining goals, establishing strategies and developing action plans to coordinate activities towards accomplishing organizational goals. Secondly, organizing. Organizing is the process of determining what needs to be done and how it will be done and who is to do it. Organizing provides mechanism or means for purposive, integrated and cooperative action by two or more people, in view of implementing a plan. The organization allocates tasks to individuals belonging to different department and although these department are under different managers, they are interrelated by authority relationships and come together to execute integrated action. Thirdly, leading. Leading or leadership is the process of directing and influencing all organizational members involved, motivating them and resolving conflicts towards achieving organizational goals. Fourthly, controlling. Controlling is the process of monitoring activities that they are accomplished as planned. Controlling ensure qualitative and quantitative work performance in completing plans and achieving objectives of an organization.

As for my internship the task that I was being carried out that are related to management which is I have filling all the document that are important by storing all the important document. In this task, I have to filling the document according to the reference number of the file on order to ensure that all the document are in the right file. It is important to filling the document on the right file because the document will be use during the audit and if the document are in the wrong file, it can affect the organization during the audit. In addition, I also have joined all the management activities such as “Pesta Pantu 2018” and “Pesta Benak 2018”. The objective of the activity is to introduce Sri Aman town through tourism and encourage tourist from in and outside the country to visit Sri Aman. It also to promote harmony among local community. Therefore, the objective of the management activities have been achieved as all the staff have worked together during the activities. It can be shown when there a certain tourist from other country come to the festival and join the activity. We also can see that the local community are showing their harmony where they are join the activity of the event.

Besides, I also have learned on how this organization have manage their resources. Even this organizational have a shortage of staff in the office, however, they know how to divide the task among themselves and they will help each other if the other staff need a help from them. In every activities that this organization want to plan, they will ensure that they will have a meeting two weeks before the activities. From that, I can see that they are really committed in their jobs. Sometimes, the staff will do an overtime just want to finish their work on time.

3.3 Task related with the Course

3.3.1 Public Relation (PRO458)

Public relation is distinctive management function which help establish and maintain mutual lines of communication, understanding, acceptance and cooperation between an organization and its public. It involves the management of problems or issues, help the management to keep informed on and responsive to public opinion. Public relation also defines and emphasizes the responsibility of management to serve the public interests, helps management keep abreast of and effectively utilize change and also serving as an early warning system to help anticipate trends (Harlow, 1976). Public relation also can be defines as a leadership and management function that helps achieve organizational objectives, define philosophy and facilitate organizational change. Practitioners communicate with all relevant internal and external publics to develop positive relationships and to create consistency between organizational goals and societal expectations.

Public relation is very important for any organization. This is because, public relation is a function to establish the relationship between the two groups which is the organization itself and also the public. They also are the one that analyses the public perception and attitudes whereby identifies the organization's policy with public interest and then executes the programmes for communication with the public. The public relation practitioners accurately monitor community needs and public opinion regarding to the organizational issues. They also must participate in management planning regarding sensitive public issues. Practitioners can then represent the public interest and predict public reaction to institutional decisions. Public relation also can help the organization to achieve their objective smoothly and effectively. The organization need an

effective public relations campaign for attracting, motivating the public to the services or products or towards the purpose of the programme. There are several element of public relation which is a planned effort or management function, the relationship between an organization and its public, the evaluation of public attitudes and opinion and an execution of an action or communication programme (Simon, 1980).

During my internship at Sri Aman District Office, I have been practiced by public relation. This is because, the organization must serve the public and they should listen and fulfill the public interest. For example, an issues regarding to e-Kasih. For e-Kasih, not all the applicant who apply will get e-Kasih. Only those who are needed will get e-Kasih. Therefore, if they get e-Kasih, they must see Sir Azmi, who are the one that handle e-Kasih issues. If they did not get e-Kasih, they also can see Sir Azmi to help them to get e-Kasih. Not only that, I also have been assigned to assist the other staff at counter services. At counter servise, we must communicate with the public and help them in their issues. For example, some of them want to do probate, then I tell them that they need to see Miss Caroline and if they want to see District Officer, I have to tell them to wait because I need to ask the District Officer itself if he is free. Besides, some of them also need a certified for their document, I must check the copy of the document with their original document and after that I help the officer to stamp their cop first before they can sign the copy of the document.

Besides that, the organization also have help Resident Office for the invitation for any programme. For example, the event of “Sambutan Hari Kemerdekaan Negeri Sarawak Peringkat Bahagian Sri Aman”. As a committee of invitation, Madam Anita have ask me to call all the important person according to the list name that have been given by her. Therefore, I will make a call to all the *Temenggong, Ketua Masyarakat, Ketua Kaum, Penghulu* and also *Tuai Rumah* to inform them about the programme. During the conversation, I will inform all the detail including the date, time, place and dress code for the event. Before the conversation end, I have to inform them to pick up an invitation letter at the District Office. Not only that event, other event also I have to do the same. Apart from that, I also have answer a call from our customer. During the conversation, I will ask the name of the caller and with whom they want to talk then I will past the phone to the person that they want to talk.

3.1.2 Total Quality Management (ADM510)

Quality is situational. Different people may come out with different interpretation of quality. A popular definition proposed by the American National Standards Institute (ANSI) and ASQ in 1978 defines quality as the totality of features and characteristics of product or service that bears on its ability to satisfy given needs. By the end of 1980s, the definition has been made simpler by many companies as 'Quality is meeting or exceeding customer satisfaction'. Regardless of the different proposed by different scholars, the main concept of quality is basically the same which is to ensure the company's products or services or system or people can satisfy or meet or exceed customer satisfaction. This concept can be applied in general to any aspects of quality.

Total Quality Management (TQM) expands this definition to include "Wide performance excellence rather than based on one discipline only", which means quality must adopted widely in organization, not just to one department or group of people only. The key element of total quality is customer focused. Customer is the main focus in total quality setting. Customer can be divided in two which is internal and external. External customer concern on the quality of the products and services. Whereas, internal customer concern on the quality of the people, processes, and environments associated with the products and services.

During my internship, I have applied 5S where it is the policy of the organizational. A comfortable working environment leads to greater productivity. Nowhere is this truism more evident than in Japan, the birth place of the "5S" work practices. The five "S" refer to a series of step by step work procedures which are aimed at preserving the cleanliness, convenience and the comfort of the work environment.

Firstly, *sisih* or Seiri. The first step in creating a comfortable work environment is to clear the place of any clutter. That means removing all unwanted things. Things that have no value are to be thrown out without a second thought. Remember sentimentality can be burden. Some item have no value but disposing of them may be costly, in which case a safe and cost effective way of disposing of them should be found (Ho & Deen, 2010). For example, when I helping Miss Caroline in probate matter, all the unnecessary item that are not important under his table have been removed by me. This is because, when I key in all the data and the information related to

the probate matter, I need some space for me to put the document and easier for me to refer. Not only that, sometimes I also help the staff to clean their workplace. I will removed all the document that are not important anymore so that their workplace become tidy.

Secondly, *susun* or Seiton. Once the unwanted items are removed, the remaining items which are considered necessary are arranged in such a way that they can be easily retrieved. These necessary items are stratified into items that are frequently used in which case they are kept close by. Items that are not used must be kept separately with clear identification. *Susun* emphasizes the saying “there should be a place for everything and everything should be in its place” (Ho & Deen, 2010). For example, when I help Madam Anita on filling document, I arrange all the document according to the reference number on the file. I also have help him to arrange all the file in the cabinet so that it will be easy for him to find the file if any other staff need the file.

Thirdly, *sapu* or Seiso. After all the items have been put in place, the work area should be cleaned thoroughly so that there is no dust on the machinery, equipment or the floor. Notice that the procedure actually requires the workers to ensure a dust free, spotless working environment. The Japanese may be house-proud of their workplace, but do they really practice the same work ethics while in other countries. Some back time, a group from the quality management unit of this university went to benchmark Toyota. Sure enough the group found out the workplace immaculate which caught the visitors surprise. The car workshop looking spick and span and it was no doubt due the 5S practices (Ho & Deen, 2010). For example, during my internship, I have done the task to arrange all the old document in the room at the third floor. Before this the room are dirty with some dust, then I sweep all the dust. Besides, sometimes I help Miss Flora to clean up the floor when she need my help early in the morning.

Fourthly, *seragam* or Seketsu. Once a workplace has been cleaned and tidied, it would be a pity to let all that effort go waste by not maintaining it. This is where *seragam* comes in. *Seragam* recommends that the workplace should be maintained by repeating the first step until the three steps of *seishu*, *susun* and *sapu* (Ho & Deen, 2010). Therefore, the organization have use the 5S practices until now. Now, if we go to this organization, we can see that all the staff are practicing this policy. Therefore, when I doing my practical training in this organization, I have practically adopt to this policy.

Lastly, *sentiasa amal* or Shitsuke. In any organization, there is always a turnover of staff to some degree. The 5S philosophy is not 'a flash in the pan' approach. It should be a continuous and perpetual effort undertaken by all concerned. In fact, as new person people join in the work force, they have to be trained in the 5S work habits and the strict observation of workplace rules. Thus, the principles of 5S will continue to be observed and follow. Therefore, this policy will always being practices by this organization. When they practices this policy, it will make their customer comfortable to deal with them and make their customer are satisfied with their services.

3.1.3 Organizational Behavior (ADM501)

Organizational behavior (OB) is the study of what people think, feel, and do in and around organization. It look at employee behaviors, decision, perceptions and emotional responses. It examines how individuals and team in organization relate to one another and to their counterparts in other organizations. Organizational behavior also encompasses the study of how organizations interact with their external environments, particularly in the context of employee behavior and decisions. Organizational behavior researchers systematically study these topic at multiple levels of analysis, namely, the individual, team and organization. The definition of organizational behavior begs the question of what is organizations. Organizations are groups of people who work interdependently toward some purposes. Organizations have existed for as long as people have worked together. Throughout history, these and other organizations have consisted of people who communicate, coordinate, and collaborate with one another to achieve common objectives (McShane, 2013).

One key features of organization is that they are collective entities. They consist of human being which is typically but not necessarily, employees, and these people interact with one another in an organized way. This organized relationship requires some minimal level of communication, coordination and collaboration to achieve organizational objectives. As such, all organizational members have degrees of interdependence with one another as they accomplish goals by sharing materials, information, or expertise with coworkers. A second key features of organization is that their member have a collective sense of purpose. This collective purpose is not always well defined or agreed on. Furthermore, though most companies have vision and

mission statements, these documents are sometimes out of date or did not describe what employees and leaders try to achieve in reality (McShane, 2013).

For most of the past century, experts have investigated the direct predictors of individual behavior and performance. One of the earliest formulas was $\text{performance} = \text{person} * \text{situation}$, where person includes individual characteristics, and situation represents external influences on the individual's behavior. Another frequently mentioned formula is $\text{performance} = \text{ability} * \text{motivation}$. According to the MARS Model of Individual Behavior and Performance, it is critical influences on an individual's voluntary behavior and performance where if any one of them is low in a given situation, the employee would perform the task poorly. MARS refers to four variables which are motivation, ability, role perceptions, and situational factors (McShane, 2013). Therefore, during my internship at the organization, I can see that employees have practiced this model and as an intern I also should learn about this model.

Firstly, employee motivation (McShane, 2013). Motivation represents the force within a person that affects his or her direction, intensity, and persistence of voluntary behavior. Direction refers to the path along which people engage their effort. People have choices about where they put their effort when they have a sense of what they are trying to achieve and at what level of quality and quantity. In other words, motivation is goal-directed. People are motivated to arrive at work on time, finish a project a few hours early, or aim for many targets. Motivation involves varying levels of persistence, which is continuing the effort for a certain amount of time. Employees sustain their effort until they reach their goal or give up beforehand. For example, on my first day of practical training at the organization, I have been motivated by the employees at the organization. This is because, when I see them do their work, I motivated me to work just like them. Even when a lot of customers come to the office, they are still able to finish their tasks on time. Besides, some of the officers at the organization have motivated me to study hard. This is because, they have to study hard and work hard for it before they can achieve what they have now and it makes me want to become like them.

Secondly, ability (McShane, 2013). Employee abilities also make a difference in behavior and task performance. Ability includes both the natural aptitudes and the learned capabilities required to successfully complete a task. Aptitudes are the natural talents that help employees learn specific tasks more quickly and perform them better. There are many physical and mental

aptitudes and our ability to acquire skills is affected by these aptitudes. Aptitudes and learned capabilities are closely related to competencies which has become a frequently term used in business. For instance, I have an ability on how to use computer. Therefore, if there any staff ask for my help to key in all the data on system by using computer, I am willing to help them. This is because I already have a basic knowledge on how to use computer. Not only that, I also a first learner. This is because, when the staff teach me on how to do the task, I able to catch it quickly and when they ask for my help to do the job, I can perform the task without their help.

Thirdly, role perceptions (McShane, 2013). Motivation and ability are important influences on individual behavior and performance, but employees also require accurate role perceptions to perform the jobs well. Role perceptions refer to how clearly people understand the job duties assigned to them or expected of them. For instance, OhioHealth employees perform their jobs well partly because “they know exactly what they are supposed to do”. These perceptions are critical because they guide the employee’s direction. Of effort and improve coordination with co-workers, suppliers and other stakeholders. Employees with clearer role perceptions also tend to have higher motivation. For example, at the organization, I have been given several tasks. For example, about the probate matter. This matter is easier for me to handle if Miss Caroline ask for my help because I already learned about probate matter. Same goes to Miss Nulhasrin. If she called out my name, then I know what to do and fill the form without asking for his help anymore.

Lastly, situational factor (McShane, 2013). Employee’s behavior and performance also depend on the situation. The situation mainly refers to condition beyond the employees’ immediate control that constraints or facilitate behavior and performance. Situational factor also refers to the clarity and consistency of cues provided by environment to employees regarding their role obligations and opportunities. The importance of situational clarity and consistency is illustrated in workplace accidents. For example, in the organization, they have all the warning sign at the harm area. During my internship at the organization, I have been worked outside the organization. When I joined the management event of the organization, I know that I will be exposed to danger but the organization have provide a safety for us. For example, the place for “Pesta Pantu 2018” is surely far from the office because it was held at Pantu. I also able to perform my jobs at the booth of e-Kasih although it is hot and crowded with people. Therefore,

they have provide a transportation for us and make sure that we have to inform them if we want to go anywhere and they did not allowed us to go there with our own transport because we are under their responsibility. Besides, inside the organization, they have an emergency alarm in case of fire. That why, I being able to work and do my jobs comfortably at the organization.

3.4 Conclusion

In this chapter, I learnt the task that are related with the course for Bachelor of Administrative Science. There are three subject that I found related to my task at the organization which is Public Relation (PRO458), Total Quality Management (ADM510) and Organizational Behavior (ADM501).

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter focused on the recommendations for the organization. It will explained on the strength, weakness and recommendations for the organization. Besides, the term of strength and weakness are to take a look at the internal organization for some improvement purposes. This chapter also will explain on the recommendation for the improvement in the future.

4.2. Strengths of the organization

4.2.1 A good relationship with public.

One of the strength that I can found out from this organization is this organization have a good relationship with public. It means that, employee of this organization are able to communicate with very good with the public. According to the vision and mission of this organization where they want to provide a services to the public that why they can communicate with public because they have to serve the public. Therefore any problem or issue by the public, they can find the solution and are able to solve the problem with easy. The good relationship with the public also help the organization to achieve their vision and mission. At any program or event that manage by this organization, public give their support to their program and events. Public also give their trust to this organization to provide the need and demand that they need from this organization.

4.2.2 The good relationship between the top and lower management.

Another strength that I can see in this organization is the good relationship between the top and lower management. It is important for the organization to have a good relationship with each other because it can help them to easily communicate and support each other. From that, they will able to achieve the organization vision and mission when they are showing a good cooperation with each other. Therefore, from what I can see during my practical training at the

organization. I can see that the top management of the organization are easily communicate with the lower management. Meanwhile, for lower management, they also can easily communicate with top management if they have problem with their work. For example, for probate matter, Miss Caroline need to get a sign from the District Officer itself as the Probate Officer to sign on the probate's certificate and she can easily communicate with the District Officer itself.

4.2.3 System of Electronic Resident and District Office (e-RNDO)

The organization also used the system of Electronic Resident and District Office (e-RNDO). This system have been used by all the District Office by system user. From what I can see, all the employee in the organization can access to this system by using their own identification number and password. This system will record all the data that have been key in by the employee. This system also make the work become easy because when they key in all the data and information in the system, this system will save the data. Therefore, if they want to check on something, they can check it in this system. For example, during my practical training, I have been logged in to this system by using the employee password when I help them to key in all the data and information about probate matter, child's adoption and for business registration.

4.3 Weakness of the organization

4.3.1 Have a shortage of employee

The first weakness of Sri Aman District Office is they have a shortage of employee. This is because, due to the limited workplace of this organization, they are unable to recruit more employee to work at the organization. Therefore, when they have shortage of staff, the staff of the organization have multiple task to do. When the employee have multiple task to do, they are unable to finish the work on time because they will more focused on the work that are most important that they should be finish. Therefore, when I do my practical training at the organization, I do not have specific place for me to the task and I will sit at the staff's place when they ask for my help. For example, Madam Phylisia have multiple task or job to where she must deal with business registration, issuing receipts for customer who want to buy bullets when Miss

Nulhasrin were not around and deal with the salary and allowances of *Temenggong, Penghulu, Ketua Kaum* and *Tuai Rumah*.

4.3.2 The customer service officer also not around at certain time

Another weakness of this organization is the customer service officer also not around at certain time. This is because, the counter service officer also have another job which is the office boy of the organization. Therefore, if he go out to send any letter to other office, there will be no customer service officer at the counter service. The other officer also busy with their own work and sometimes, if they have some free time, they will become the customer service officer to entertain the customer who come to the office. Therefore, during my practical training at Sri Aman District Office, I will be assigned to work at counter service by my supervisor if other staff did not ask my help in their work. Sometimes, customer have to wait for the staff to entertain them because there is no initiatives for them to call the staff to know that they are already wait for the staff.

4.3.3 The reading material also were not being provide at the waiting place

Apart from that, the reading material also were not being provide at the waiting place. In order to have a good quality of counter service, the organization need to provide a reading materials for the customer needs. The important to provide reading material for customer is to ensure that the customer will not feel boring while waiting to be entertain by the officer. However, from I can observed from the organization of my practical training, there are no reading materials and newspaper being provided by the organization at the waiting are. Therefore, the customer tend to be boring while waiting and just leave the office because some of the officer are taking some time to entertain other customer. They also did not have anything to do while waiting for the officer to entertain them and sometimes they will come again the next day if they have to wait longer.

4.4 Recommendations

4.4.1 Recruit more employee for the organization

As was explained in the weakness section, there are few recommendation in order to improve the efficiency and effectiveness of Sri Aman District Office. First recommendation to Sri Aman District Office is to recruit more employee for the organization. As what I have explained on the weakness section, they cannot hired more staff due to the limited place of the workplace at the organization. Therefore, if they want to hired more staff, the can assigned the new staff at Level 3 where the office for e-Kasih is located. They can use the office for the other staff because there are some office at this level are not being used by other. They should recruit more staff in order for the staff to focus for one job or task only. When there have more staff, the top level management can assigned the job equally where one staff can have one job or task only.

4.4.2 Get initiative in order to ensure that there must have officer at the counter service

Second recommendation that I can recommend to the organization is to get initiative in order to ensure that there must have officer at the counter service. It means that, the organization can use other initiative if there are no officer at counter service. For example, they can use the bell to be suppressed by the customer. This initiatives can provide are awareness to the employee if there are any customer come to the office. Customer can suppressed the bell if there is no officer at the counter service and they can get the service from other employee at the organization. Besides, the customer service officer also can ask the other staff to fill up his or her place for a while if they have another important task or job to do outside the organization.

4.4.3 Add reading materials at waiting room

Last recommendation that I would to recommend to Sri Aman District Office is to add reading materials at waiting room. When there are some reading materials or newspaper at waiting room, the customer can read while they are waiting for the staff to entertain them. Furthermore, if they read, it can give more benefit to them if they read a lot and gain more knowledge from reading. Besides, they also willing to wait longer because they can fill up the time with read some magazines or newspaper that have been provided at the waiting room. With that, the organization also can ensure that their customer are comfortable at the waiting room while waiting for them to entertain their customer.

4.5 Conclusion

For the conclusion, all the strengths and weakness that I pointed out in this chapter is based on my experience and observation during my practical training at the organization. On the other hand, I also have include some recommendation that I believe that it can help to improve the effectiveness and efficiency of Sri Aman District Office.

CHAPTER 5

CONCLUSION

5.1 Conclusion

In this chapter, it will be explained on the summary of the whole chapter. As I have mentioned in chapter 1, I choose Sri Aman District Office to conduct my practical training for two months. Apart from that, all the tasks that are assigned to me are successfully carried out by me. All the tasks are also done accordingly and relevant to the courses that I have taken before.

First is based on chapter 1. I have explained in detail on the background and also the history of Sri Aman District Office. I also have identified the organization's policy, vision, and mission. Apart from that, I also have explained on the core business of the organization, which is administration, development, presumably, registration, licensing, and court. Furthermore, I also have included the organizational structure of Sri Aman District Office.

Secondly is based on chapter 2. I have explained according to my schedule during my practical training that I have recorded in my logbook and all the tasks that have been assigned to me. This schedule has been explained accordingly to every week on the logbook. As what has been discussed with my supervisor previously, Mr Azmi Bin Morshidi as my host supervisor agreed to evaluate my task during my practical training during his free time. During my internship at the organization, I have learned a lot of knowledge and experience from it. This is because, I have done different tasks or jobs where I also have gained experience when I communicate with the public. Indirectly, it helps me to improve my communication skills. The scope of the job that I have done is related to administration and office management. I also have learned how to use the system of Electronic Resident and District Office (e-RNDO). Besides, I also have learned how to talk corporately when I talk to other people in a call and how to use formal communication. In this organization, all the tasks or jobs that I have done, I learned new things which can be related to what I have been studied at campus, which will be explained in chapter 3.

Thirdly is based on chapter 3. I have explained the tasks that are related to the courses that I had taken during all the semesters. The first course related to my work at the organization is Public Relations, which required me to communicate with the public, serve the public, and also how to talk corporately with other people on a call. It also involves how the organization deals

with the public. The second course that are related to my work at the organization is Total Quality Management. As what have been explained in chapter 4, I have applied the practice of 5S where the organization used this practices as the organization's policy of Sri Aman District Office. Therefore, in every task that I had done during my practical training at the organization, I would make sure that I followed this practices. From that, I can be more efficient in doing my task. Last course that are related to my task at the organization is Organizational Behavior which are according to the MARS Model of Individual Behavior and Performance. Therefore, when I start my practical training at this organization, I had already practiced this model. This is where, on my first day, I already feel motivated to start and learned a new thing at the organization. Not only that, I also have improved my ability in communication where I have learned and experienced on how to communicate with public. Apart from that, I also able to the task without any help from the employee and able to work in any situation.

Last but not least which is based on chapter 4. In this chapter, I have explained about the strengths and weakness of Sri Aman District Office that I can found during my practical training. Furthermore, I also have include some recommendations that I believe that it can help the organization to improve and solve their weakness.

In a conclusion, I have learned a lot of knowledge and experienced in Sri Aman District Office during my practical training. Besides, I also have took every challenges and task that have been given to me. From that, I have working experienced that I can used for myself in the future. Furthermore, every job scope that been assigned to me is related to the all of the subject under course of Bachelor of Administrative Science.

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Appendix C

Sri Aman District Office



Majlis Penyampaian Anugerah Pingat Perkhidmatan Setia 2018



Gotong Royong at Pantu Sub-District Office



Booth for e-Kasih and PEMADAM at Pesta Pantu 2018



Last day of Pesta Pantu 2018 with Mr Ismawie and Mr Hamdan



Opening ceremony of Pesta Benak 2018 by Yang Amat Berhormat Datuk Patinggi (Dr) Abang Haji Abdul Rahman Zohari Bin Tun Datuk Abang Haji Openg, Chief Minister of Sarawak



Closing ceremony of Pesta Benak 2018 by Tuan Yang Terutama Yang di-Pertua Negeri Sarawak, Tun Pehin Sri Haji Abdul Taib Mahmud



At the booth of e-Kasih and PEMADAM





UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student's responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the detail required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that:

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your training officer for retention on your return to UiTM and this will later be handed to the head of school for grading.

Recording

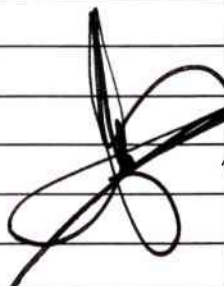
The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comment on the work being undertaken and your considered opinion as to its value as training.

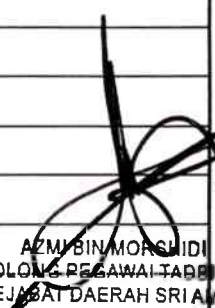
- 1. Student's Name : LISA AK RICHARD
- 2. Date & Place of Birth : 03/08/1996
- 3. UiTM I/C No. : 2016718485
- 4. Course : SARJANA MUDA SAINS PENJABATAN
- 5. Year : 2018 Part C
- 6. Home Address : RUMAH FAIZAL, ENGERAMUT, 95000 SRI AMAN SARAWAK.
- 7. Address During Practical Training : RUMAH FAIZAL, ENGERAMUT, 95000 SRI AMAN SARAWAK.
- 8. Place of Training : PEJABAT DAERAH SRI AMAN
- 9. Name of Supervisor In-Charge : _____
- 10. Duration of Training
 From : 23/07/2018 To : 14/09/2018


FOR OFFICE USE ONLY :

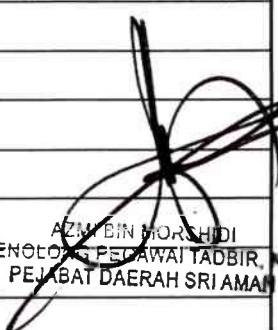
11. Remarks : [Dean / Course Tutor]

Date	Exact Nature Of Work Done	Supervisors Remarks
24/07/18 (Selasa)	My first day on practical training, I was introduced by my supervisor to everyone in the office. District officer also have tell and introduced to me on how they do the work and what kind of work that they done. After I being introduced to everyone, I observed how the other officer do their task and how they deal with people. It was a new experience because this time, we I can see how busy they are with their own task.	
25/07/18 (Wed)	I start to learn on how to key in data for business registration # in Sarawaknet Called Electronic Resident and District office. I was teachd by my other colleagues of practical training student that start earliar by before me. Then, Miss Caroline, one of the officer teach me on how to fill the form for the probate and explain to me what is mean by probate. Then I help him to do her task by write down the form in the record book. I also learn on how to fill in the probate in Electronic Resident and District Office.	 AZMI BIN MORSHIDI PENOLONG PEGAWAI TADBIR, N27 PEJABAT DAERAH SRI AMAN
26/07/18 (Thu)	This time, I have opportunity to see the police officer come to the office with the suspect that they want to remand to get an approval remand letter from district officer. From that, I can see all the process of remand. Then, I also have an opportunity to sit at the Native Court to see how the proceeding process. It was a great experience because	


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>It was the first time I at Native Court. After that, I have given a task to call the all the the temenggung, ketua kaum, ketua masyarakat, penghulu and tuai rumah to invite them to the celebration of Hari Kemerdekaan Peningkat Sarawak Bahagian Sg Aman that on 1 August 2018 on 9:00am at Dewan Suarab, Sg Aman.</p>	
<p>27/07/18 (In)</p>	<p>I work at service counter on this time because some of the officer go to sibu and we did not know what to do then at service counter, I entertain all the customer that come to district officer. Then, I continue to key in the data for business registration on Electronic Resident and District Office. Then, I help the staff & in filling the document.</p>	
<p>30/07/18 (In)</p>	<p>I help the staff at counter service to entertain all the customer. I also help the staff to fill in the form for the customer to renew and buy a new bullet for their shotgun. At the evening, I attend the mini farewell ceremony for other practical student at meeting room.</p>	<p>AZMI BIN MORSHIDI PENOLONG PEGAWAI TAJUK PEJABAT DAERAH SRIAN</p>
<p>31/07/18 (In)</p>	<p>Same as before, I help the staff on filling the document according to their reference number and the right file. Then, I also help the staff to key in data of business registration in e-rando system called as Electronic Resident and District Office. I</p>	

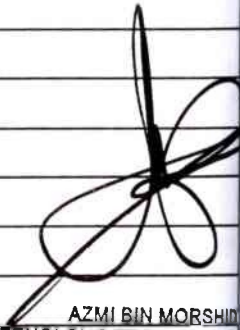
Date	Exact Nature Of Work Done	Supervisors Remarks
	also help the other staff in probet matter by key in the data in the same system which is e-RNDO and make a probate certificate.	
1/08/18 (Wed)	This day, I have an opportunity to work as a AJK Protokol for a programme of Sambutan Hari Kemerdekaan Negeri Sarawak Peningkat Bahagian Sri Aman Tahun 2018 at Dewan Suara Sri Aman. It was a great experienced as it was my first time to involve in this kind of celebration as a AJK protokol. In the evening, I joined a gotong-royong at Pejabat Daerah Keil Pantu. There, I help the staff to collect the rubbish and dead trees around the office. This programme take 4 hours before we can go back home.	 AZMI BIN MORSIDI PENOLONG PEGAWAI TADBIR, N2 PEJABAT DAERAH SRI AMAN
2/08/18 (Thu)	As usual, I help the staff at counter service and entertain the customer who come to district office. Then, I also help the staff to key in all the data for business registration in e-RNDO as well as for probate matter. I also help the staff to do a cop for the form to buy new bullet of shotgun.	
3/08/18 (Fri)	This time, I involved with Pesta Pantu 2018. I have been given a task to fill in the form of e-kasin at the booth of E-kasin that have been provided at Pesta Pant 2018.	


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>We We closed + This was my first time to interact with the public at open place. Our booth gain a lot of attention from the public. I met with a lot of people with different character. We closed the booth at 4:00 pm and go back home.</p>	
<p>5/08/18 (Sat) Sun</p>	<p>I fill in the form for e-kasih for the people who was registered e-kasih for the first time. At the day, it was the last day for Pesta Pantu 2018. Before we go back, we I help the staff to arrange all the chair and collect all the rubbish at the main stage area. It was a great experienced as it was my first time to involved with the management event like this.</p>	
<p>06/08/18 (Sun) Mon</p>	<p>As usual, I help the other staff with their task. I help the staff to fill the form for those who want to renew and buy a new bullet for their shotgun. I also help the staff to key in data for business registration at Electronic Resident and District Officer (E-RNDO) for 2016 business registration. Then, I help the staff to fill the form of E-kasih for those who want to register for E-kasih for the first time. At the evening, I do some filing for the document and arrange the document according to the reference file.</p>	<p>AZMELIN MURSHIDI PENOLONG PEGAWAI TADB PEJABAT DAERAH SERIA</p> 
<p>07/0</p>		

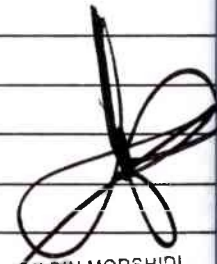
Date	Exact Nature Of Work Done	Supervisors Remarks
07/08/18 (Tue)	<p>As usual, I help the other staff with their task. I help the staff to fill the form for those who want to renew their lesen and buy a new bullet for their shotgun. I also help the staff to key in data for business registration at electronic resident and District Office (E-RNDO) for 2016 business registration. Then, I help the staff to key in data for probate matter. This time, I learn to make a certificate/sijil for probate matter. I learn a new step for probate matter throughout the whole process such as on how to ensure that all the information are true by check all the document one by one to avoid any mistake. At the evening, I involve with the meeting for Pesta Benak 2018 as a committee member of protocol.</p>	 <p>AZMI BIN MORSHIDI PENOLONG PEGAWAI TADBIR, N27 PEJABAT DAERAH SRI AMAN</p>
08/08/18 (Wed)	<p>This time, I have an opportunity to involve in a big event that held at Dewan Suarrah Sri Aman. At 10:00 am, I attend the briefing about the event. The event named is Anugerah Perkhidmatan Setia. At the evening, we have a rehearsal for the event and help the staff to arrange the chair and all the necessary needs that have to put on the chair for the award recipient.</p>	

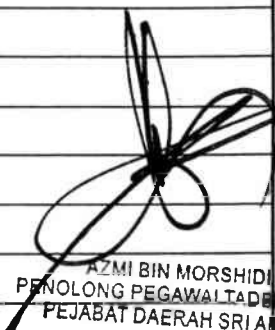
Date	Exact Nature Of Work Done	Supervisors Remarks
09/08/18 Thu	<p>The day for the event of Anugerah Perkhidmatan Setia 2018 at Dewan Suarab SRI Aman. The event start at 10.30 after the arrival of chief Minister to give the award to the recipient. This event was a great opportunity for me to interact with people that have a great position in their company. Through that, I can create a new social network with them whose know. In the future, I might work with them. The event finish at 12.30 pm after all the recipient received their award. At the evening, I have a rehearsal for Pesta Benak 2018 at Tembingan Batang Lupar SRI Aman.</p>	
10/08/18 Fri	<p>The day for Pesta Benak 2018. Same with Pesta Pantu 2018, it was my first time to involve with a management event like Pesta Benak. Same with Pesta Pantu 2018, I have given a task to fill in the form of E-Kasih at the booth of E-Kasih and Pemadam that have been provided at Pesta Benak 2018. Based on my experience from Pesta Pantu 2018, I can easily interact with the public that come to our booth. At 4.00 pm, we closed our booth and go home. At night, I help the staff to arrange the chair at Pentas Utama for Ratu Kebaya event. The event finish at late at night.</p>	<p>AZMUBIN MORSHI PENOLONG PECAWAI PEKERJA DAERAH SRI</p>

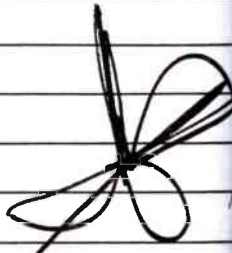
Date	Exact Nature Of Work Done	Supervisors Remarks
11/05/18 (Sat)	<p>The second day for Pesta Benak 2018, my task was the same as the previous day. However, I also have an opportunity to involve with the protocol at the main stage. I have an opportunity to become an usher or usherette for the VIP who was invited to Pesta Benak 2018 to their own place. At 11 30 am, we waiting for the arrival of Chief minister for the ^{opening} presentation of Pesta Benak 2018. Then, we continue our task as usual. At 4:00 pm, we close our booth and go home.</p>	
12/05/18 (Sun)	<p>The last day for Pesta Benak 2018. My task was the same as the previous day. Same as before, I have an opportunity to involve at the main stage. At 10 30 am, we wait for the arrival of Tuan Yang Terutama for the closing ceremony for Pesta Benak 2018. Then, we continue our task as usual. At 4 00 pm, we close our booth and go back home. I feel great because during my training periods, I have experience 2 two big event that held by District Office.</p>	 <p>AZMI BIN MORSHIDI PENYELONG PEGAWAI TADBIR. I PEJABAT DAERAH SRI AMAN</p>
13/05/18 (Mon)	<p>As usual, I help the staff with their task. I work at counter service to help the staff entertain the customer who come to the office. Then, I help staff for registration of probate. For probate matter, I help the staff to key in data at Electronic Register and District Office to make a</p>	


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>certificate of probate. Then, I write down all the information at Probate Registration and Cash Book. In the book, all the detail about the deceased and relation of the the presence of the deceased need to be write down at the book and also the eoo cop and signature of Tuan Rumah or Penghulu or Temenggong as witness their witness.</p>	
<p>14/08/18 (Tue)</p>	<p>I work at counter service to help the staff. Then, I help the staff to fill in the form for customer who want to renew their licence license and buy a new bullet for their shotgun. For the bullet, they only allowed to buy buy 25 RDS of the new ^{bullet of} shotgun. Then, I fill continue to key in business registration at Electronic Resident and District Office (E-RNDO) for 2018 until finish. At the even evening, I help the staff to filing the document according to the reference file.</p>	 AZMI BIN MORSHID PENOLONG PEGAWAI TADBIR PEJABAT DAERAH SRI GEMANG
<p>15/08/18 (Wed)</p>	<p>CUTI</p>	
<p>16/08/18 (Thu)</p>		
<p>17/08/18 (Fri)</p>		
<p>20/08/18 (Mon)</p>	<p>I help the staff at counter service. This time, there are many people who come to our office to register for E-kasih. Then I help them to fill the form of e-kasih for</p>	


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>them to register for the first the time. Then, I help the staff to print out the matter about the Ketua Kaum, Penghulu and Temenggong to settle out their payment or salary and their allowances. Then, I also help the staff to fill in the form to renew a customer licenses and buy a new bullet for their shotgun. Then, I also help the staff to key in ^{record} the letter that have been send to District Office.</p>	
<p>21/05/18 Tue</p>	<p>I help the staff for business registration matter by calling the customer to pay for their extract and collect their licenses. For extract, they need to pay RM2.00 and for the license, they need to pay RM52.00. In order to renew their business licence for a year, they need to pay RM25.00 at the treasury at level 1 at District Office. Then I help the staff to call the customer to collect their probate certificate that have been settle by the probate officer. To collect the certificate, it can be one of their heir or on behalf of the hei representative of the heir.</p>	 <p>AZMI BIN MORSHID PENOLONG PEGAWAI TADBIR, P PEJABAT DAERAH SRI AMAN</p>
<p>22/05/18 (Wed)</p>	<p>HARI RAYA AIDILADHA</p>	

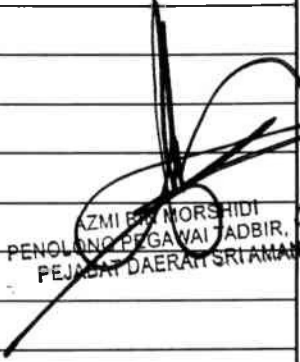
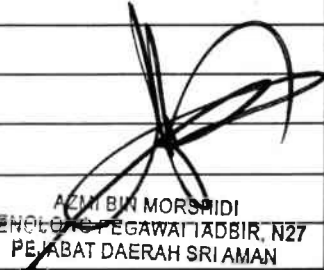
Date	Exact Nature Of Work Done	Supervisors Remarks
23/08/18 (Thu)	I help the staff to key in data for probate matter at Electronic Resident and District Office (E-RNDO). Then, I help the staff on filing the document according to their reference number and the right file. I also help the staff to key in data for business registration at E-RND E-RNDO for 2017 business registration. I also learn on how they can change or transfer their share of their business where they should go to the lawyer first. By have a letter from their lawyer, then they can change or transfer their share to the person that they want to give their share to.	
24/08/18 (Friday)	I help the staff with their work. As usual, I help the staff to fill in the form for the customer who want to renew their licence and buy a new bullet for their shotgun. Same as before, they only allowed to buy 25 RPS of the new bullet for their shotgun. Then, I continue to key in business registration at Electronic Resident and District Office (E-RNDO) for 2017 business registration until finish. At the evening, I help the staff on filing the document according to the reference file and number. Then, I also help the staff to make an offer letter for tender.	 AZMI BIN MORSHIDI PENOLONG PEGAWAI TADBIR PEJABAT DAERAH SRI AMAN


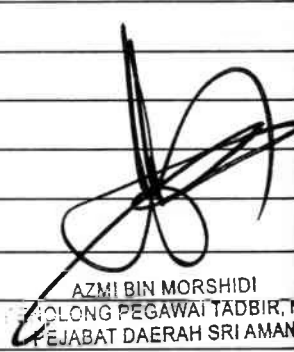
Date	Exact Nature Of Work Done	Supervisors Remarks
27/08/18 (Mon)	As usual, I help the staff at counter service to help the staff entertain the customer who come to the office. Then, I help the staff to make a certificate for probate matter. It was easy for me as I already learn all the process about the probate and I know what I should do. At the evening, I have an opportunity to hear the case at Mahkamah Bumiputera Sri Aman. The case are about land cases between the claimant, Louis and the defendant, Bellie anak Jelie.	
28/08/18 (Tue)	Help the staff at counter service to ente entertain the customer who comes to the office. Then, I help the other staff to fill in the form for customer who want to renew their licenses and buy a new bullet for their shotgun. For the bullet for their shotgun, they only allowed to buy 25 rps of the new bullet. Then, I continue to key in data for business registration at Electronic Resident and District Office (E-PRDO) for 2018 business registration. At the evening, I help the staff to filling the document according to the reference number on the file.	 AZMI BIN MORSHIDI PENOLONG PEGAWAITADEM. PEJABAT DAERAH SRI AMAN
29/08/18 (Wed)	As usual, I help the staff with their office work. I work at counter service to help the staff to entertain the customer who come to the office. Then, I help the th staff for probate registration. For that, I help	


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>the staff to key in data at Electronic Resident and District Office (E-RNDO) to make a certificate of probate. Then, I write down all the information at Probate Registration and Cash Book. In the book, all the detail about the deceased and the heir of the deceased need to write down at the book and also the copy cop and signature of Tuai Rumah, Penghulu or Temenggong as a witness.</p>	
<p>30/08/18 (Thu)</p>	<p>I help the staff on filling the document according to the reference number of the file and help to record the letter that have been send to District Office. Then, I help the staff to fill in the form for those who want to renew their license and buy a new bullet for their shotgun. Same as before, they only allowed to buy 25 rds of the new bullet for their shotgun. Then, I continue to key in data for business registration at Electronic resident and District Office (E-RNDO) for 2018 business registration until finish. At the evening, I help the staff on filling the document according to the reference number of the file.</p>	 AEMI BIN MORSHIDI PENYELING PEGAWAI TADBIR, PEJABAT DAERAH SRI AMAN
<p>31/08/18</p>	<p>CUTI HARI KEMERDEKAAN</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
03/09/18 (Mon)	<p>I help the staff at counter service to entertain the customer who come to Office. Then, I learn on how to deal with customer who want to adopt a son or daughter. There are some procedure of adoption that they need to follow such as fill in the form first, then they should have their witness to sign in the form and taking oath in firm front of officer of Magistrate which the is the district officer itself. After all the procedure, then the officer who handle the adoption can proceed to make a a certificate of adoption. Throughout During the procedure of adoption, I have learn a new knowledge where I have an opportunity to key in data of adoption and process the certificate of adoption.</p>	 <p>AZMI BIN MORSHIDI PEMOLONG PEGAWAI TADBIR N27 PEJABAT DAERAH SRI AMAN</p>
04/09/18 (Tue)	<p>As usual, I help the staff at counter service to entertain customer who come to the office. Then, I continue to key in data for business registration at Electronic Resident and District Office (E-RVDO) for 2018 business registration until finish. Then, I also filing the document for business registration according to the reference number and double check the document to avoid any mistake happen by the officer. Then, I also help the staff for probate matter to key in the information of the applicant at Electronic Resident and District Office (E-RVDO)</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
05/09/18 (Wed)	As usual, I help the staff at counter service to help the staff to entertain the customer who come to office. Then, for private matter, I have been introduced to "Will". Will is different from what I have learned. For Will, it take time because the will need to be open in front of District Officer only. Then, all the process are the same as before when I help the staff made a private's certificate. Then, I help the staff to fill in the form for those who want to be renew their shotgun's license and buy a new bullet for their shotgun. Then, I continue to key in data for business registration at Electronic Resident and District Office (e-RVDO)	
06/09/18 (Thu)	As usual, I help the staff at counter service to help the staff to entertain the customer who come to office. Then, I continue to key in business registration at Electronic Resident and District Office (e-RVDO). Then I help the staff for child Adoption matter. For child adoption, before we give them the form of adoption, we need to see the birth certificate of the child first. After that, then, they can fill all the requirement in the form. There are three ^{some} type of form, first, if they want to adopt unauthorized children, they need to fill in the form of unauthorized children adopt by married couple, second is unauthorized children adopt by single parents for those who single third is authorized children adopt by married	 AZMI BIN MORSHIDI PENOLONG PEGAWAI TADBIR, PEKABAT DAERAH SRI AMAN

Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>couple and forth is authorized children adopt by single parents. After they complete the form, then the staff can proceed with the adoption certificate. Then, I also help the staff to key in all the information of adoption in the system.</p>	
<p>07/09/18 (Fri)</p>	<p>This time, I help the staff for probate matter. For probate matter, I help the staff to key in data for the applicant at Electronic Resident and District Office (e-RNDO). At 10.am, I join farewell party that have organised by the office for student practical that will end their training on this day. This farewell ceremony also involved include me and my other part colleagues that will end their training next week (16 September). At the evening, I help the staff to filling the document according to the reference number of file with the right document.</p>	
<p>10/09/18</p>	<p>CUTI</p>	
<p>11/09/18</p>	<p>CUTI</p>	
<p>12/09/18 (Wed)</p>	<p>As usual, I help the staff to fill in the form for customer who want to renew their license for their shotgun and buy a new bullet for their shotgun. For the bullet, they only allowed to buy 25 RDS of the</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>new bullet. Then, I help the staff for probate matter by to record all the deceased and applicant information at Probate Registration and Cash Book. In the book, all the detail and information about the deceased and their the heir of the deceased need to be recorded at the book. It also require the official stamp + and the signature of Tuai Rumah, Penghulu or Temenggong as a witness. All the heir of the deceased also should come because it also require their signature as as the evidence that they agreed to make the probate.</p>	 AZMI BIN MORSHIDI PENOLONG PEGAWAI TADBIR, N27 PEJABAT DAERAH SRI AMAN
13/09/18 (Thu)	<p>As usual, I help the staff at counter the staff at counter service to entertain the customer who come to the office. After that, I help my other friends to key in the information for business registration at Electronic Resident and District Office (e-RNDO) for 2018 business registration. Then, I help the staff to call the customer to pay for their extract of business registration. Then, I also help the staff on filling the document based according to the reference number of the document. At evening, I help the other staff to entertain the customer who want to do a probate matter and help to key in the information of the customer at Electronic Resident and District Office (e-RNDO) system.</p>	 AZMI BIN MORSHIDI PENOLONG PEGAWAI TADBIR, N27 PEJABAT DAERAH SRI AMAN

Date	Exact Nature Of Work Done	Supervisors Remarks
14/09/18	<p>Today is are is my last day of my practical training at the office. As usual, I help the staff to fill in the form for the customer who want to renew their license for their shotgun and to buy a new bullet for their shotgun. Same as before this, customer only allow to buy 25 rds of the new bullet only. Then, I help the other staff to make a certificate of Letter of Administration (LA) and will for probate matter. Then, after I finish help the staff make the probate's certificate, I make a call to the customer to inform that their certificate are done and they can come to office to take their certificate.</p>	 <p>AZMI BIN MORSHIDI PENYONG PEGAWAI TADBIR, NZP PEJABAT DAERAH SRI AMAN</p>