



FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDY

BACHELOR DEGREE IN ADMINISTRATIVE SCIENCE (HONS)

AM228

INDUSTRIAL TRAINING REPORT

SARAWAK STATE LEGISLATIVE ASSEMBLY

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DECLARATION

I declare that the work in this industrial training report was carried out in accordance with the rules and regulations of Universiti Teknologi Mara (UiTM). It is original and is the result of student's own work, with the help of organization, lecturer and other references. This industrial training report has not been submitted to any other academic or non-academic institutions for any other qualifications. Any form of publishing, copying and so forth is prohibited and requires the consent of student.

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ABSTRACT

Industrial training is an important phase of a student life. This course requires a total 3 credit hour. A well planned, properly executed and evaluated industrial training helps a lot in developing a professional attitude. It develops an awareness of industrial approach to problem solving, based on a broad understanding of process and mode of operation of organization. The aim and motivation of this industrial training is to receive discipline, skills, teamwork and technical knowledge through a proper training environment, which will help me, as a student in the field of Public Administration, to grab the golden opportunities to apply theories and knowledge that I have in real working life setting. Once students finished internship at their selected organization or institution, they are then required to write a report based on what their guidelines that were given by their lecturers and based on the knowledge they had gained from the institution or organization. This report consists of a brief description of preface, an exhaustive elaboration of text which carries several chapters, and precise and exact supplements. Throughout this industrial training, I am able to implement what I have learnt for the past year as a Public Administration student in Universiti Teknologi Mara (UiTM), Campus 2, Samarahan and also, gaining valuable knowledge which not only limited to my field of study.

ACKNOWLEDGEMENT

The internship opportunity I had with Sarawak State Legislative Assembly (DUNs) was a great platform for learning and professional development. Therefore, I count myself lucky as I was provided with rare opportunity to be part of their team. It is the chance of a lifetime to meet so many wonderful people and professionals who led me through this internship journey.

First and foremost, I would like to express my deepest gratitude to my academic supervisor, Madam Noorfadhleen bt. Mahmud, for allowing me to have my practical attachment in DUNs and also her friendly support and knowledge provided.

Likewise, I am using this opportunity to express my special thanks to the Secretary of DUNs, Encik Semawi bin Mohamad, in spite of being extraordinarily busy with his tight schedules, took time out to hear, guide and keeping me on the correct path during my attachment. My thanks also goes to my practical supervisor, Madam Magdalen Nangkai for her continuous guidance, giving necessary advices and especially in providing me with the essential knowledge and experiences through relevant task allocate to me. Besides, I expressed my deepest thanks to Ms. Sharifah Shazzea binti Wan Akil, Ms. Natasha Nadia, Ms. Nazmah bt Drahman, Madam Mary Kueh Woon Sim, Mr. Rasdi bin Ahmad, Ms. Noria bt. Suut, Ms. Nur Azira bt. Abdul Kadir and all the staffs of DUNs, be it from the top management to the grassroots officials for their immense contribution and guidance throughout my industrial training's period.

Last but not least, I would like to thank all other industrial attachment who are together with me, from Universiti Malaysia Sarawak (UNIMAS) and some of them are from UiTM too, where all of them are great assistance in cooperating with me in handling DUNs's projects such as publication, public relation, and all other minor and major scale of task of DUNs.

TABLE OF CONTENT

CONTENT	PAGE
DECLARATION	1
ABSTRACT	2
ACKNOWLEDGEMENT	3
TABLE OF CONTENT	4
CHAPTER 1: ORGANIZATION BACKGROUND	
1.0 Introduction	5
1.1 History & Background of Sarawak State Legislative Assembly	6-8
1.2 Organization Chart	9
1.3 Mission, Vision & Objectives	10-11
1.4 Functions of Sarawak State Legislative Assembly	12
1.5 Client's Charter	13
1.6 Core Business	14
CHAPTER 2: JOB DESCRIPTION	
2.0 Introduction	15
2.1 Practical Training Log Book	16
2.2 Nature of Work Done	17-24
CHAPTER 3: WORK ANALYSIS	
3.0 Introduction	25
3.1 Job Analysis	26-28
CHAPTER 4: RECOMMENDATIONS	
4.0 Strengths	29
4.1 Weakness	30
4.2 Recommended Solutions To The Problems	31
CHAPTER 5: CONCLUSION	
5.0 Conclusion	32
Reference	33
Appendix	34-37

CHAPTER 1

ORGANIZATION BACKGROUND

1.0 Introduction

Industrial attachment is one of the components that is compulsory to all students from the Faculty of Administrative Science and Policy Studies in order to meet the requirements for Bachelor (Hons) of Administrative Science. Industrial attachment is a training in which students are placed in an organization to gain working experience in fields related to the courses they are taking in the university. The main purpose of this industrial training is to expose students to the working environment so that they are able to understand and as well as gaining valuable experiences that are relevant to their field of study in particular and other areas of work in general.

Furthermore, to fulfill this requirement, I, along with my few colleagues from University Mara of Technology (UiTM) have been placed in Sarawak State Legislative Assembly (DUNS) for eight weeks starting from 24th July until 14th September 2017. Therefore, during the internship period, we were supervised by Madam Magdalen Nangkai, the Administrative Officer of DUNS whom acting as our Practical Supervisor.

1.1 History and Background of Sarawak State Legislative Assembly

Sarawak State Legislative Assembly or officially known as Dewan Undangan Negeri Sarawak (DUNS) is the oldest state legislative assembly building in Malaysia. It was established by Rajah Muda Charles Brooke, on the instruction from Rajah Sir James Brooke, through a meeting held in the small fishing village of Bintulu of Bintulu, on 8th September 1967.

The new Sarawak State Legislative Assembly's building is the current state legislative complex of Sarawak, located in the city of Kuching. It is the meeting place where state assemblymen from all over Sarawak will meet and preside over debates and passing of laws. The complex is specifically located at the north bank of Sarawak River in between The Astana, which is the official residence of the Yang di-Pertua Negeri Sarawak and Fort Magherita. The building was officially initiated by Yang di-Pertuan Agong of Malaysia, Tuanku Mizan Zainal Abidin on 27th July 2009 followed by the Conference of Rulers. This nine-storey building is the venue for Sarawak's assembly sittings. The distinctive umbrella-shaped roof of the new DUNS is an iconic landmark for Sarawak. It is also a depiction of the state's struggles and achievements over the years after gaining independence through the formation of Malaysia and as a multi-racial society. Reinforced by nine gigantic pillars and numerous arches, the building reflects the sovereignty of the people's power as well as the support of all the races in Sarawak.

It was first known as the General Council and had twenty-one appointed members. These members were chosen from among the native leaders or chiefs who were thought to be able to assist the governing of the territories under Brooke jurisdiction which during that time, only covered coastal areas. Subsequent meetings of the General Council, apart from the second which was held in Sibuan in 1868, were conducted and presided by Rajah at The Astana, until the Second World War ended. The composition of the council changed during these years and also includes

some chiefs from the interior and some Chinese.

By 1903, the General Council became the basis of a proper legislature and was renamed as Council Negeri, although it was not until September 24th 1941, on the Centenary Celebration of Brooke Rule, that a written Constitution known as the 1941 Constitutional Order was enacted. This has ended up the Rajah's absolute rule. The Council Negeri then, was presided by the Chief Secretary and their meeting's venue was Court House.

However, the operation of this Constitution was interrupted by the invasion of the Japanese Army on December 16th 1941 which brought World War to Sarawak. After the liberation, the country was devastated and needed large funds, the Council Negeri was the arena where the motion for cession of the state to become a colony of Britain was hotly debated and passed. Following the cession of Sarawak to Britain, a new Constitution was enacted in 1956 providing for an increase in the membership of Council Negeri to twenty-four unofficially elected, fourteen ex-officials, four nominated and three Standing Members. The unofficial members were elected by an indirect three-tier system following state wide District Council Election, a change that was important step towards self-government.

Following the announcement of the greater Malaysia concept by Yang Teramat Mulia Tunku Abdul Rahman Putra Al Haj (Malaysia's first prime minister) in 1961 and the ratification of this proposal and the special safeguards by Council Negeri in March 1963, an important constitutional changed to be enacted to ensure the state had a fully democratic assembly and a ministerial system of government before joining Malaysia.

The 1956 Constitution was amended to increase the elected membership from twenty-four to thirty-six and reduce the ex-officials and nominated members. It also provided for a ministerial government for the first time with a State cabinet of six ministers headed by the Chief Minister. On 31st August 1963, Sarawak became internally self-governing with an elected cabinet. Sixteen days later, on 16th September, Sarawak together with the Federation of Malaya, Sabah and Singapore, formed Malaysia.

Further, Constitutional developments were made in 1956 when the Cabinet was enlarged consisted of a Chief Minister and eight Ministers. And in 1968, there was an increasing elected members to forty-eight and abolishing the six ex-officials and nominated members. In 1996, it increased to sixty-two elected members. From 2006, it continued to increase again to seventy-one members and as of 2016; it totaled up to eighty-two elected members.

1.2 Organization Chart of Sarawak State Legislative Assembly

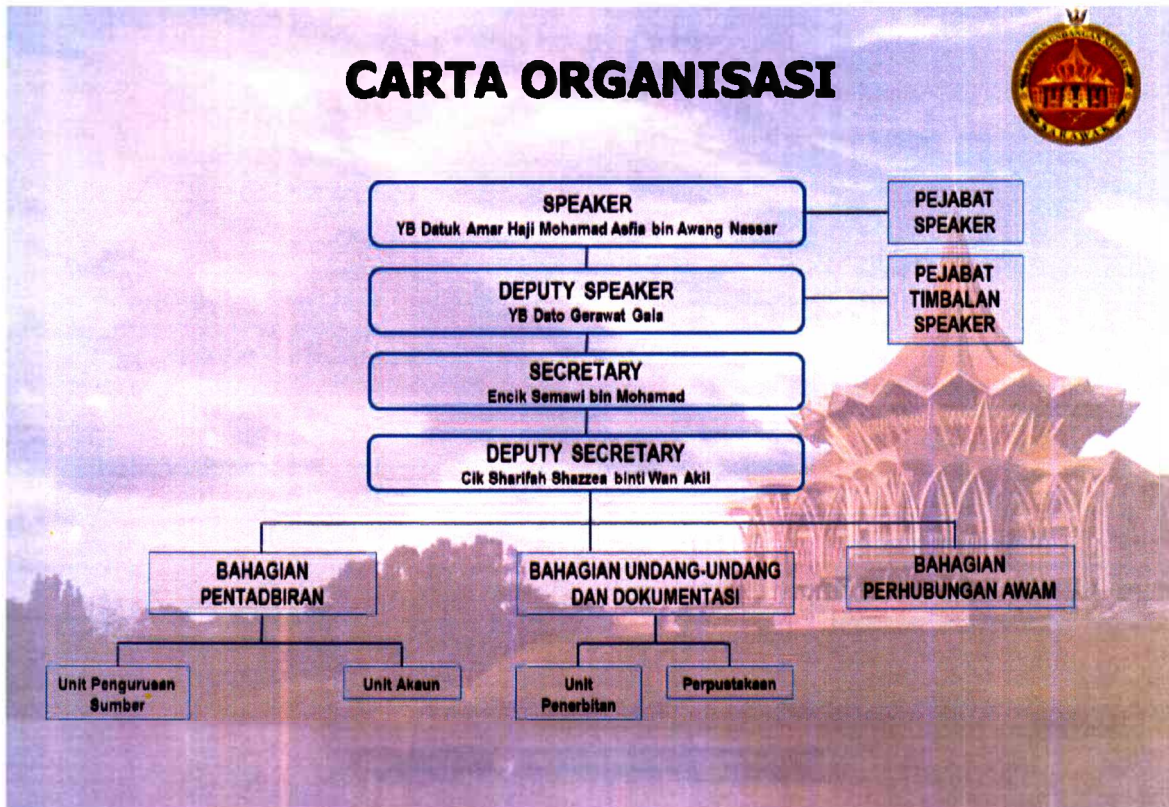


Table 1.2.2 Organization Chart for State Legislative Assembly

1.3 Mission, Visions, and Objective of Sarawak State Legislative Assembly

1.3.1 Mission

MISSION


**VISION ENHANCING THE IMAGE OF
THE STATE LEGISLATIVE ASSEMBLY**

1.3.2 Visions

VISION

**AN EXEMPLARY
STATE LEGISLATIVE ASSEMBLY SECRETARIAT**


1.3.3 Objectives



OBJECTIVES

1. To provide efficient secretariat service to the State Assembly and the Commonwealth Parliamentary Association (CPA) meetings; prepare, store and distribute proceeding records of the State Assembly and all Committees efficiently, effectively and excellently;
2. To manage and guard a comprehensive and up-to-date information system about Members, including past members and Members of Administration and their next-of-kin;
3. To process payment of Members' monthly allowances, pension and benefits to past members and Members of Administration and to manage loan matters effectively;
4. To provide excellent and comprehensive documentation and reference services;
5. To set up a text retrieval and data management system to fully exploit documents and articles collections;
6. To create awareness and educate the public about the government system and parliamentary procedures through educational programmes, seminars, visits, exhibitions and others; and
7. To preserve and promote goodwill and harmony between the Sarawak State Legislature with the Malaysia Parliament and State Legislatures in Malaysia.

1.4 Functions of Sarawak State Legislative Assembly



FUNCTIONS

1. Custodian of the supremacy of the Constitution and the constitutional rights of Sarawak and its people;
2. Provides the Executive Branch of the Government and the focal point for the critical examination of the Government, its policy and programmes and their implementation. Cabinet members are appointed from among the Assembly Members and they are collectively responsible towards the State Legislative Assembly;
3. Pass the State Budget. No taxes can be levied or expenditure charged on the State's Consolidated Fund unless approved by the Assembly;
4. Represent the voice of the People. The State Legislative assembly provides a forum for its members to voice their opinions and discuss actively and openly according to their legislative privileges as contained in the Dewan Undangan Negeri Ordinance (Privileges and Powers), 2007. Items of discussion include current issues of concern, grudges and problems faced by the people. This can be done through debates, pleas and issues raised to do with public interests.
5. Consider the legal implications and advantages brought to the State Legislative Assembly and propose appropriate amendments, where necessary;
6. Become an arena for the critical discussions about the Government and implementation of its policies;
7. Observe the behaviour of the Government as portrayed during general debates;
8. Protect and improve the best interest of the people and the State by raising certain issues, and pacify any grievances during the proceeding or through other ways as stipulated by the rules of the august House;
9. Utilize and upgrade the privileges and parliamentary procedures to enable the august House to carry out its constitutional and legal functions more effectively;
10. Examines public accounts to ensure that public money is spent in accordance with parliamentary approval and in the best interest of the tax payers; and
11. Appoint Select Committees for the purpose of investigative public discussions and reports.

1.5 Client's Charter of Sarawak State Legislative Assembly

1. Ensure all Assembly and Committee Term Meetings of the House are conducted as stipulated in the State Constitution and the State Legislature's Standing Order within the next six (6) months after the last Meetings;
2. Upload Unedited Daily Hansards on DUN Website and hardcopy of the Unedited Hansards be laid on the Assembly Hon. Members' table before 9.00 am of the following day;
3. Reports prepared for Public Account Committee (PAC), Special Select Committee and Term Committees to be tabled in Assembly Meeting within the year;
4. Submit rulings of Bills tabled passed during the Assembly Meeting to His Excellency the Governor of Sarawak for assent within seven (7) working days after the meeting ends; and
5. Processing complete documents for allowances, benefits, claims, remunerations, gratuities, pensions/derivative pensions for Hon. Members, former Hon. Members and former Political Secretaries within ten (10) working days.

1.6 Core Business

In Sarawak, the Governor is the Yang Di-Pertua Negeri or Head of State. The Right Honourable Chief Minister is the Chief Executive of the Sarawak Government who heads the State Cabinet. The State Legislative Assembly of Sarawak, also known as Dewan Undangan Negeri (DUN), is a unicameral legislature comprising of 71 members. The Judiciary interprets the laws and regulations passed by the legislative assembly.

Sarawak is well-supported by the State and Federal Governments. This is because part of an important aspect of development and expansion is the existence of a stable and pro-active government which supports economic growth. Sarawak State Government strongly supports business-friendly and customer-oriented policies to enhance economic growth and investment potentials. The whole Government machinery facilitates the needs of the industry and helps solve any problems that arise. The pro-business approach of the Sarawak Government is well-received by the business sector.

In general, Sarawak has put in place clear policies, efficient and transparent Government machinery and effective mechanisms to facilitate investors' participation in its economy. Given the strong cooperation and collaboration efforts by both the Federal and State Government on industrial and investment policies, investors are assured of long-term business viability and growth.

CHAPTER 2

JOB DESCRIPTION

2.0 Introduction

During the eight weeks of my industrial attachment, I was assigned with various tasks in order to expose myself to the real working environment. DUNs have five units altogether namely Administration Unit, Public Relations Unit, Library Unit, Publications Unit and Account Unit and I have been assigned to conduct a few tasks in some of the units.

I was attached to the Administration Unit during my first week, and then followed by my attachment to Account Unit where I assisted Ms. Nazmah bt. Drahman. Moreover, at the last week of the internship, I was moved to Public Relations Unit being attached to Ms. Nur Azira bt. Abdul Kadir. By the time of my industrial period, I was under instruction of my supervisor, Madam Magdalen Nangkai to carry out various tasks which are related to my scope of study. I had the opportunity to improve my soft and professional skills and also, managing the tasks allocated to me with a good time management in handling those tasks. I had also learnt a lot of management technique in every functional unit in DUNs where each of the officer and subordinates held responsible for their own unit and answerable to the top management.

2.1 Practical Training Log Book

During my internship period, I was provided with the log book from my university. All activities and tasks that have been assigned to me and completed are recorded in the log book to ensure a proper documentation for nature of the work done. Besides, all the activities recorded must be signed by my practical supervisor, Madam Magdalen Nangkai, as I was monitored and supervised by her.

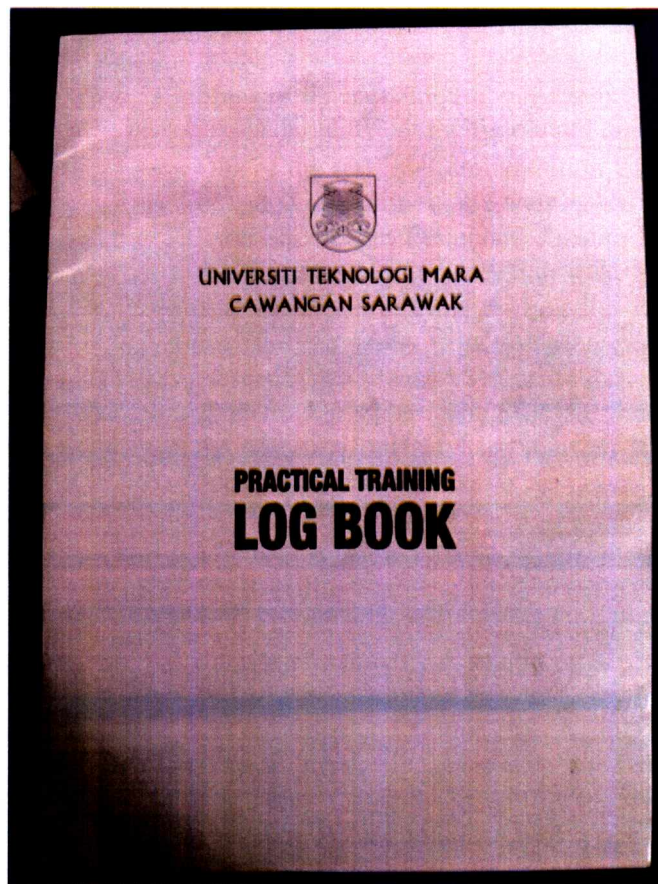


Table 2.1.1 UiTM's Practical Training Log Book

2.2 Nature of Work Done

Week 1 (24th July – 27th July 2018)

Date	Work Done
24 th July 2018	<ul style="list-style-type: none"> • We were introduced to our practical supervisor, Madam Magdalen Nangkai. She explained about the dos and donts, discussed on office working environment and also, our personal attire and appearances. • She also mentioned to us about the work description that we might handle and she shared a short history of DUNs • She briefly explained about the organization chart of DUNs included all the functional unit in DUNs
25 th July 2018	<ul style="list-style-type: none"> • One of the staff in Administration Unit teaches us how to use fax machines. We were asked to fax the official letter to Jabatan Pertanian, Jabatan Muzium Sarawak and Jabatan Agama Islam Sarawak. • We were printing and sorting the Registration Form for DUNs's assets from the Management of Movable Assets System (MMAS) • Madam Magdalen bring us to meet the Timbalan Setiausaha of DUNs, Ms. Sharifah Shazzea binti Wan Akil. We introduced ourselves to her.
26 th July 2018	<ul style="list-style-type: none"> • Ms. Nur Azira asked we to join the DUNs visit from On Boarding Sarawak Civil Service (SCS) • SCS comes as our visitors and we greet and welcomed them professionally as taught by Ms. Nur Azira • We also been taught by Ms. Tracy on how to prepare the envelope and folded the official government letter steps by steps.
27 th July 2018	<ul style="list-style-type: none"> • Ms. Noria Suut assigned us to count the movable assets in DUNs building and a time of 3 weeks to complete it • We are divided into 3 groups in which each group are assigned to particular floors/levels • A school from Bau namely SK Serumbu, which consisted of UPSR's students and their teachers come and visits DUNs to give some motivation and inspiration talk to those students.

Week 2 (30th July – 3rd August 2018)

Date	Work Done
30 th July 2018	<ul style="list-style-type: none"> • I was moved to Account Unit being attached to Ms. Nazmah and Mr. Rasdi • The staffs asked me to a printing job where I was assigned to print out the 2018 Vote Ledger (January to March) from State Integrated Financial Budgeting and Accounting System (SIFBAS) • It was explained by Mr. Rasdi that this system was built by Sarawak Information Centre (SAINS) in an effort of revolutionizing the Sarawak Government's IT systems as a benchmark by other states in Malaysia.
31 st July 2018	<ul style="list-style-type: none"> • Continuing my printing job for the Vote Ledger from the month of April to July • I then, been taught how to log in by using Staff ID and Password and also, how to extract information from the system and then, transferred to Microsoft Excel • As the final steps, I were asked to do a final check up on every particular payment made written on the Ledger to ensure that expected figure balanced as at July 2018 • The Vote Ledger provides a complete record of financial transactions for DUNs in order to prepare a financial statement includes revenues and expenses.
1 st August 2018	<ul style="list-style-type: none"> • In the morning, I were asked to join the Public Relations Unit to greet the respective visitors from China • In the evening, a group of students along with their teachers from SK Kampung Baru Samarahan comes to visit DUNs and I lend my helping hand to prepare the souvenirs for the visitors • I and my partner began to count the movable assets in the Level 4 and Level 2. As for today, we went to Level 4.
2 nd August 2018	<ul style="list-style-type: none"> • I was assigned to a faxing task which I need to fax the official DUNs letter to all the YB's offices. There are eithy-two offices as each YB attach to its "Pusat Khidmat" also known as their official offices. This is to inform the YBs on regards of a coming meeting that will be held on 9th August 2018. • After that, upon a confirmation of receiving those faxes, I was told to make a call to their offices to confirm upon the received faxes.
3 rd August 2018	<ul style="list-style-type: none"> • A group of respective government agency from South

	<p>Korea comes to meet the Sarawak Speaker, Datuk Amar Mohamad Asfia Awang Nassar in an official meeting. I was honorably lucky to be a part of the meetings and heard their conversation on politics environment in Korea</p> <ul style="list-style-type: none"> • In the evening, I assisted Ms. Nazmah in the filing task of Payment Voucher and Vote Ledger and also, sorting the Vote Ledger.
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Week 3 (6th August – 10th August 2018)

Date	Work Done
6 th August 2018	<ul style="list-style-type: none"> • I was assigned with a filing task which I filed the Service Order 2018 and also, I made a new tagging for those files • In the evening, I were asked to key in the medical costs of the Assemblymen or their family members (ADUN) as they received healthcare benefits from Normah Medical Centre and the actual costs per month and extracted this information to Microsoft Excel • I was then, summed up all the total medical costs incurred as at July 2018
7 th August 2018	<ul style="list-style-type: none"> • Me and my partner continued our asset`s counting particularly in Bilik Diraja and ADUN`s room
9 th August 2018	<ul style="list-style-type: none"> • Asset`s counting continued in State Secretary`s room and also, State Attorney General`s office
10 th August 2018	<ul style="list-style-type: none"> • I was assigned to edit and preparing the Pecen Terbitan for ADUNs and Deputy Chief Minister

Week 4 (13th August – 17th August 2018)

Date	Work Done
13 th August 2018	<ul style="list-style-type: none">• I was attached to Administration Unit and Ms. Tracy explained to me on how to manage the filing system in the unit. The filing system was arranged in the metal cupboard drawer with every drawer had their own coding and number of files written on it• A steel file cabinet were also used to compile all the files includes the Personnel File and ADUN's Profile File with a specific file's number• I were asked to sort out the files according to ADUN's file, General File, Personnel File and Miscellaneous File
15 th August 2018	<ul style="list-style-type: none">• Prepared ADUN's official letter and sorting the letters into eighty-two envelopes• After that, I listed out the eighty-two ADUN's names and wrote it on each envelopes includes their office's addresses.
16 th August 2018	<ul style="list-style-type: none">• Those letters will be posted out using Poslaju Courier to the ADUN's office out from Kuching area• I were then asked to wrapped the envelopes into Poslaju packing to be deliver• The office boy is responsible to send the envelopes as the office of ADUN located somewhere in Kuching area
17 th August 2018	<ul style="list-style-type: none">• I joined the DUNs visit from SK Serumbu consisted of 40 students in the morning and assisting Ms. Norshalazia during the DUNs visit from Tabika KEMAS• In the evening, me and Ms. Natasha along with other internship students, attending Karnival Kesihatan Penjawat Awam Negeri Sarawak 2018 at Kompleks Dewan Undangan Negeri• A lot of government agencies attended the carnival and such activities held include blood donation, a free medical checkup on cholesterol and level of sugar in our blood.

Week 5 (20th August – 24th August 2018)

Date	Work Done
20 th August 2018	<ul style="list-style-type: none">• Me and my partner continued the assets project at Level 2• There are many offices in Level 2 includes Pejabat Kewangan, Pejabat Setiausaha DUNs, Pejabat Pentadbiran, Atrium, Auditorium, Dewan Sri Sarawak, Kafeteria Am, Bilik Media and Galefi• It takes us few days to complete counting all the assets as this level has more offices and room to be discovered one by one
21 st August 2018	<ul style="list-style-type: none">• Joined a DUNs visit from SMK Ulu Balingian consisted of 77 students along with the teachers• We brought them to Level 9 which is Menara Tinjau and Level 8 to see the Chamber from Public Gallery• We also brought them to the Dewan Santapan and Dewan Lapau
22 nd August 2018	PUBLIC HOLIDAY
23 rd August 2018	<ul style="list-style-type: none">• I was assigned to fax official letter to ADUN• The letters was an invitation letter regarding 150th Anniversary Gold Friendly that will be held at Kelab Golf Sarawak and only few of ADUN were invited• The ADUN had to response to our fax and given their feedback on their attendance as soon as possible and some of the feedbacks immediately received on the same day
24 th August 2018	<ul style="list-style-type: none">• As our assets project were complete, Ms. Noria asked me to help another intern students in their assets progress• They are doing the assets counting and tagging them in Level 3

Week 6 (27th August – 31st August 2018)

Date	Work Done
27 th August 2018	<ul style="list-style-type: none">• Ms. Shalazia asked for my help to update the ADUN's profile whom are the members of PAC Sarawak• The information updated includes the years of their serving as Assemblymen or 'rakyat representatives' and also their academic background as well as their current profession aside from being an Assemblymen
28 th August 2018	<ul style="list-style-type: none">• Again, assisted other internship students to tag and labeled the assets
29 th August 2018	<ul style="list-style-type: none">• I was assigned to a filing task where Ms. Tracy asked me to rearrange the files according to their codes and numbers• Those files were used by the admin unit as their need to updated the content of the files as at current activities or event• In the evening, I made a 50 copies of Requesting Stationeries form. The form used to make a request some amount of stationeries for daily use and it must be submitted to Ms. Tracy every Wednesday as Ms. Tracy was responsible for the stationeries
30 th August 2018	<ul style="list-style-type: none">• I joined the Public Relations Unit to greet and welcomed the visitors from SMK Kalaka Roban with sixty five students• We finally able to give a brief description about DUNs history and a short Q&A session with them
31 st August 2018	PUBLIC HOLIDAY

Week 7 (3rd September – 7th September 2018)

Date	Work Done
3 rd September 2018	<ul style="list-style-type: none">• Me and my partner finalized our assets project and we made a copy of all the assets's list along with their tagging which it needs to be send to the officer in charge• All the movable assets in Level 2 and 4 are completely tagged and labeled according to their ID number• The labeled assets will be registered and updated in the system for auditing purposes
4 th September 2018	<ul style="list-style-type: none">• I assisted Ms. Azira to distribute a list of "Penggunaan Bilik Mesyuarat DUN untuk Bulan September 2018"• Before distributing it, I was asked to photocopy a several copies of it which it needs to be signed by Mr. Semawi• Each copy will be send to all management staff in the functional units
5 th September 2018	<ul style="list-style-type: none">• Mr. Rasdi asked for my help to prepare and make 12 copies of DUN's minute sheet and these minute sheets were about the Benchmark Trip to Australia• The Benchmark Trip to Australia was for the purpose of learning and comparing their legislative system to ours
6 th September 2018	<ul style="list-style-type: none">• Assisted Ms. Azira doing a name list for an attendance to theatre organized by DBKU that will be held on 21st September 2018• I finalized the list by myself and the internship students are also invited to the theatre as the entrance ticket were provided by Speaker Sarawak
7 th September 2018	<ul style="list-style-type: none">• I were assigned a task to make a several copies of "Borang Penggunaan Bilik Mesyuarat Jawatankuasa 1 dan 2"• This form will be filled for the purpose of asking permission to use the meeting rooms and these meeting rooms will surely fully booked for an official meetings whether the management or Assemblymen

Week 8 (10th September – 14th September 2018)

Date	Work Done
10 th September 2018	PUBLIC HOLIDAY
11 th September 2018	PUBLIC HOLIDAY
12 th September 2018	<ul style="list-style-type: none">• I and my partner were sorting out the assets form. We had printed out around 4000 copies of form for assets registration and this can be printed from SIFBAS system• The assets will be sort according to the information readily available in the SIFBAS system• Each category such as furniture, electronic, machine and equipment will be updated to their current quantity that located in DUN and also, stated the exact location of the assets.
13 th September 2018	<ul style="list-style-type: none">• Ms. Natasha asked me to fax the invitation letters regarding “Pertandingan Memancing Sempena Sambutan 150 DUN” to all the ADUN• The competition will take place in Mukah and also at Pustaka Negeri Sarawak
14 th September 2018	<ul style="list-style-type: none">• I was assigned to scan a copy of payment invoice• The invoice is about the allocation budget and the expenses on the catering as per pax• The invoice was then need to be send to the caterer and I make a phone call to the caterer on confirmation of the proposed expenses

CHAPTER 3

WORK ANALYSIS

3.0 Introduction

As for my internship journey, I was assigned to a various tasks that related to my course in Science Administrative in order to expose myself to the real working environment. I have been attached to three units namely: Administrative Unit, Account Unit and Public Relations Unit. I have successfully conducted a few tasks or assignments in every unit I attached to. This has given me a rare opportunity to maximize my skills and ability to manage and handle tasks that not only included in my work scope.

In the Public Relations Unit, I have involved in numerous tasks that are mostly beneficial for me to improve my communication skills, especially when I was assigned to assist the PR's officer to escort DUN's visitors which were from various background and professions. I am so lucky given this opportunity to meet plenty of VIPs and visitors from overseas such as China and South Korea.

In Administrative Unit, I have involved in multiple office tasks and admin job such as preparing official letter, faxing, photocopy and also, our assets project. These tasks related to my course as it mainly deals with administration. While in Account Unit, I was exposed to the accounting system such as SIFBAS. On a side note, further details on my work processes and analysis will be stated in this chapter.

3.1 Job Analysis

No	Task Performed/Job Description	Job Analysis
1.	<p>Human Resource Management</p> <ul style="list-style-type: none"> • We were handling office machinery such as the scanner, photocopy machines, shredder and fax machines. • We were assigned to handle assets project where we involved in the assets registration processes and labeling them in order to update into the system and ensured it to be tally in the system. This system called Management of Movable Asset System. • We were exposed to SCS-GEMS (State Civil Service-Government Employee Management System) which this system provides single sign-on access to the State Government intranet applications. Through this system, the employees are able to access their personal financial profile, their annual leave, their health and compensation so forth. • We were learned the employment policies relating to discrimination, personnel rules and programs. The administrative officer are responsible to conduct a staff meeting to discuss on issues or policies updated. We were exposed to the staff meeting as we were invited in the meeting and learn how to draft a "Minit Mesyuarat" • During my attached to Administration Unit, we were able to see a few of training programs and courses for the employee. One of the programs was Innovation which Ms. Azira was send off to this training courses. 	<p>Administration Unit are the most important functional units to an organization. This is because it integrated all the daily operations of DUN and it managed its employees and handle training, compensation and staffing matters. Administrative Unit was responsible in the process of recruiting and also as a human resources specialist. They arranged organization activities include a staff meeting one a week and organizing a team building activities such as Family Day. The organization's policies are strongly practiced where there must be no discrimination or rules violations must be prevent to ensure the workforce aligned with their achievement of goals.</p>
2.	<p>Public Relations</p> <ul style="list-style-type: none"> • I was assigned to be an Usher and tour guide who responsible to manage and briefed the visitors from agencies either government or NGOs and as well as students from numerous educational institutions • One of most memorable experience is there were few visitors from overseas such as China and 	<p>Public Relations Unit is responsible for handling visitors and all aspects of planned publicity programs and PR activities. It was a great</p>

	<p>South Korea as well as local visitors from Putrajaya.</p> <ul style="list-style-type: none"> • I was been assigned to handle the presentation of speeches and information for state assembly visits and also formal visits and receptions • I was preparing formal handout for the necessary information for Assembly meetings where I updated a full list of Assemblymen and also their district areas • I escorted the visitors to the auditorium for a briefing session, then proceeded to Level 8 for them to have a visit inside the Chamber, later followed by brought them to visit Dewan Sri Sarawak and lastly, they would have photography session at the Atrium. • Besides, I was signed to fax the invitation letters regarding 150th DUN Anniversary Golf Match and make a phone calls upon the confirmation of their attendance to our events • I also able to make a phone calls to educational institutions that interested to make a visit to DUN to confirm our acceptance on the letters 	<p>experience meeting people from every level which was beneficial for me to improve my soft skills in every aspect. Public relation is about building relationships to advance, promote and benefit the reputation of ourselves and organization's positive images. This is to maintain a positive reputation of the organization services and maintain a strategic relationship with the public, prospective customers, partners, potential investors and stakeholders which lead to a positive image of the organization. Effective public relations can enhance the usefulness of promotion tools employed by the services organization.</p>
3.	<p>Public Finance</p> <ul style="list-style-type: none"> • I was asked to update the Vote Ledger. I were asked to do a final check up on every particular payment made written on the Ledger to ensure that expected figure balanced as at July 2018 • The Vote Ledger provides a complete record of financial transactions for DUNs in order to prepare a financial statement includes revenues and expenses • Every expenditure and expenses incurred per month by DUN needs to be update in the SIFBAS. • It was explained by Mr. Rasdi that this system was built by Sarawak Information Centre (SAINS) in an effort of revolutionizing the Sarawak Government's IT systems as a benchmark by other states in Malaysia. • The system will be used to keep the records of any transactions made and it will be balanced as at current month applicable • I was assigned with a filing task which I filed the Service Order 2018 and also, I made a new tagging for those files 	<p>In the democratic society, the ways in which government spend resources must be transparent and readily open to questioning. Accounting for public sector funds and their proper expenditure is not only part of good management, it is essential to good government and good governance of the public organizations. It is also where governments are most heavily scrutinized and where they can get into a great deal of trouble. Such scrutiny is one of the basis of a government's legitimacy.</p>

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| | <ul style="list-style-type: none">• I were asked to key in the medical costs of the Assemblymen or their family members (ADUN) as they received healthcare benefits from Normah Medical Centre and the actual costs per month and extracted this information to Microsoft Excel | |
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CHAPTER 4

RECOMMENDATIONS

4.0 Strengths

Strengths refer to the core competencies that give the organization an advantage in meeting the needs of its target. Any analysis of organizational strengths should be customer focused because strengths are only meaningful when they assist the organizations in meeting customer needs.

From what I observed during my internship period in DUN, I can tell that DUN has a good organizational structure and provides a conducive environment to work in. All the staffs from the top management, Mr Semawi, to his subordinates give a full guidance and commitments during my attachment. They are more than willing to guide the trainee so that we are able to perform better while completing their own tasks. It was obvious that they appreciate and respects us as the internship students and values our helping hands in their daily tasks. The staffs provide us with a friendly working environment where we are open to give and spoke out our opinions as they wanted to hear from us.

Besides, DUN has set a clear Client's Charter for all the staffs to comply and to improve the quality of services to the public. The Client's Charter provides a better governmental professional services. It is a written policy that communicates our service's commitment. In the Client's Charter, DUN defined the purpose, scope and standards of their services to customer so that both of the employees and customers know what to expect.

Lastly, DUN has professionally trained experience personnel, which in my opinion, it brings a lot of benefits to the whole organization. For instance, every unit will have a senior officer whom he/she will act as the head of the unit and leads the staffs under their supervision. In the Administration Unit, it was lead by Madam Magdalen as she is an Administrative Officer and she supervised the staffs in the unit and leads them towards the attainment of organizational goals. Madam Magdalen is a professional personnel which I like to work with in future.

4.1 Weaknesses

The weakness is an internal factor that has a negative impact or something that can affect the organization's development.

In my opinion, I think the only weaknesses that DUN is facing is their lack of staffs. The lack of employees in the organization can be a problem especially when there are official events which happened all at the same time. The only way they overcome this kind of problem is by requesting the staffs from another unit to assist them. This situation has its own advantage and also the other way round; one, it can effectively solve the staff shortage problem and as well as completing the task immediately; second, as a result, it might cause their own work would not be able to finish on time.

To conclude, the aforementioned weaknesses should be a concern to the higher authority in order to overcome it properly.

4.2 Recommended Solutions to the Problems

Suggested solutions are mainly focusing on the weaknesses and threats that are stated in the previous topic.

First and foremost, as for the weakness, the lack of manpower availability in DUN. I would like to recommend DUN to hire more staffs to solve this problem in completing the mounting tasks in DUN. DUN currently has 27 staffs members altogether, of which the amount is still considered as a minimum for a governmental institution. It might not be a complication in a daily basis but when it comes to DUN annual official event such as the DUN sittings which will be held twice a year in which of all the Assemblyman from all over Sarawak will attend for the sitting; all staffs need to be flexible in terms of taking over the tasks which are not within their work scope. In relation to that, I suggest DUN should also welcome more internship students to do their industrial training here in order to solve the aforementioned problem. From what I have experienced, DUN is a decent institution for students to expose themselves to a professional working environment while at the same time having the opportunity to assist the staffs in several tasks which will be useful for their future reference.

Other than that, as mentioned previously on political changes will become a threat to the organization of DUN, either internally or externally, superior officer should shift the focus to the qualities and requirements the organization's leadership is currently looking for. Hence, senior officers from every unit should educate the staffs about what was currently needed for promotion or navigate the change. Turn the attention to standards by openly discussing what the new standards will be and the qualifications needed to take part in the change. Some employees may be surprised to learn that change can open up access points for them, as opposed to shutting them out.

As a conclusion, proactive measures shall be taken to overcome that problem stated to diminish any negativity. DUN is a potential state legislative assembly in Malaysia and therefore its reputation as the greatest state legislative assembly should be maintained.

CHAPTER 5

CONCLUSION

5.0 Comment

After undergoing my industrial for training eight weeks in Sarawak State Legislative A Assembly, there are many things I have learned throughout my time in every unit, regardless of the knowledge which related to our respective course or the knowledge from DUN itself. I personally think with the implication of industrial training, students will have the chance to experience the actual atmosphere of working environment. This enables students to instill a certain quality in them. As for myself, I have learned to be punctual, have sense of urgency, enhancing my communication skill, and also responsibility. Besides, I was able to carry out every duty that was given to me with the best efforts. Other than that, I can learn how to mix with diverse groups and this increases my confidence in communicating and making more mature, it can be teamed opinions or advices. Moreover, I have realized cooperation among worker is the key to success in order to achieve the objectives of task. However, despite my own sincere opinions based on my delightful memories here in DUNS, there are still some inevitable obstacles that might restrain DUNS from achieving their objectives. To sum up, be it from the internal or external barriers, I am hoping that DUNS will remain as the most prestigious state legislative assembly building in Malaysia.

Meanwhile for the recommended suggestions as I have elaborated for DUNS to enhance their effectiveness in Chapter Two if this practical report will be emphasized once again below:

1. The organization shall add more new employees for each unit to overcome their mounting tasks;
2. The staffs employed are qualified in accordance with their respective fields;
3. Staffs should be flexible according to the tasks given.

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APPENDIX



Legislative Chamber, Level 8



A briefing speech by Ms. Nur Azira



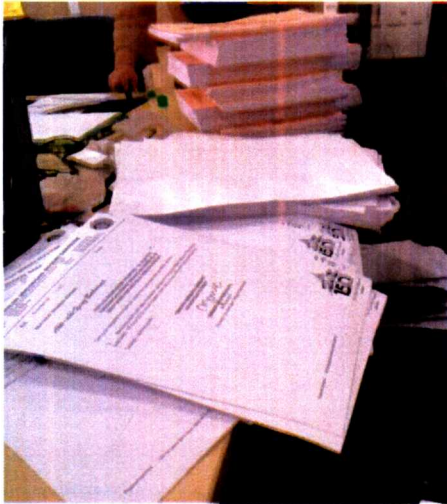
Me and other internship students at Dewan Sri Sarawak before the events of any DUN visit



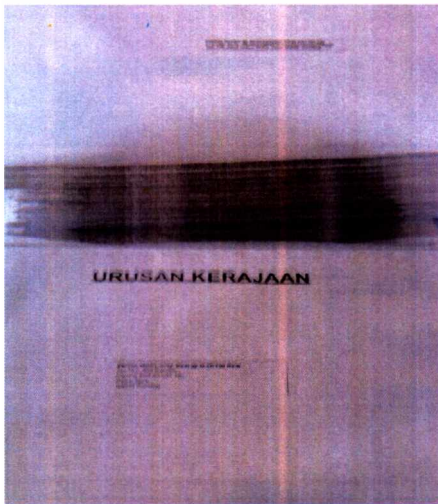
A group of government agency from South Korea came to visit DUN and talked on their politics environment



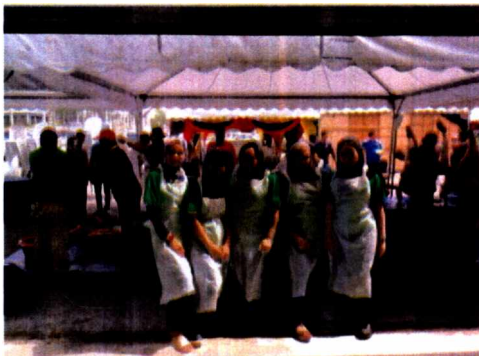
With Ms. Noria Suut, Ms. Hawa and Madam Mary during CM's birthday celebration



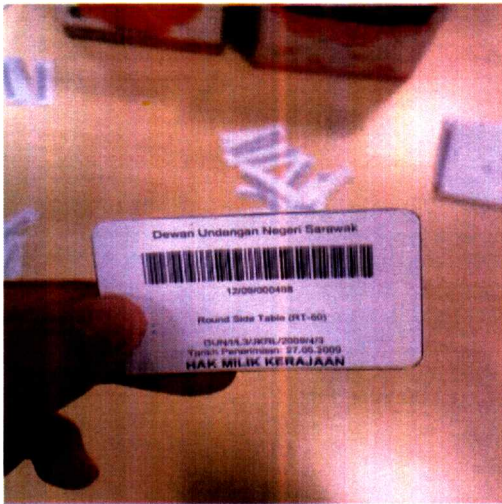
Sorting DUN's minute into Personnel File



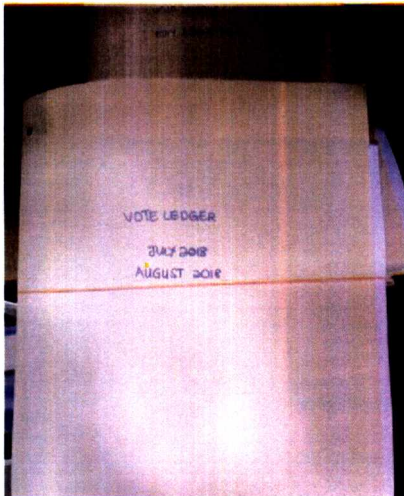
Addressing these envelope before it goes to any government agencies



Majlis Aqiqah Jabatan Ketua Menteri at WBM



Labelling and tagging DUN movable assets



Vote Ledger in the old file before I re-filed it



Last day of internship and Mr. Semawi gave appreciation certificate