

UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES



PRACTICAL TRAINING REPORT (ADS667)

AN OVERVIEW PROGRAMS BY BAU DISTRICT OFFICE WITH  
BAU COMMUNITY

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2015250256

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### **Declaration**

We hereby declare that the work in this report is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and regulations.

Signed,

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NURUL FARAHIN BINTI BUJANG

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## **Acknowledgement**

First of all, I would like to thank God for giving me strength and good health so that I able to complete and finish my practical report within the actual time. In order for me to complete my practical training report, there are several parties that deserve special thanks and appreciation here.

I admit that, completing the whole practical report is not an easy work or task. However, with full support and guidance from my lecturer, Madam Sharon Pearl Henry Serub, I have no problem to complete my report correctly and according to the required standard. She deserves a special mention here because without her I probably unable to finish my practical report and I probably make a lot of mistakes in completing my report. She was very supportive, helpful informative and caring to all of us so that we able to finish and complete everything on time and correctly.

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All I can say throughout my effort to complete my practical training report is I feel so blessed because many parties as I mention here always be kind and helpful to me so that I able to finish my task on time and with the correct format.



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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

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## **CHAPTER 1**

### **INTRODUCTION TO THE ORGANISATION**

#### **1.0 Introduction**

On this chapter will consist and explains the whole background of Bau District Office. In this chapter explains and states the background of the organization, objective, mission, vision and the organization structure of Bau District Office. Besides that, this chapter explains in detail about the several sections existed in Bau District Office such as the counter service section, Magistrate Court Section, Project Development Section, Social Section, Correspondent / Registry Section, Account Section and Native Court Section.

#### **1.1 Organization Background**

Bau District Office is located at Jalan Penghulu Durin, Bau near to the Post Office and Bau Magistrate Court. It was established during the administration of Rajah Brooke in July, 1981 with the appointment of W.S.B Duck as the first District Officer.

Besides that, the office has 39 District Officers from 1931 until now. At this moment, the office has 29 staff consist the District Officer (DO), 2 Administrative Officer (AO), 3 Assistant Administrative Officers (SAO) and other supporting staff including an attachment officer from Federal Judiciary Department.

Then, there are several functions or activities that are being perform at Bau District Office namely counter Services Section, Magistrate Court Section, Project Development Section, Social Section, Correspondent / Registry Section, Account Section and Native Court Section. Apart from that, Bau District Office headed by District Officer from the past few years starting the year

1931 until now. Bau District Office has been managed and headed by 39 district officer. Below is the list of district officer who had been managed and headed Bau District Office.

**List of District Officers**

| <b>NO</b> | <b>NAME</b>                          | <b>PERIOD</b>            |
|-----------|--------------------------------------|--------------------------|
| 1         | W.S.B Duck                           | 17.07.1931 - 13.07.1932  |
| 2         | R.G Aikman                           | 13.03.1932 - 01.04.1934  |
| 3         | J.R. Outram                          | 17.08.1935 - 22.12.1935  |
| 4         | L.K. Morse                           | 22.02.1935 - 04.03.1936  |
| 5         | H.P.K. Jacks                         | 05.03.1936 - 09.11.1939  |
| 6         | J.C.H. Barcoft                       | 10.11.1939 - 01.03.1940  |
| 7         | Wright                               | 02.03.1940 - 25.12.1941  |
| 8         | G. Lioyd Thomas                      | 01.08. 1946 - 30.07.1948 |
| 9         | A.J.N. Richard                       | 31.07.1948 - 18.02.1951  |
| 10        | G. Roberts                           | 19.02.1951 - 05.05.1952  |
| 11        | A.M. Phillips                        | 06.05.1952 - 09.06.1952  |
| 12        | W.C.B. Wilson                        | 10.06.1952 - 21.11.1952  |
| 13        | P. Patchlfee                         | 22.11.1952 - 06.04.1953  |
| 14        | R.A. Young                           | 07.04.1953 - 11.02.1955  |
| 15        | G. Lloyd Thomas                      | 12.02.1955 - 06.12.1955  |
| 16        | D.W. Robotham                        | 07.12.1955 - 01.08.1957  |
| 17        | H.A.L. Ferguson                      | 29.07.1957 - 21.06.1958  |
| 18        | Micheal Sadin                        | 22.06.1959 - 17.03.1962  |
| 19        | William Nais                         | 19.03.1962 - 07.03.1963  |
| 20        | Haji Yusuf Arbi                      | 08.03.1963 - 08.09.1966  |
| 21        | Abg. Zainorin Bin Abg. Haji Morshidi | 01.03.1966 - 16.02.1970  |
| 22        | Adenan Bin Aman                      | 17.02.1970 - 14.03.1975  |
| 23        | Micheal Pilo Gangga                  | 15.03.1975 - 30.12.1978  |
| 24        | Geoffrey Usa Baling                  | 02.01.1979 - 03.12.1981  |



|    |                            |                         |
|----|----------------------------|-------------------------|
| 25 | Patrick Regep Nuek         | 04.12.1981 - 08.02.1985 |
| 26 | Chang Pat Foh              | 09.02.1985 - 06.07.1987 |
| 27 | Micheal Duk Andos          | 07.07.1987 - 30.11.1990 |
| 28 | Micheael Saweng            | 01.12.1990 – 04.10.1993 |
| 29 | Barnabas Sato Nuek         | 04.10.1993 – 30.11.1993 |
| 30 | Peter Ling Hing Sung       | 11.12.1993 – 31.01.1998 |
| 31 | Joseph Jinam Anak Lidok    | 01.02.1998 – 26.08.2000 |
| 32 | Ahmad Tajudin Haji Suhaili | 06.09.2000 – 05.10.2000 |
| 33 | Watt Lanyau Entaban        | 06.10.2000 – 10.02.2003 |
| 34 | Anthonious L. Sindang      | 11.02.2003 – 14.07.2006 |
| 35 | Tom Hem Mijod              | 17.11.2006 – 31.12.2011 |
| 36 | Simon Japut Tiok           | 03.01.2012 – 31.07.2013 |
| 37 | Wong Hee Sieng             | 01.08.2013 – 08.06.2014 |
| 38 | Enting @ Inting Nyami      | 09.06.2014 – 30.11.2016 |
| 39 | Anielia Anak Siam          | 01.12.2016 -            |

## 1.2 Organization Objectives

“To achieve well-being and improving the quality of life in accordance with the Bau District government’s aspiration to achieve developed state status by 2020”

## 1.3 Objectives of Each Section

### i) Administration and Financial Section

“To ensure effective and efficient office management and administration in achieve excellent service delivery system to the customers”

ii) Development Section

“To ensure project being perfectly implemented to achieve the well-being of the people based on the thrust and current needs”

iii) Social Section

“To ensure statutory function, programmed and social activity being perfectly implemented for the well-being of the people based on law, policy, and current need”

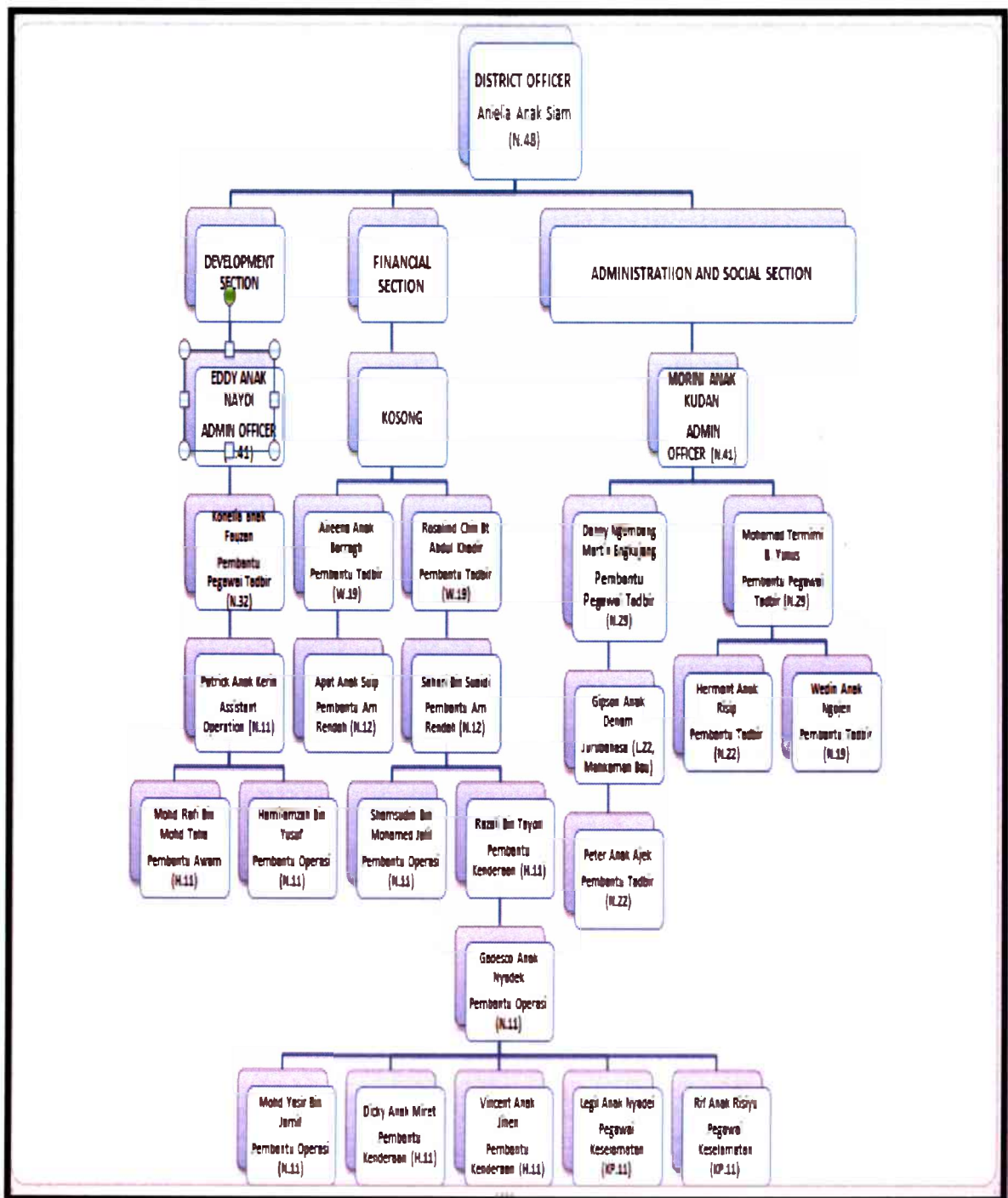
**1.4 Mission**

“To provide overall efficient and effective, and as a catalyst for socio-economic development of the Bau District in accordance with aspirations and government policy through decisions and actions based professionalism, integrity and accountability”

**1.5 Vision**

“Being District Office Excellent towards Civil Service World Class”

## 1.6 Organization Structure



## **1.7 Main Functions of Bau District Office**

### **1.7.0 Introduction**

Bau District Office has been divided into several sections and every section carry different responsibilities and tasks. It is very important for achieve objectives in each section and every section must give the best performance in doing their task and job. Besides, in each section must follow all the procedures and systems that had been set by the higher authority.

### **1.7.1 Counter Service Section**

In this section, it will involve many transactions between customers and staff such as for acceptances, licenses and others. It requires and involves the officers to deal with public and the officers must have a good relationship to their customers. At the counter service has been divided into three sub-sections which are:

i) **Customer Service Counter**

In this section, it involves several activities such as document verification, renew license for arms and ammunitions, providing and explaining about application forms related to BR1M, e- Kasih, Bantuan Rumah (PBR), and Probate for registrations of adoption child letter.

ii) **Account Counter**

In this section will involve several activities such as business license application and registration, land tax payment, water bill and etc.

iii) **Bullet Counter**

In this section it involves activities such as payment of bullet permit, manage and handle transfer of firearms.

### **1.7.2 Administrative Section**

This section is the most important in the organizations. Mostly, Administrative Officer and their secretariat will handle this section. It will involve several activities such as office management affairs, social affairs and human affairs. There are several functions of the administration section such as:

- Managing the receipt and acceptance letters
- Registrations, drafting, filling and faxing forms and documents
- Updating files
- Printing the forms and documents
- Sign for verification certificates
- Handle probate matter such as child adoption
- Managing the ceremony or officials celebration

### **1.7.3 Statutory Section**

#### **i) Magistrate Court Section**

In this section is headed by authorized officers and only several officers will handle matters related to Magistrate Court and verify some documents and forms. Besides, the police also will get and ask the officers to sign the arrest warrant before they arrest the prisoners. In this section also, there are several activities are being done such as:

- Handling criminal matter/civil matter
- Handling traffic cases

- Acknowledgement of pledge (Perakuan Surat Sumpah)

## **ii) Native Court Section**

This section is for appealing a civil case and customs violations. The appellant will inform to headman about their case first before they get forms from the officer. This section deals with several issues such as:

- Weds tribunal
- Native law and custom

## **1.7.3 Development Section**

In this section is more focus on project development in Bau District. Thus, it also focuses on the affairs and regional development. The contractor or business man can verify their forms in the Bau District Office before they start their project. There are several functions under this section such as:

- Verification of completed project
- Processing of tenders and quotations for the small project
- Planning and implementing the rural projects such as PBR (Projek Bantuan Rumah).
- Planning to develop Bau District from rural to urban area and want Bau as a tourism place
- Collect and prepare the list of proposed project
- Manage on the project of electrical and water provision in the rural area

#### **1.7.4 Account Section**

In this section, certain officers will play their role related to financial affairs of Bau District Office. The officer will responsible to records, manage and estimates the budget as well as the flow of money in that office. They will records the amount of money that they had been spent and the amount of revenue had been collected. There are several activities under this section such as:

- Collection/Revenue
- Prepares for annual budget and estimation of budget
- Assets and inventory
- Manage and buying and the payment

## 1.8 Client Charter

To make sure the customers will be satisfied with their service, Bau District Office focus and practice the several code of conduct. This code of conduct as known as client charter and all the officers will do and performing their task and responsibilities based on the required procedures and standards. The client charter consists of several policies or standards as stated as below:

- **Letter of Administration** for deaths occurring on / after 1 November 1991 will be issued within 20 days from the date of registration, provided that all the supporting documents have been fulfilled.
- **Adoption Certificates** will be issued within **5 days** from the date of the application provided that it has complied with all requirements.
- **Registration of Business Names** will be completed within **5 days** from the date of applications, provided all the supporting documents have been fulfilled.
- **Application for transfer, Revocation and Extract Business Names** will be done within **1 day**.
- **License Shotgun** will be issued within **3 days** after receiving the approval of the Resident of Kuching.
- **License Fund Raising** will be issued within **1 day** after receiving approval from the Police and Resident of Kuching.
- **Permit Buying Ammunition** will be released on the **same day** of application provided it meets all needs.
- **Paid from the public** will take place on the **same day** of application provided with the terms it meet all the requirements.



- **Registrations Case Native Court** will take place on **the same day** of application provided it meets all the requirements. Ensuring each **Minor Rural Project** conducted monitored through site visits **at least 3 times** during the exercise period.
- **Statutory Declaration** will take place on **the same day** of application provided it meets all the requirements.

## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.0 Introduction

There are several tasks that have been included during the practical training session at Bau District Office. The task given is according to every section at Bau District Office. During my practical training, the tasks that have been given to me are counter service task, administrative task, meeting task and also at the native court. Every task has some procedures and everyone should be following all the procedures. Under each task, I performed various sub-tasks.

#### 2.1 Counter Service Task

At counter service, I received a lot of tasks. My task is divided into two sections which are helping the staff at Bullet Counter and helping the staff at the customer service counter within one week. During one week, I had faced a lot of customer's behavior and at the same time gained many experiences on how to handle them.

At the bullet counter, I helped the staff to handle issues such as recording and collecting fees from the public to renew their shotgun permit. For those who want to purchase a bullet, they should register their name at District Office because they should follow the law. They should bring along their shotgun for the first registration to make sure the shotgun is still in good condition. Then, they also should go to police station to get a form and permission before they used that shotgun. When the police had approved their shotgun model, they will be given one small book that records all the information such as the bullet types they are allowed to purchase and the date paid.

There are two types of bullet that are allowed for people to purchase which are 12 bore and 16 bore. Normally, people will purchase 16 bore every month. People will pay RM2.00 for tax purpose. Then, as a practical student, I need to help them to fill the form. I need to fill all the particular of the applicants and that form must be signed by the authorized officer. After the officer sign, the form must be recorded in the system.

At counter service, I helped people a lot. I explain to them about registration on the e-Kasih, BR1M, BPR (Bank Perkreditan Rakyat) and explained to them on how to fill the probate form. Besides, I also received calls from customers. In one week, I learn a lot. The tasks are really helping me to improve my communication skills. I met a lot of people and each of them have their own needs and wants.

## **2.2 Administrative Task**

### **2.2.1 Key in and record data**

This task was given to me by the District Officer and others some officers. Key in data in the system and Microsoft Excel is very important because the data is important for reference and future use. The first task was given by the District Officer, Miss Anielia Siam. She asked me to key in data about The Breakdown of the Services Performed by Year and Month (Pecahan Bilangan Perkhidmatan yang Dilaksanakan Mengikut Tahun dan Bulan). After completing that task, the other officers also asked me to record about Village List and Basic Facilities in Bau (Senarai Kampung dan Kemudahan Asas Daerah Bau) in Microsoft Excel. By using Microsoft Excel, I can improve my Microsoft Excel skills. Then Microsoft Excel also is a spreadsheet program that allows me to quickly log, sort and analyze data. Then, the purpose for them to use

Microsoft Excel for record their data to manage payroll records, employee schedules or personal bookkeeping and paperwork virtually, so the data can be easily changed, updated or moved around without having to deal with paper and pen copies. Excel files can also be sent as attachments or shared within a group of users via various cloud storage systems so everyone have access to the same file.

### **2.2.2 Create a Feedback Form for the event**

As a practical student, I should know the entire administration task in the organization. I should take this opportunity for my future study. District officer asked me to create a feedback form for “Produk Perlancongan Daerah Bau 2017” based on my own creativity. Successful organization depends on feedback, whether it comes from customers, public or even our own employees. She explained about the content to be included in that feedback forms. SAO Termimi also gives me the sample of feedback form and he explains to me on how to create a good feedback forms.

I used a Microsoft Words and Excel to do the feedback form. After completing this task, I asked SAO Termimi to check my work. If there is any mistake and the content is not suitable, they asked me to make a correction until they are satisfied with my works. When I made some mistakes, I take it as a learning experience. Besides, with the feedback forms, I can gather information and use it to build a better working environment, increase efficiency to that organization and provide a more valuable service.

### **2.2.3 Probate Matter**

In the administration task, I help the officer in charge managed and handled matter that is related to probate. The officer in charged for this matter is Madam Wedin Ngojen. Probate is the process of administration of the estate of the deceased for the transfer of the estate to the heirs and beneficiary. In Sarawak, the Administration of the estate is governed by the “Administration of Estate Ordinance, Chapter 80,” And the Estate Duty is based on “The Estate Duty Ordinance, Chapter 29”.

From what I had learned, only several people are eligible to apply. That person is:

- The widow of the deceased
- Son of the deceased
- The father of the deceased
- Widow of the deceased
- The closest male relative of the deceased
- Sister closest to the deceased
- Payable to the deceased
- Applicants for probate must be legitimate heir in the will of the deceased

In order for the public to request the application on probate matter, there are several documents that are required as below:

- Death certificates
- Probate origin

- Permit approval of the heirs to appoint the Administrator (The witness must be of Temenggong / Pemanca/ Community Chief / Head of Department of Deceased)
- Statutory Declaration
- Marriage certificate / Marriage (Decease)
- Assets
- Bank account (Statement of current account, Saving account, Fixed Deposit Receipt)
- Shares (Stock Certificate & letter stock value at the date of death of the deceased)
- Insurance
- Firearms (Licensed)
- The Employees Provident Fund (EPF) – Letter of the latest demands of the EPF)

In handling the process, when people comes to Bau District Office to submit the complete set of documents, I need to be careful to check the copy of the documents making sure it is similar to the original documents. This is because it will prevent any cases of fraud. After every procedure had been completed and fulfilled, the real probate certificate will be issued to the applicant.

### **2.3 Preparing Minute of Meeting / Conduct of Meeting**

Preparing minute of meeting is considered a task that every practical trainee at Bau District Office needs to do. For this task, I learned a lot in how to prepare and complete a minute of meeting. Since this task is really new for me, I was assisted by Miss Anielia Siam to successfully complete the task and I can get to learn on how the real process of conducting meeting in office.

The process is:

**Before meeting:**

A notice must be given to all staff about the meeting after the approval by the District Officer, Miss Anielia Siam. When she invites the other staff from the other department, she asks me to call that person to attend the meeting. Besides, as a practical student, I also asked to set up the projector and laptop before they start the meeting.

**During meeting:**

All issues or matters being discussed need to be recorded to prepare minute of meeting.

**After meeting:**

After the meeting, all issues and matters that are recorded need to be reviewed and well organized to prepare minute of meeting. If I was still not sure about the items, I will also ask the other staffs who attended that meeting about the issues had been discussed in meeting.

**The First Minute of Meeting**

As practical students, preparing minute of meeting is one of my tasks. For the first time, I was assigned by District officer, Miss Anielia to prepare minute meeting about “Penerbitan Buku Sejarah dan Pembangunan Daerah Bau”. Before the meeting gets started, SAO Termimi Yunus reminded me to record all matters that were being discussed. At that time, I learn a lot by witnessing the real situation in that meeting.

After the meeting finished, I need to organize all the recorded data. This is because the matters and important things that were discussed that day will be discussed in the second meeting. To

ensure that I prepared the correct minute of meeting, I have been given a complete set of the real format. I just follow the instructions and used the proper words to complete that task.

### **The Second Minute of Meeting**

For the second time, I had been given the second opportunity to prepare minute of meeting for the upcoming meeting. I attended the second meeting which is “Focus Group Pembasmi Kemiskinan”. As usual, I still used the same format to complete the minute of meeting. I also recorded the important issues and important things that have been discussed between the District Officer and Village Head. I think this task is really helpful and useful for me in the future.

### **2.4 Account Department**

Within this week, there are only few works given to me because most of the works are be confidential and it is not suitable for me as a practical student. I was only asked by Mr Geris Busong to sort all the recipient voucher of BR1M. Before that, I need check the list name according to the village. To this task, I was careful to check that the name of receiver must be correct. After I checked, I key in their names and address in Microsoft Excel.



## 2.5 Task at Native Court

One of the tasks that were assigned to me was helping the officer in charge to handle issues related to Native Court at Bau District Office. The officer in charge for this task is Mr Peter Ajek and his Assistant is Mr. Gadesco. For this task, Mr Peter Ajek asked me to key in data for every case at the Native Court. Besides that, I also learned a lot of things especially the procedure and matters handle under the Native Court.

The Native Court will determine whether the case will be heard and also set a hearing date. Usually the person appointed to be Chief Justice of the 'Pengahulu' of that area.

The Law applicable is:

- Native Court Ordinance 1992
- The Law Courts Tradisional Bumiputera Bidayuh 1994

Documents Required:

- A copy of the Identity Card of defendant
- Police report if necessary

The first case hearing that I witness was on divorce, there are two part of case hearing at District Native Court which are hearing section and decision from the court. From my experience, the first part was more to interrogating session. Before that, the entire respondent will take an oath in front of the "penghulu". After a few months, when the decision have been made by court, all respective are invited to the second hearing.

## **2.6 Public Relation (Organizational PR Event)**

There are several PR events that I attend during my practical training. Attending PR event is a very important task for us as practical students because we need to handle the event and deal with public. Usually, SAO Konelia Pauzan and SAO Danny Ngumbang will lead the event. They are the one who will organize and manage everything. The name of the PR event that I attend is:

### **2.6.1 Program Tilawah Al-Quran**

This programme was led by SAO Termimi since he is the one who manage and organized the event. This programme was held at mosque which located at Kampung Bunga Rampai Bau on 27 January 2017. For this event, all practical student need are required to help and assist some matters. My task before the day of the event is more handling to create a feedback form for the people who come to the event. During that event, SAO Termimi asks me to help him at registration section.

For this event, there is a formal dress code which is for the girl they need to wear green *Baju Kurung* and the boy they need to wear *baju melayu*. This experienced is really useful for me. The programme starts at 6.30 p.m. and end at 10.30 a.m.

### **2.6.2 Attending Chinese New Year Opening Ceremony**

The second event or programme that I attend was known as Chines New Year Opening Caremony at Bau Town and it involves all the staff at Bau District Office. This event was started at 7.30 p.m. to 9.00 p.m. My task on that day is to more handling the goodies bags for people who come to the event.

The main activities of this event are:

- Speech by YB Dato Henry Herry and District Officer
- The opening event like cut the ribbon and fireworks
- Giving an awards to all committee

That event was attended by a lot of people from village in Bau and mostly is Chinese. From this event, it can make their relationship become closer.

### **2.6.3 Attending event “Simposium Kepimpinan dan Pembangunan Kawasan Dun N.18 Serembu”**

The third event or programme that I attend was known as “Simposium Kepimpinan dan Pembangunan Kawasan Dun N.18 Serembu”. The event was held at Imperial Hotel on 11 March 2017. This event was started at 8.00 a.m. to 9.30 p.m. For this task, I am not only assigned to help the staff at the registration section but I am also given the opportunity to be a committee members.

During that event, YB Dato Henry Herry and District Officer were gave some speech and explain to everyone about their project to develop Bau District. Besides, District Officer also asks me to record all the main point. Besides, the entire village head who attend that event can gives an idea to make their project become success.

## **2.7 Conclusion**

In conclusion, as a practical trainee I am responsible to handle few tasks that were assigned to me. There are several tasks that I did throughout my practical training. All tasks need to be done based on procedures and followed the system. I learn a lot especially about administrative task and PR event task. This kind of experience is very meaningful and useful for me in the future.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 INTRODUCTION**

As a practical trainee, there are several tasks that are related to the concept that I have learned in class. Since organizing and managing Public Relation event was one of my tasks during my practical training period, I was able to identify several concepts of my task. The concepts are the process of event management, ethics of organizing an event, skills required in project or event management process.

#### **3.1 PROJECT OR EVENT MANAGEMENT PROCESS**

Before doing an event, planning is the most important thing to make it successful and everyone should start well in advance. By having a good planning, it will help in reducing uncertainties in the future. So, everyone who are involves in the event should cooperate with each other to reduce the mistakes. Developing a detailed management plan which is includes timetable of what and who needs to be done and responsible is the best way to approach planning. The key to a successful event is to plan well in advance. Below are the processes of before, during and after organizing an event:

##### **3.1.1 Before the event**

Successfully event is not easy to organize. It will depend on how people formulate a strategy to make it successful. Before organizing an event, a lot of issues and matters needed to be considered. All the staffs need to have a meeting to discuss what need to be done before, during and after the events. All the staffs need to be responsible and work together. According to

Walker (2014), there are several matters that need to be done to ensure the event is successfully done such as develop event goals and objectives, set up the budget, organizing committee, set up date and create master plan. The first thing need to be done is invite all the staff to join the meeting for discussion about their tasks that need to be done during and after the event. The leader should inform all the staff about their task and the leader must have prior experience conducting event. As a practical student, I also need to get involved during the meeting. The criteria are as shown below:

### **1. Develop Event Goal and Objectives**

The leader and event planner should discuss why the event exists and who it will be for. A clear and concise statement about the purpose and advantages of the event should be written down. A good goal and objective is when the leader and the staff understand what they want to do and try to accomplish it. Besides that, the outcomes of the event should be discussed. The outcomes are not related to finance problem, but it could be a whole host of things specific to that company. It will be a good event if all the members of the group will enjoy it and able to work together in one team. The goals and the objectives can be achieved when all the members know their roles during the event and the event can run smoothly.

### **2. Set Up The Budget**

Firstly, as an event planner, setting up and managing the budget is the most important to do before the events. It is very important to know what type of event we are running, because it will depend on how we approach the whole budgeting process. Once the leader knows what kind of the event they want to conduct, they should know and must prepare the accurate event budget. When we apply for funding, we will need to set out our

projected income and expenditure to demonstrate that our budget will balance, and the event will be financially viable.

During my practical training, budgeting is the most important part to ensure everything will be done smoothly. They should use the entire budget with the important purpose and not waste the money to book a lot of food for the people, gifts and hampers. The event planner will discuss the entire budget with the financial department in the office. They will make sure they get enough funding from the sponsorship before conducting the event.

### **3. Organizing Committee**

Event manager should have a skill in all aspect of event management. They also must surround themselves with helpers who have a range of useful skills. The organizing committee has two main functions:

#### **a. Executive function**

He organizing committee should know and manage the task need to be done and give the other members task to help him to accomplish the event. Then, the organizing committee must have a good knowledge of the event management and must know what to do from the beginning of the event until the event is completed.

#### **b. Planning and advisory function**

Planning can be achieve with better ideas and discussed together with the other members. So, as an organizing committee, they should formulate planning before the event.

In Bau District Office, the committee will be among the staff. However, for some other event it is from the other department. As a practical student, I am assigned to be one of the committee's members. Besides, it is very important for the director and the organizing committee to work together and cooperate closely. Then, during my practical training, there are a lot of people involved and all of them have their own responsibilities and roles to ensure the event run smoothly and successfully.

**c. Set The Date**

Deciding an official date for the event is also very important to discuss during the meeting and it is the crucial things in planning. The staff in the District office will discussed together when the event should be conducted. Before they decide an official date, the staffs need to consider several aspects and issues that many affect the event later. The date might already be pre-set for important event, but if the new event must be consider the following before the date such as:

- i) Must be aware of statutory and religious holiday;
- ii) Avoid school holiday; and
- iii) Check the dates with key participants such as the VIP guest.

**d. Create a Master Plan**

In Bau District office, all the staffs and members should discuss and get involved under the master plan. Everything that are being decided must be planned carefully and all the aspects includes:

- i) Venue and catering management (contract and deposit).



- ii) Speakers / presenter need to be confirm and deal with them until the event complete.
- iii) Activities and programs during the event.
- iv) Registration (payment of the hall and etc.).
- v) Sponsorship.
- vi) Volunteer management.

**e. Set up the various teams for task allocation**

Usually, the event planner will prepare several tasks for every person in each department. The example of task allocation such as:

**1. Planning Team**

- Appoint or choose the team leader from each team.
- In charge to all event coordination.
- Oversees timing and scheduling to make sure all the activities happen on time.

**2. Presentation Team**

- Identifies content of conference program.
- Organize sessions and select session chairs (according to the amount of people invited).
- Set guidelines for speaker.
- Prepare the IT needs and set up all the projector and microphones

### 3. Publication Production Team

- Create conference logo and theme.
- Printing banner, décor and bunting.
- Giving an evaluation form to the people.

### 4. PR Team

- Create attendance by including date on event calendar.
- Create an advertisement or direct mail.
- Prepared all the post-conference material.

### 5. Finance / Sponsorship Team

- Determines the overall budget.
- Monitor cash flow.
- Records income and expenses.
- Creates ongoing financial reports and updates.
- Compiling final report.

### 6. Onsite Management Team

- Select and booking the venue.

### 3. Publication Production Team

- Create conference logo and theme.
- Printing banner, décor and bunting.
- Giving an evaluation form to the people.

### 4. PR Team

- Create attendance by including date on event calendar.
- Create an advertisement or direct mail.
- Prepared all the post-conference material.

### 5. Finance / Sponsorship Team

- Determines the overall budget.
- Monitor cash flow.
- Records income and expenses.
- Creates ongoing financial reports and updates.
- Compiling final report.

### 6. Onsite Management Team

- Select and booking the venue.

- Plan the delegate activities, social program and explain the function.
- Booking food and beverage needs.
- Prepare for Para-Medic compliance.

#### 7. Registration Committee

- Updates registration forms /online links.
- Handle onsite operation and management.
- Assembles registration packages.

#### **f. Other Matters**

The other matter related to the event should be taken seriously. For those who had been professionally conducting event knows about these matters. The examples of the other matters are:

1. Safety.
2. Parking.
3. Transport to the venue.
4. Technical equipment.
5. Contingency plan.
6. Building alliance and corporation with other department.

### **3.1.2 During the event**

On the day of the event, a lot of things need to be done. Everything must be done smoothly according to the plan. This is to ensure satisfaction to all the people who attendees. There are several matters needed to be done during the event such as:

#### **1. All the committee need to perform their roles and responsibilities.**

All team members should know their roles and responsibilities during the event. The leader must form them into groups and their responsibilities in planning before. The members also must play their roles to perform their duties according to the guideline that has been set up. When the staffs understand their roles, they will have no problems to perform task smoothly. As a practical student, I was given to a specific task based on my capabilities and abilities. Usually, the responsibilities given to the team member will depend on the ranking on the position of the staff in Bau District Office.

#### **2. Ensuring all the activities is well organized.**

Usually, during these events, there are a lot of activities that needed to be done. Activities need to organize well based on what has been planned before during the meetings. For the staff who is involved in every activity must play their role effectively to make sure all the activities run smoothly. As a practical student, I also need to record all the important things during the event for me to write in the report after the event. Besides, I also should give the feedback forms to fill and collect the event.

### **3. Cooperate with other parties.**

During the event, there are a lot of parties involved and the cooperation with other parties is very important. We need to talk and communicate with each other. Bau District Office will cooperate with other parties from other department such as Bau Council, RELA, JPAM and etc. By having a good communication with them, the relationship between them become closer and they can help each other during the event or other events. Besides, this can affect the future cooperation for different or the similar event in future.

#### **3.1.3 After the event**

This is the last phase of the process in developing the event. There is not much to do after the event and it only involved several matters their need to be discussed and improved between the committee and the staff. The matter need to be performed after the event are:

##### **1. Evaluate the event**

The purpose of evaluating after the event is to make sure the people and the teams are more efficient and effective and will not repeat the same mistakes they create to the next event. Event evaluations need to be done the next day after the event was over. The evaluation can be discussed during meeting after the event with all the staff and the committees. This is because they want to identify all the mistakes during the event. Evaluation is very important because they can see the result after the event is over and they can compare the real result with the expected result of what they want to achieve. Besides, all the staff can discuss the strategies on how to improve the next event in the future. During the evaluation, they can see their own strengths and the

weaknesses during the event. For the weaknesses, they should improve from time to time and try not to repeat the same mistakes. They also can see the weaknesses in the event through feedback form that had been distributed to all the people. They can see the rating that had been given by the people and know what their mistake is. The staffs who attend the meeting can give ideas and the best solutions.

In addition, evaluation does not have a complicated procedure but it is very important tool for future planning and the streamlining of the process. All the staff needs to be cooperating during the evaluation meeting.

## **2. Making Report and Compilation of The Whole Event**

After the evaluation meeting had been conducted, making report and compilation of the whole event is very important. In the report, all the important things during the event should be compiled together including photos and information. All the strengths and weaknesses during the event should be recorded in the report.

As a practical student, I was assigned to take pictures at the office and give to the committees all the photos. After making the report, one set of file needed to be formed and put in the system of Bau District Office. The purpose is for the references if the same event in the future.

### **3.2 SKILLS NEEDED BY THE TEAM OR THE COMMITTEE**

All the members who conducted the event need to possess several skills to make the event run smoothly and successfully. By having good skills, it can give an extra advantage and opportunities for the staff to carry out their duties and tasks. Without any skills from the committee and the staff, the event will not run smoothly and might failed. As a practical student, I also need to improve my PR skills including:

#### **1. Communication skills**

Communication skill is very important to conducted event especially for event who involves many people and from the other department. All the members need to communicate with all the people who attend the event. As a practical student, my task is to welcome guest at the reception desk and I really need to communicate with all the people. I must be confident to communicate with them and must be an excellent listener too. This is because I need to welcome guest from important group in the other organization. Through this event, I can learn and improves my communication skills and can be comfortable to communicate with people from the other department. In addition, with communication skills, everyone have a good relationship with others and their relationship become closer and not awkward at all.

#### **2. Interpersonal skills**

Interpersonal skills are the abilities of people to interact other people with positively and be able to work with other people comfortable and efficiently (Gemma, 2014). In these skills, it includes listening, communication and leadership. All the members of the event should have an interpersonal skills including myself as practical training.



By having these skills, I am able to communicate with other people easily and confidently. People with good interpersonal skills are usually perceived as optimistic, charismatic and calm person. They can handle the entire task confidently and when they do not understand about certain things in the event, they can ask the leader without feel fears.

Besides, by having interpersonal skills as a practical trainee, I can carry out my work well. I also learned a new thing and gain an experience during all the events.

### **3.3 CONCEPT APPLIED IN EVENT MANAGEMENT**

Any project or event need to be formulating a good strategy to make it successful and achieved the goals. At Bau District Office, any event that is being or going to be done must align with the concept of Balanced Scorecard (BSC). This is a requirement that has been set by the higher authority for all district office. As a practical trainee, I need to help one of the staff, Miss Aileena Barragh, to achieve the result or target which is aligned with the concept. Any project or event that had been organized should be analyzed under this Balance Scorecard. This is because to improve internal and external communication, and monitor organization performance against strategic goals. I provide framework that not only provides performance measurement, but help planners identify what should be done and measured. I will explain more about balanced scorecard below:

#### **1. Balanced Scorecard**

Balanced scorecard is a great practical way to link organizational strategy to implement level such as project through key metrics. It is related to the customers, internal business

processes, and learning and growth. In the other words to understand, there is not only related to the financial aspects. That is why it is called as 'Balanced' scorecard because it provides metrics on the 'balanced' set of factor. The manager will be able to ensure that their project map strategy as a key measurement of project success.

## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.0 INTRODUCTION**

In the practical training, practical trainee is involved actively in doing certain task and job as the staff and officer in the Bau District Office. During practical training, there are several strengths and weaknesses that can be observed. Besides, there are after analyzing one specific area of task, there are many recommendations or suggestion for the improvement of Bau District Office. Plus, by giving and highlighting some recommendations, strengths and weaknesses of that particular area of task, it will able to help or provide clear understanding for the future practical trainee.

#### **4.1 STRENGTH**

After analyzing one of the specific areas of task given to practical trainee at Bau District Office, there are several of strengths that can be identified. Some of the strength that being identified gives full advantage for the staff at Bau District Office to carry out their task for any task related to organizing and event or project management. Several strength that can be identified are:

##### **4.1.1 Follow the process of project or event management**

This can be seen by referring back to chapter 3 where the staffs at Bau District Office really follow the right and correct process of project and event management. Every project or event that being held by Bau District Office will need to undergo all of the process stated. This is to ensure that everything will going smoothly without any problems or unnecessary issues. As practical trainee at Bau District Office, it is very easy to learn how the project or event being organize because everything just need to follow or refer to the process that being practice for all this time.

Office to organize any event project with the assistance of other parties. Apart from that, good cooperation with other department or organization is important because some of the task or duties cannot be done or take over by the staff or practical trainee since some of the task is not under the jurisdiction given to us.

#### **4.1.4 Credible and knowledgeable project manager or leader**

All event or outdoor project cannot be successfully done without a good leadership. The responsibilities and roles of a project manager or leader really play an important part for any event. As a practical trainee, any task or responsibilities given can be carried out smoothly by following credible and knowledgeable leader. A good leader able to construct, monitor, control and manage the whole situation especially during hard time or emergency.

In addition, with all the knowledge of a good leader all of the team member will able to do their task and duties based on desired expectations. Since that practical student still new in doing this kind of task of experience, by following or working under a good leader or knowledgeable leader, this will give better understanding about any matters regarding project management and event management.

## **4.2 WEEKNESSES**

After analyzing one of the specific areas of task given to practical trainee at Bau District Office, there are several of weaknesses that can be identified. Some of the weaknesses that being identified really affect the performance of the practical trainee and also the staff at Bau District

Office to carry out their task in any task related to organizing and event or project management.

Several weaknesses that can be identified are as followed:

#### **4.2.1 Lack of skills among team member**

Referring to chapter 3 which is the skills needed by the whole team and the committee, the weaknesses or challenges to ensure the project or event being done smoothly is due to lack of skills among the team member or committee. Lack required skills really affects the project or event to be successful done. As a practical trainee, lack of skills can create problem where the task cannot be done as what is required.

Skills play an important aspect because without proper skills, people tend to make mistake which will affect the whole thing. Lack of communication skills will create problem to all team member of the project because every event it requires them to communicate with people at large. Besides that, lack of research skills will lead to distributing, telling and mistakes. At Bau District Office, most of the staff that being appointed as team member for any project or event do not have enough skills to carry out their task.

#### **4.2.2 Violation of ethical values and conduct by the team member**

To ensure the event or the project is successfully done, all of the team member need to follow all the ethical values and conduct. During practical training period some of the team members do not follow the ethical values and conduct even though they are aware and know about the ethical values and ethical conduct. This matter really affect the reputation of the whole team or the committee since some of the member ignore and did want to follow the ethical values and conduct during managing or handling any project or event.

This surely not a good example for the newcomers or the practical trainee since they are still new and lack of understanding about the right and correct way they should behave or act. In this case, practical trainees tend to take action without following the ethical values and misbehave.

#### **4.2.3 The task is not properly assigned**

Overlapping of task is commonly happen during practical training report. This is where the task given to the team member is not properly arranged. Usually, there will be a problem saucy as too much work given to one person, overlapping of task and some of the team member assigned to do a job that they are not familiar with.

As practical trainee, this will create problem and affect the quality of the job since the task is not properly assigned. A lot of problem will arise and affect the whole process. Plus, if the task is not properly arranged or assign, it will waste a lot of time, energy and also money.

#### **4.2.4 The feedback form is not being distributed in an effective way**

Evaluation process cannot be done successfully without adequate information collected through feedback from distributed to people or quest that come to the event. During practical training period, usually when the feedback form being distributed, most of the people do not know how to fill in the form and some of them just simply ignore the form.

This will give problem during post event meeting because the report related to the event including the feedback from the public need to be presented and compile in one specific file for future use. If this continues happen, the event or project cannot be fully or correctly evaluated

since the feedback form did not represent the whole people who come to the event or project. The weaknesses or the real result cannot be fully obtained and observed.

### **4.3 RECOMMENDATION**

There are some suggestion and recommendation that should be focused by Bau District Office for the improvement and the betterment of the organization. The suggestions or recommendations are shown below:

#### **4.3.1 Provide training for the staff**

Training is very important for the staff who involve in any task related to event or project management. If proper and adequate training given to the staff, this will improve their skills and increase their knowledge. Plus, with adequate and proper skills, the staff able to conduct or carry out their task and responsibilities based on standard.

Training must be practice by the organization in continuous basis. Since proper and adequate skills is crucial for the organization to achieve intended result and outcomes, the importance of training need to be given to all staff regardless of their position at Bau District Office. Apart from that, they staff also able to upgrade their knowledge and skills improvement the quality of event or project management. Besides, it also increases their professionalism in term of discovering, organizing, managing and handling any project or event.

#### **4.3.2 Prepare a proper task schedule**

The next suggestion is the staff at Bau District Office need to be given proper task schedule when there is an event or project. Proper task schedule here means, the staff that in charge in any

activities, event or project need to have proper and systematic schedule of task. This is to avoid any problem such as work overload, duplication of task and imbalance amount of task.

If task is properly arrange or assigned, the staff at Bau District Office can do their task and duties effectively because they already know they types of task they need to focus on. For example, the task can be arranged by using any information system, software or application. This method is very effective because when everything is being key in the system, all of the details or task given will arranged properly and correctly.

#### **4.3.3 Use effective system or technique to distribute the feedback forms**

Evaluation process is very important for the staff at Bau District Office to see and know the real result of the event or the project. Of the technique use to distribute the feedback form is effective the whole project team able to evaluate the result or the feedback gained from the public about that particular event.

Plus, if the technique is really effective, then the whole team member can measures the result of the event with intended result. From this, the team member or the staff able to identify the weaknesses or the any mistakes that they did or happen. Most importantly is the project team will able to improve or do any modification on any event in the future and not repeating the same mistakes.

#### **4.3.4 Enforcement of the ethical values and conduct**

Ethical values and conduct is also one of the important things for the staff to handle any event or project. The staff should be able to practice all ethical values and conduct especially when they



involved in any event or outdoor project. This is because they bring together the name of Bau District Office as well as the government.

That is why, there should be the enforcement of ethical values and conduct for all the staff at Bau District Office. This is to ensure the staff shows good image of Bau District Office as well as the government when dealing with all people at large especially when the event involved a lot of VVIP. The proper punishment should be given to those who make any disobedience or wrongdoing instead of ignoring what had happen.

#### **4.3.5 Maintaining the appointment of credible and knowledgeable leader**

Since any program handle by Bau District Office was lead by qualified and credible leader, there is no problem arise in terms of leadership. Usually, any event that handled by Bau District Office will be lead by SAO, ADO and for some event it lead by District Officer itself. Those people are the example of good project leader for any event. Good leadership will bring good impact to the event or project as whole.

#### **4.4 CONCLUSION**

This chapter highlight on the recommendation through the strengths and weaknesses of Bau District Office. After analyzing one main task practice during practical training period at Bau District Office, there are several strength that has been identified such as follow the process of project or event management, the project team or the staff able to create good master plan, good cooperation between Bau District Office and other parties, credible and knowledgeable project manager or leader. Besides that, there are also several weaknesses that have been identified such

as lack of skills among the team member, violation of ethical values and conduct by team member, the task is not properly assigned, the feedback form is not being distributed in an effective way.

In order to improve the weaknesses, several steps should be taken such as provide training for the staff, prepare a proper task schedule, use effective system or technique to distribute the feedback forms, enforcement of the ethical values and conduct. In some aspect, there is suggestion for Bau District Office which is maintaining the appointment of credible and knowledgeable leader.

## **CHAPTER 5**

### **SUMMARY**

#### **5.0 INTRODUCTION**

This practical report consists of four chapter overall. Each chapter has its own specification and description. Besides that, the entire chapter explains on the important things that have been done during practical training. The explanation and specification of each chapter is being discussed as below:

#### **5.1 SUMMARY OF ALL CHAPTERS**

In this chapter, it explains and covers on the introduction part of the practical training. It focuses on the administration in Bau District Office. Besides that, in chapter one several areas such as the history, vision, mission and objectives of Bau District Office also being highlights and explains clearly. In chapter one, it can be seen that there Bau District Office is divided into five section which is account section, administration section, development section, statutory section and customer service section. Each section has its own responsibilities and each section will be managed and administrate by some officer in charged. Apart from that, chapter one also explains in stated about the current officer and also list out the former District Officer from the early establishment of Bau District Office until now.

Next is chapter two where many things is being discussed especially the schedule of practical training program. In this chapter, areas will covered and explain more specific and detailed. For chapter two, several task is being discussed such as administration task, counter service task, preparing minute meeting or conduct of meeting, task in native court and also

public relation task. Under this areas of task, practical trainee fully involve in the implementation of all the task by following the order of the staff according to the standard procedure, rules and regulations.

In the third chapter, one of the specific tasks has been choose. The task is being discussed deeply and it involves several concepts and definitions. Apart from that, this chapter also discuss on the knowledge that has been studied by the practical trainee together with the real applications during practical training period. Several concepts that being discussed is focused on event management that related to subject Public relations. Everything related to project management such as the process before, during and after, skills and needed by the staff in charged, ethics in project management and also concept applied in project management and event management.

The next chapter is chapter four where several issues are being discussed and analyzed by practical trainee. This chapter also highlight on the strength and weaknesses of the chosen task that has been analyzed and discussed in the recommendation suggested and given by practical trainee to improve quality of the task. The recommendation are provide training for the staff, prepare a proper tsk schedule, use effective system or technique to distribute the feedback forms, provide training for staff, enforcement of the ethical values and conduct and maintaining the appointment of credible and knowledgeable leader. The last chapter discussed about the summary of all chapters.

## **5.2 CONCLUSION**

As a conclusion, Bau District Office is a good place or organization for student to perform their practical training. Moreover, the staffs in Bau District Office are very supportive and helpful in helping the practical trainee to do the task. Thus, Bau District Office is one of the organizations that perform and conduct tasks which really related to administration. Besides, by choosing and doing the practical training program in Bau District Office, it gives good exposure, experience and knowledge to the students about the real situation working in an organization. Overall, Bau District Office is one of the most credible and suitable place for gaining the knowledge, skill and experience because it has good quality in terms of system, procedure and the process

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