

UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)



PRACTICAL TRAINING (ADS667)

PRACTICAL TRAINING REPORT

KUCHING'S RESIDENT OFFICE

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2016538015

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It was a pleasure for me as a student to have undergone a practical training as one of my subjects in this course. It was great to have this opportunity to experience a real working condition in the organization.

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Declaration

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

Signed

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE
SUPERVISOR**

Name of Supervisor : Dr. Noni Harianti Binti Junaidi

Title of Practical Report : Practical Training Report At Kuching's Resident Office

Name of Student : Nur Hafizah Binti Bushrah (2016538015)

I have reviewed the final and complete practical report and approve the submission of this report for evaluation.

Dr. Noni Harianti Binti Junaidi

Date:

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 Introduction

In this chapter, it will briefly explain on the background of Kuching's Resident Office which include some information on the core business of the organization, objectives, vision and missions. Besides, there also including the structure of Kuching Division Administration and the Organization chart of Kuching's Resident Office.

1.2 Background of the organization

Kuching's Resident Office is the administration of Kuching division. It is under Sarawak State Government. There are three district under Kuching Division which are Kuching, Bau and Lundu. Under Kuching there are small district of Padawan while at Lundu there are small district of Sematan. At all these District, they have their own District Office which are controlled under Kuching Resident Office. Therefore, Kuching, Bau, Lundu, Padawan and Sematan District Office are hearing order from Kuching Resident Office as their Administer. The Kuching's Resident is Tuan Haji Ismail Bin Haji Mohamad Hanis and his personal assistant is Puan Hartini Binti Ismail. Meanwhile for the Vice Resident is Tuan Tuah Anak Suni. The two of them are the important person which have highest position in Kuching Resident Office and the other District Office which under Kuching Division. In Kuching Resident Office also have second class of Magistrate namely Gregory Anak Wilfred Ukik.

Besides, in Kuching Resident Office there are divided into three section such as Administration and Finance, Development and Social Transformation. Under Administration and Finance there are three unit which are Finance, Human Resource and Quality. Meanwhile for the Development Section, it is divided into two subsection. First is Entrepreneur, Tourism and Resettlement section and secondly is Project Management and Monitoring section. Moreover, as for Social Transformation section there is no subsection.

In Administration and Finance Section there are Administration and Human Resource Management. The scope of work under Administration & Human Resource Management are managing office layout & correspondence, employee career progress, employment

placement, disciplinary action, training of employees internal and external, as HR Focal Resident Office, employment service record, officer affairs & welfare affairs. Besides, for Financial & Account Administration scope of work, they will become the warrant holder, doing the Department budget preparation, doing the allocation of allocation to District Office and Small District Office, supervision of expenditure and payments supervision of external departments and agencies, controlling office expenses and finance, handling general affairs and finance, control the money lender's business, manage vehicle affairs, doing the Secretariat's tasks, as a committee in Activity, Quality Practice and Legal ICT Management. Besides, they also monitor vehicle usage & indent card, Joint Council Joint Secretary (MBJ), Secretariat of Management Integrity Committee, Secretariat of Procurement Board in Federal and State government at Kuching Division, become Chairman of the Kuching Divisional tender / quotation chair, Secretariat in events, meetings & more, as a Quality & Productivity Steering Committee, As Quality Officer MS ISO9001: 2008 and Webmaster of the Department.

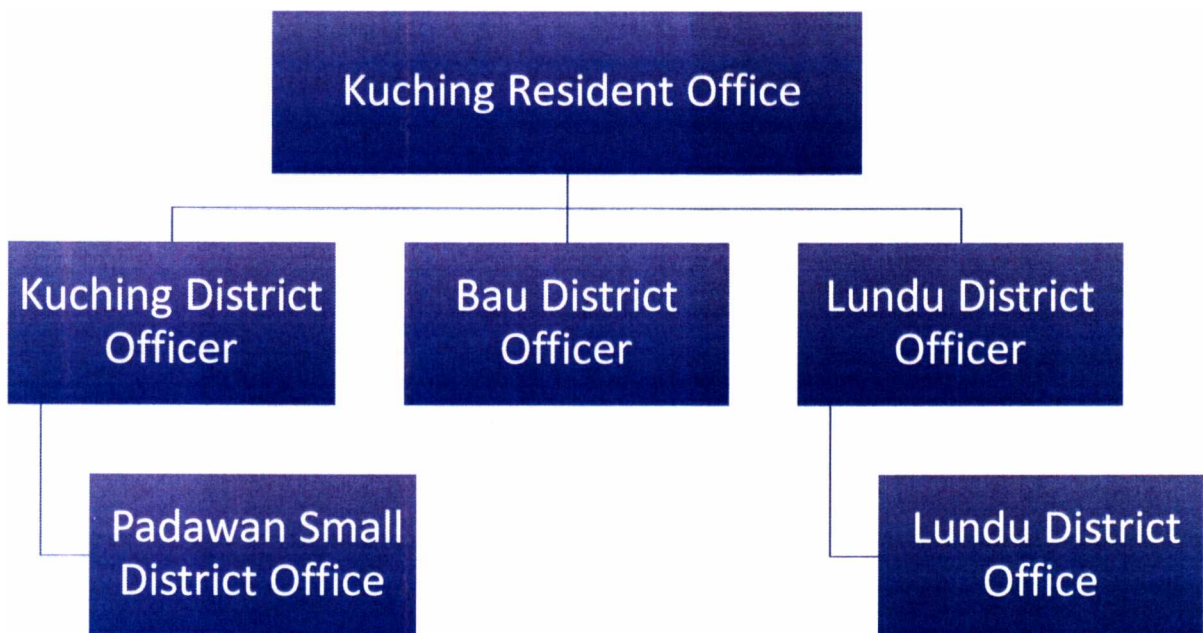
In Social Transformation Section they are managing the Co-ordination of Social activity at Division level, managing issues or social activities by doing review, report or paperwork, Public Donation Quotation Permit, KMKK Service Secretariat, Celebration Day Secretariat such as YDP Day Celebration, *Harijadi* TYT , National Day , Malaysia Day, Public Service Day and etc. They also become MAKSAK secretary of Kuching Division, Securities Secretariat Division, Secretariat of Natural Disaster Management Committee Division, Secretariat of the Road Safety Council, Secretariat in events, meetings and more.

Furthermore, for Development Section, they are managing the Division Development Plan, Project Planning - RMK11 Project, Planning of RTP Projects, Secretariat of Division Development committee, Secretariat of the Project's Committees, Secretariat of Procurement of Special Projects under Ministry of Finance Malaysia, RGC Project Secretariat, Division Tourism Secretariat, The Secretariat of the City of Prosperity, The Secretariat of the Resort, River & Beach Secretariat, Village Reservation Secretariat, Urban & Regional Secretariat, JKK Management, monitoring and evaluation of the RMK11 Project, monitoring and assessment of RTP projects and doing the Project Performance Report such as RMK 11, RTP and Special Project report.

1.3 Structure of Kuching Division Administration

There are three district under Kuching division which are Kuching, Bau and Lundu. Under Kuching there are small district of Padawan while at Lundu there are small district of Sematan. At all these District, they have their own District Office which are controlled under Kuching Resident Office. It is shown in the figure 1.1 below :

Figure 1.1 Structure of Kuching Division Administration



1.4 Core Business and Function of Organization

The core business of Kuching's Resident Office that open for public are giving permit for public donation allowance and permit for money lenders and advertisement. This core business is one of the main function of the office. Besides, another core business and function of Kuching's Resident Office is they can also do express marriage for local that have strong excuse. This needed approval from the Resident itself to confirm and declare the marriage. Moreover, another functions and core business is to give permit for public donations. The permit for public donation allowance usually are open for schools and non-profit organization to gain some money for their well-being. Besides, as for money lenders at Kuching Division they must apply their permit or licenses at Kuching's Resident Office first before they can open their business. For these two core business, the public that applied must renew their permit or licenses every year at the offices. They also must update their data if there are new update and changes such as their contact number. For the permit fees, the public can pay at District Office counter.

Apart from that, Kuching's Resident Office also the mediator between State Government with the district offices and other local government. They are connected with each other. Besides, they handle any issues regarding with Kuching division such as natural disaster like flash flood or any emergency happened in the area. Hence, these are the core business and function of Resident Kuching Office.

1.5 Objectives, Vision and Mission

These are the objectives, vision and mission of Kuching's Resident Office.

i. Objectives

The objectives of Kuching's Resident Office is "*Memberi perkhidmatan secara menyeluruh kearah mencapai kesejahteraan dan peningkatan kualiti hidup masyarakat Bahagian Kuching selaras dengan aspirasi kerajaan mencapai status negeri maju menjelang tahun 2020*". This objectives clearly shows Kuching's Resident Office is concerned on giving full commitment in delivering services to the States and in increasing the quality of life of the people in Kuching's division in order to accelerate with the States Government to become Developed States in the year 2020.

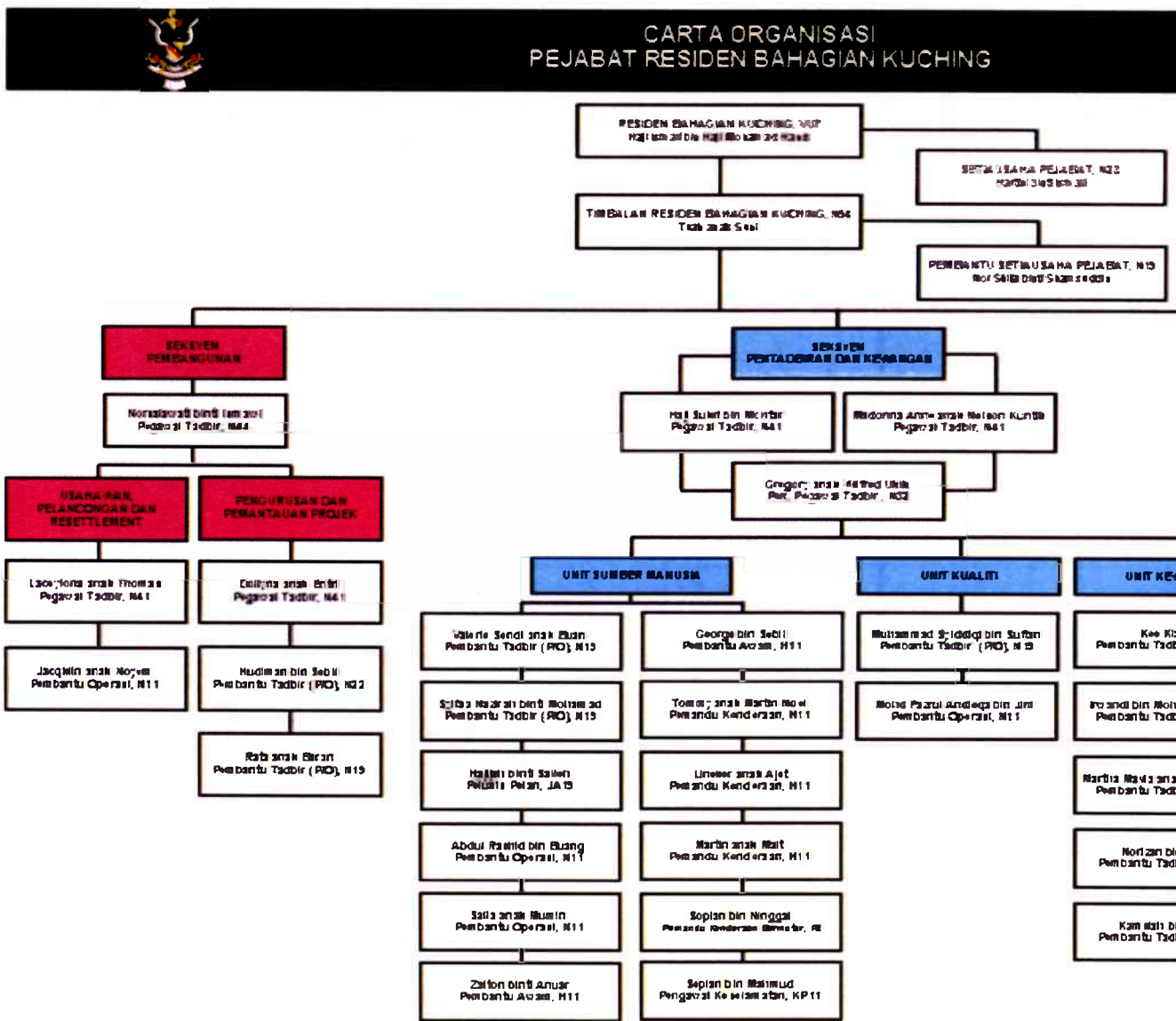
ii. Vision

The vision of Kuching Residence Office is "Kuching to be A Socio-Economically Developed Division by 2030". By means they wants Kuching Division must be a socio-economically developed for a long term until the year of 2030. Literally, this is the vision of Kuching's Resident Office.

iii. Mission

The mission is "Advancing the Socio-Economic Development and Wellbeing of the People in Kuching's Division". This mission means, Kuching's Resident Office wants to become advance in term of social and economy for the development of Kuching's division. Besides, they also concern on the wellbeing of the people in this division.

1.6 Organizational Structure



Sources : Pejabat Residen Kuching, 2018

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

This chapter will include the report and summary of everyday routine while doing practical training which have been recorded in the Log Book. It is involving all the descriptions of jobs and task that has been given during practical training. I was attached at Kuching's Resident Office Administration and Finance Section which is under the supervision of Administrative Officer, N41, Miss Madonna Anne Anak Nelson Kuntik.

2.2 Practical Training Schedule

As UiTM student, before we are going to do our practical training, we are given a Practical Training Log Book for the purpose of recording our activities that we have done in the organization. Therefore, I have been given the Log Book by university to record my daily activities or tasks that I have done during my practical training at Kuching's Resident Office. My log book are being checked by my host supervisor Miss Madonna Anne every 4 weeks. This is as a proved that I have doing all the tasks that given to me and as a references for me what I have learned through during my practical training in the organization.

The duration of my practical training is within 2 months and equal to 8 weeks. My practical training is starting from 24th July until 14th September 2018. The following are the task or jobs that have been given to me for I am to complete while I was an intern at the Kuching's Resident Office week by week.

2.2.1 Week 1 (24th July – 27th July 2018)

On the first day of my practical training, I am being introduced to my supervisor and was sent to her Miss Madonna Anne, Administrative Officer, N41 of Administrative and Finance Section to report my duty as a practical training student. She is the person in charged in handling the internship students at the organization. When I met her for reporting my duty, she told me a brief introduction of what Kuching's Resident Office are doing and the

structure of the organization. Besides, she also told me on the office hours and the rule and regulations at the organizations.

For the first day, I am not being given any tasks in the morning. Miss Madonna only wants me to adapt myself at the environment and surrounding of the office. She also told me where is my desks and where is her room if there are any question. All the staff are friendly and come to me asking where are I am from. In the evening at 4.15 pm, one of the staff namely Miss Syifa the registry of Kuching Resident Office are asking me to help her do some sorting of document. It is the client documents that is needed for doing license. She teach me to classify the document first and arranged it separately according to the same type of document. Then, I stapled the papers together.

On the second day, I learn on how to become a receptionist. There are many practical students from UNIMAS are doing their internship too at the organization. So for today, the social students are teaching me on how to become a receptionist. We sit together at the front office desk or counter and they explain to me what to do. Firstly, they teach me on how to greet visitors or clients. I greet the clients with smile and talk nicely. I must asked them what they want. Besides, I also need to answer telephone calls and connect the calls to other Administrative Officer if the clients want to deal with any of the officer in charge. Furthermore, I also do stamp chop for any letter or document received from other Office or Department.

Besides, the third day I learn on how to filing. I learn on how to do filing of the staff document. The staff document are involving staffs in this Resident Office and also the other District Office such as Bau and Lundu. Firstly, I do sorting of the document, then I recognized which drawer the staff file are allocated. After I recognized it, I take the file and put the document inside it. Then, I put the file back at the drawer. The drawer are properly categorized or arranged with sequence of the staff name. On this day, I also take over the front desk during the afternoon until evening.

Last day of the first week, 27 July 2018, Friday, I learn on how to fax a letter and memo. I am being asked to fax and make a copy of the memo then give it to some of the officer and staff that is listed in the *Senarai Agihan*. I put the copy of the memo at their desk. Some of the memo are being fax to the other District Office. Besides, I also do some filing and stamp chop in this day.

2.2.2 Week 2 (30th July – 3rd August 2018)

On the first day of second week, 30 July 2018, Monday, Miss Madonna Anne asked me to join meeting. I attend meeting at 9.30 a.m until 12.30 p.m. The meeting is on *Q-Visit ke Pejabat Residen Kuching*. I am being asked by my boss to enter the slideshow during the meeting. All the Officer of Kuching's Resident are involved in the meeting as well as officer from District Office at Kuching, Bau, Lundu, Padawan and Sematan. The meeting is about Q-Visit from YB Tan Sri Datuk Amar Haji Morshidi Bin Abdul Ghani, State Secretary of Sarawak. Resident conducted the meeting because he want to declare the preparation that need to be done for the Q-Visit on 1st August 2018. In the meeting, Madam Salawati from Development Section are being asked to present on balanced scorecard of the organization to the Resident. Besides, in the afternoon my supervisor Miss Madonna are asking me to update the office organization chart since it was old and there are changing of position of the staff. She asked me to clear the older organization chart first. She wants me to remove all the names and clean the board.

The second day, 31 July 2018, Tuesday, I am continuing to do cleaning on the organization chart board and removing the double tape stains at the board. The other practical students also helping me doing the organization chart. We update the organization chart by following Miss Madonna new list and structure. She has given us the name list and the position with the drawing of the structure of the organization chart. Therefore, our tasks are following the drawing that she gives us and do it at the organizations chart board. After finish updating the organization chart, I do a letter for borrowing *Rostum* from Jabatan Agama Islam (JAIS). Encik Hudiman is teaching me on how to do the letter with help of Madam Valerie. Then, I printed it out and give it to Encik Hudiman since he is the officer in charge to send the letter. Furthermore, Miss Madonna is asking all the practical students to do overtime since they have not enough time to do preparation for the Q-Visit. I do overtime from 5 p.m until 8.50 p.m which I am being assigned to update the '*Sudut Kualiti*' section. Miss Madonna asked me to do a new group profil for KIK which is 'Kumpulan Inovasi Kreatif' 2018 namely Golden Umbrella. Besides, she also asked to do a new organization chart for KIK. I am doing it using my own laptop which I do it in powerpointt. After being checked by her for several times and she approves it, I printed out and put it on '*Sudut Kualiti*'.

The third day of the week, 1 August 2018, Wednesday, I continuing update the '*Sudut Kualiti*' which has been asked by my supervisor yesterday. I adjust the *sudut kualiti* until she

is satisfied. Then, I help the development section to do their meeting slides for the Q-Visit. On this day I also being asked to become receptionist at the font counter. Then, at 2 p.m all the staff are busy on welcoming the State Secretary of Sarawak YB Tan Sri Datuk Amar Haji Mohammad Morshidi Bin Abdul Ghani to come at our office. It is on the Q- Visit event. I am being asked by Miss Syifa to keep the souvenir which is local fruit in a baskets until State Secretary came and Miss Syifa will get the fruit from me. Then, all the officer are having meeting with him and some of the officers from Jabatan Ketua Menteri Sarawak that join the visit.

Next, the fourth day of the second week, 2 August 2018, Thursday, I am being asked by Miss Valerie to distribute a survey form from Jabatan Mufti Negeri Sarawak. She gives me a list of name of staff that she already choose. Then, my job is to distribute the survey form or questionnaire to the staff and officer that she have choose. I need to explain to them what the questionnaire are about. The survey is on the books that have been published by Jabatan Mufti Negeri Sarawak. There are some books that they have published and they need a review on the books. The questionnaire are being given with the books that they have published. Hence, the questionnaire or survey are the review on the books whether it is good or need to be improved. All the officer and staff that I have approached regarding on the questionnaire must fill in and completed it. Then, tomorrow or the next day I will collect back the questionnaire from them. Besides, after settle on the survey, I am being asked by Miss Madonna to do a list of phone number of some organization or agency that need to be called regarding on the expired of their 'Lesen Pungutan Awam'.

Moreover, the last day of the week is Friday, 3 August 2018, as I told before, I need to collect the questionnaire which I have distributed yesterday to certain officer and staff that have been choose by Miss Valerie. Then, on this day, in the morning I am collecting the survey from them. After that, I need to do a memo regarding on the survey. Madam Valerie teach me on how to do the memo. Then, I printed it out and do one copy on it. The copy I need to filing on it as references for Kuching's Resident Office. After finished all that, I went to level 15 of the building where the Jabatan Mufti Negeri Sarawak are allocated. It is on the same building of our office. I go there and send back the completed survey at their counter. Besides, at 3 pm on this day, my supervisor, Miss Madonna asked me to do a phone call on some organization regarding on their Audit Report. She asked me to call Sarawak Sport Corporation and Jabatan Bekalan Air Luar Bandar and ask on their feedback of the Audit

Report. She also asked me to tell them to email the feedback as soon as possible to Kuching's Resident Office before the end of the month.

2.2.3 Week 3 (6 August – 10 August 2018)

The third week of practical training, begin on 6 August 2018, Monday, I called again the organization which I have called before regarding on their report. It is because on the last Friday, one of the organization which is Jabatan Bekalan Air Luar Bandar officer in charge on the audit report told me to call his subordinate on Monday to get the information on the report. Then, I called his subordinate and told her what she need do on the report. I told her that they need to send their feedback to our office too as her boss are asking me before why they need to send their feedback to us since the report are supposed to send to Jabtaan Ketua Menteri only. I told her that they need to send to us as well because Kuching's Resident Office is involve as a committee in the meeting later at the end of the month with Jabatan Ketua Menteri as well. Therefore, they need to send the copy of their feedback to Resident Office too instead of *Jabtaan Ketua Menteri (Unit Audit Dalam)* only.

The next day, 7 August 2018, Tuesday, Madam Kee Kia Ling approached me and asking me whether I got work to do or not. I told her that Miss Madonna are not giving me any task yet to do on this day. So, she is asking me to help her to send some document regarding on Account and Finance to Administrative Administer Office. Then, I go to send the document immediately. Kuching Resident Office Administrative Administer is Mr. Gregory Anak Wilfred Ukik. Here, we are calling him as 'AA'. I knocked his door first and then he asked me to come in. he also asking me to wait for him to sign the document and wants me to give back to Account section. The document is about Account Statement of the staff allowance.

The third day, 8 August 2018, Wednesday, I am being asked by Miss Madonna through Miss Valerie to call Pullman and Imperial Hotel. It is regarding on asking them the quotation for booking their meeting room. The quotation is for Mesyuarat Majlis Bersama Jabatan on 19 September 2018 and 24 September 2018. Then, I need to call these two hotel. I got their number from Miss Valerie. When I call them, I asked the quotation for full and half day package and they need to email it to Miss Valerie. When I called Pullman Hotel the sale manager said they will send it by today through email. Meanwhile for Imperial Hotel, their sale manager is Madam Doris David asked me to email her the enquiry. It is because she is

busy on that day and she will email us later. Then, Miss Valerie teach me on how to do enquiry. After finish the enquiry I send it through email to Madam Doris at her email dorisdavid@imperial.com.my.

Next, the fourth day, 9 August 2018, Thursday, in the morning, Madam Hajijah is asking practical student from UNIMAS and I to help her doing some sorting and filing. We are doing filing and sorting on money lender document since Madam Hajijah is in-charge in handling money lender licenses. She want us to check on the Director name whether their name is still the same or they have change their director with a new one. We need to check all the money lender files one by one. After finish checking the name of the director one by one in the different files of money lender, we need to do filing. Besides, on this day, after lunch at 2 pm I am being asked to call some organization which handle the course for our staff. Miss Valerie asked me to call them and asking them the invoice for local order. Mostly the organization are from West Malaysia.

The last day of the third week, 10 August 2018, Friday, Miss Madonna gives me memo to be send to the staff in the office and other staff at other District Office. The memo is on '*Kursus Pengurusan Fail dan Klasifikasi Fail Pejabat Residen Bahagian Kuching 2018*'. At the memo, it was attached with the tentative program and the confirmation attendance of the staffs. I send the memo through fax and for District Office Of Padawan, I need to email it personally to the staff which is Madam Pauland and Mr. Ramaraj. It is because their fax machine are not functioning. I also send the memo o Kuching District Office at level 6 directly to their registry.

2.2.4 Week 4 (13 August – 17 August 2018)

For the first day on week 4, 13 August 2018, Monday, in the morning I called the District Office which I have send them fax regarding on the memo for '*Kursus Pengurusan Fail dan Klasifikasi Fail Pejabat Residen Bahagian Kuching 2018*' whether they have received it or not last week on Friday. Then, I asked them to give reply or feedback on it as soon as possible. I will waited for the reply of confirmation attendance and collect it all together to be send to Miss Madonna. If they do not received it, I will fax it again to them immediately. The Kuching District Office is the first Office under us that giving reply and send it to us through fax and followed with Bau District Office and others. Then, in the afternoon I collected all the confirmation attendance and give it to Miss Madonna directly.

Next, the second day of week 4, 14 August 2018, Tuesday, in the morning I have been called by Administrative Officer Tuan Haji Sukri (AO Sukri) to go to his office. Then, I immediately go to his room. He asked me to sit. He interviewed me on my personal details and what work that I have learnt in Kuching's Resident Office as an intern. Tuan Haji Sukri is the officer that in charge in Account Section. I told him what I have learnt such as doing memo, attend meeting with Resident, doing enquiry, made a phone call, become receptionist and many basic tasks that was assigned by Miss Madonna under Administration. Besides, he also asking me whether I know how to use Excel software or not? Then, I answered him spontaneously yes a little bit because I have learn some basic of Excel in semester 4 at Uitm. After that, he told me maybe one day he will gives me some data to key in in the Excel. Moreover, after I went out from AO Sukri office, Miss Syifa approached me. She asked me to help her to distribute minute sheet to all the staff. Besides, in the afternoon, at 2pm, Madam Kee Kia Ling from Account section gives me some work to do. She wants me to help her to do file border and cover page for her file. It is file regarding on balanced scorecard. She wants me to help her because on the next day the auditor will come to check on the file. I do the cover and border by looking at the sample that she gives me through pendrive. I design the border and cover as her request with my own idea and creativity by using Microsoft Words.

The third day of week 4, 15 August 2018, Wednesday, I continue doing my tasks yesterday. I continue doing the cover page which Madam Kee has assigned me. I designed the cover page and border until it fit to the file. Then, I printed the cover and border by using color paper. Madam Kee choose yellow paper for her cover. Besides, I help her to cut the border which I have printed and put it nicely on the file. Then, her file for scorecard is finished. Furthermore, yesterday Miss Syifa have asked me to distribute the minute sheet for all staff to read and sign. The minute sheet is on the "*Pemakluman Karnival Kesihatan Perkhidmatan Awan Negeri Sarawak 2018*" at *Bangunan lama Dewan Undangan Negeri (DUN)* on 17 and 18 of August 2018. Then, after finished taking all the staff sign on the minute sheet, I give it back to Miss Syifa. In the evening, at 3pm I sit at the front counter and answered incoming call. I become receptionist until 5pm.

Next, the fourth day of week 4, 16 August 2018, Thursday, I become the receptionist again. I answered call and connect the call directly to the staff or officer in charge. I also do stamp cop and sign letter if there are any incoming letter from other organization. Many public comes want to do 'Angkat Sumpah' however, our Magistrate is on sick leave.

Therefore, I asked them to go to District Office at level 6 to find first class magistrate there. Besides, when there are letter coming, I must stamp chop the letter first and then I need to put it on Registry boxes for Miss Syifa to check.

The last day of week 4, 17 August 2018, Friday, in the morning at 9 pm, I help Madam Rata from development section to scan RTP licenses. RTP is stands for Rural Transformation Plana. The licenses are from for contractor in Kuching, Bau and Lundu. I need to scan the company license and save it to contractor folder at Madam Rata computer. There are a lots of documents that I need to scan. However, after a while Madam Rata asked me to stop because she found a faster way which is using software 'Airtable' to key in the data. Then, I stop doing it. Next, at 2pm after lunch break, Miss Madonna my supervisor gives me tasks to do. She told me that I am going to Wisma Bapa, Malaysia on 4th September 2018 with her to attend "*Latihan Pengisian dan Pengemaskinian Elemen Utama dan Perisytiharan Harta Dalam GEMS Pentadbiran Bahagian Kuching 2018*". Then, she asked me to call caterer and deal with them on the feedback for the event later. I deal with "Selera Maidah" which is our frequent caterer for any meeting or event for this Resident Office.

2.2.5 Week 5 (20 August – 24 August 2018)

On the first day of the fifth week of my practical raining at Kuching's Resident Office, 20 August 2018, Monday, Miss Madonna asked me to call Kuching District Office, Bau District Office and Lundu District Office for confirmation of memo that have been sent by us on last week. The other practical students are in-charge of the memo last week. However, on this day, Miss Madonna give the task of calling them to me. The memo is on "Taklimat Untuk Chief Information Officer (CIO) & Pengurusan Projek ICT dan LAB R&DO". Then, I called all of the District Office and asking their Registry whether they have received the memo through fax or not. If they do not received it on last week, I will immediately sent it again through fax to them. Besides, on this day I also do the task that my boss give last Friday which is dealing with our caterer regarding on the event later at Wisma Bapa. Then, I "whatsApp" the caterer name Ee, and told him on the detail of our order for pack food for the event later. Apart from that, my boss Miss Madonna are away from office, she "whatsApp" me and asked me to find file at file room to get a memo. I need to find a memo of Q-Visit from Jabatan Ketua Menteri and snap the picture to Miss Madonna. Then, she also asked me to call officer in-charge on the Q-Visit. Therefore, I need to call Encik Fathi from Jabatan

Ketua Menteri as he is the officer in-charge. I called him for the purposed of asking him to send us the slide regarding on Q-Visit through email. He can email the slide to Miss Madonna directly by today. Apart from that, I also need to call the organization that I have called before regarding on the audit report. I need to call them again in order to remind them to send the report as soon as possible. It was the Jabatan Bekalan Air Luar Bandar that not giving us the audit report yet. Hence, I need to call them and asking for it.

The second day, 21 August 2018, Tuesday, I am being asked to collect all the *Fail Meja* of the staff at the office. Miss Madonna gives me a name list of all staff at Kuching's Resident Office so that it is easy for me to check those that have the *Fail Meja* and those who do not have it. If the staff does not have the *Fail Meja* then I need to create a new one for them. Besides, I need to do a new cover for their *File Meja*. Moreover, when I am doing the new cover, I need to check their position whether it is up to date or not. I need to classify their position in the administrative, development and social section.

The third day, 23 August 2018, Thursday, I continue doing the *Fail Meja*. I started to print out the cover one by one and cut it perfectly. Then, I put it nicely the cover in front the file. There are 36 staff that I need to do their *Fail Meja* cover. On this day, all day long I am doing the cover page for *Fail Meja* only.

The fourth day or the last day of the week, 24 August 2018, Friday, I become the receptionist at the front desk of the office. As usual, I picked up incoming called and speak politely to the caller. Besides, I also do stamp chop for the incoming letter that we received and put the letter at Registry box.

2.2.6 Week 6 (27 August – 30 August 2018)

Today, the first day of week 6 of internship, 27 August 2018, Monday, I got task from development section since I have no task given from my boss, Miss Madonna. I am helping them to do tag for *Cabutan Undi Projek*. The tag is on the RTP Project for Kuching, Bau, and Lundu. I am helping the development section to laminate the printed tag and cut it into shape. There are many tag that need to be done since there are more than 300 contractors from Kuching, Bau and Lundu area.

The second day of week 6, 28 August 2018, Tuesday, in the morning I become receptionist. As usual the task of receptionist need to pick up call, stamp cop of incoming

letter, and help the client that walk in to our office. Besides, on this day I also still helping the development section to do their tag. They are having less worker to do the tag faster. The development section need to finish the tag for Bau and Lundu by today because they want to handle meeting on the *cabutan undi* tomorrow. Therefore, that is the reason why I need to help them in doing that tag. Besides, at 2pm I attended meeting for “*Taklimat Cabut Undi RTP Bahagian Kuching*” that is handle by development section. The officer in charge on the RTP is Madam Salawati. In the meeting, Madam Salawati explained to us what need to be done for tomorrow as I am becoming the *urusetia* for the “*Taklimat Cabut Undi RTP Bahagian Kuching*” at DUN tomorrow. Besides, Madam Salawati also explained to us the process for *cabut undi* of the contractor as we have upgraded a new faster way for the process that was different from the past process or procedures. We as the *urusetia* need to know the process because some of the contractor might asking us tomorrow. Apart from that, she also explained on how to scan the contractor licenses and attendance by using Airtable Apps. She also instruct us to log in in order for us to access the Airtable tomorrow.

Next, the third day of week 6, 29 August 2018, Wednesday, I need to come to office earlier because I am going to DUN for the “*Taklimat Cabut Undi RTP Bahagian Kuching*” as I am in-charge for the *urusetia* of registration of the contractor. Before we go by using office car, I make a photocopy of the slideshow as many as possible. It was the slideshow regarding on the *taklimat*. The slide are given to the contractor later. Then, after we arrive at DUN, I set up the registration counter. I am in charge for Lundu contractor. The contractor from Lundu need to approached me and signing their attendance. After they signed the attendance form, I asked them to come into the hall. Later, after their finished the *taklimat*, they need to take their tag from me again at my desk. I already arrange the tag by following alphabet. After settle, we came back to the office. At the office, I keep on continue helping the development section to do the tag for Kuching Contractor.

The last day of the week, 30 August 2018, Thursday, I still continuing help the development section to do the tag for Kuching contractor. There are many tag for Kuching contractor that need to be settled down. As I am already expert in laminating the tag, the other practical students are giving me all the printed tag and asked me to laminate all of it. Hence, it was my task when I am helping them doing the tag. On this day, I also become the receptionist as they are no person in-charge today.

2.2.7 Week 7 (3 September – 7 September 2018)

The first day of week 7, 3 September 2018, Monday, Miss Madonna called me to come to her office. She wants me to continue doing *Fail Meja*. She explained to me what I have to do on the *Fail Meja*. She wants me to update the staff list of work one by one. There are 36 files that I need to update the list of work. I have to ask the staff one by one whether there are any changes on their list of work. However, these tasks are not necessary to finish as soon as possible since some of the staff are not available for me to ask them on their list of work. Besides, I also have to become receptionist for a while because the person in-charge are having other tasks to do for a while. After that, I also keep on helping development section to do the tag.

Next, the second day of week 7, 4 September 2018, Tuesday, when I come to the office, I got a notes at my desk from Miss Madonna. She wants me to fax the memo that she attached with the notes to all District Officer from Kuching, Bau, Lundu, Sematan and Padawan. It is a memo on “*Taklimat Pengenalan Sistem Generator of Letter Drafting (GOLD)*” for the *Kumpulan Inovasi Kreatif (KIK)*. For District Officer of Padawan, I need to email and give message to them on the memo because their fax machine are not working. Hence, I email the memo to Encik Rangen and his staff Madam Pauland. Besides, Miss Madonna also asked me to call officer in-charge on *Mesyuarat Penjenamaan* that held on 14 August 2018 before. She wants me to ask the officer in-charge on a list of staff that attend the meeting. Then, I called the officer in-charge and asked her on the list. After that, I inform to Miss Madonna on what the officer in-charge said to me.

The third day, 5 September 2018, Wednesday, in the morning I called all the District Office that I have sent the memo yesterday through fax. I called them to ask whether they have received it or not. If not received, I am sending it again through fax. Then, I asked them to give me the feedback for the *Borang Pengesahan Kehadiran* on the “*Taklimat Pengenalan Sistem Generator of Letter Drafting (GOLD)*” as soon as possible. I am responsible to collect the *Borang Pengesahan Kehadiran*, besides, on this day also I keep on continuing do the *Fail Meja*.

The fourth day of the week, 6 September 2018, Thursday, I continue doing my tasks which is updating the *Fail Meja*. Besides, Encik Hudiman from Development Section is asking me for a help. He wants me to help him in doing the card for contractor. He teach me on how to do the barcode for the contractor card and tag. He teach me one by one until I

understand on how to do it. Then, I am doing the tasks given. After finish one page of the barcode card, he wants me to print it out, laminate and cut it immediately. Therefore, I am doing these until 5pm.

The last day of week 7, 7 September 2018, Friday, I continue doing the tasks that was given from Miss Madonna which is updating the *Fail Meja*. Besides, I also teach the other practical students to do the *Fail Meja* as Miss Madonna wants her to learn too. I asked the other practical students to do the process of work of all staff for their *Fail Meja*. On this day, I also helping the development section to continue doing the tag for Kuching contractor. Besides, in the afternoon, Encik Hudiman is asking for my help again on doing the barcode for the contractor card. There are many company from Kuching do not have the card yet. Hence, he asked me to do it while he organized and sorting the other tag and card. There are 500 and more company from Kuching that need to be settled for their tag and card.

2.2.8 Week 8 (12 September – 14 September 2018)

The first day of week 8, Tuesday, 12 September 2018, I still continue doing the *Fail Meja* on their list of work. Besides, I also still helping Encik Hudiman doing the barcode. I need to laminate and cut it until finish all the contractor or company name. Apparently, these two tasks are time consuming because it need a lot of work to do.

Next, the second day, 13 September 2018, Wednesday, I still continue doing *Fail Meja*. I am updating their list of work and printed it. Then, my boss Miss Madonna gives me a softcopy of the new organizational chart of Kuching's Resident Office for me to print out and put it in the *Fail Meja* of all staff. Besides, she also wants me to edit and highlight the name of the officer and staff in the organization chart. If the owner of the file is her, then I need to highlight her name in the organization chart. Apart from that, I also need to make one new *Fail Meja* for new staff in Finance Section.

Lastly, the last day of my practical training, 14 September 2018, Friday, I still helping development section under Madam Salawati as the officer in-charge to do the tag and card for *Cabut Undi Kontraktor*. I keep on doing that until 4 pm. Then, at 4pm, we are having a farewell party for me and other practical training students. Resident give some speech and certificate for us. After that, we have photo session with all the staff. Apparently, this is the end of my practical training at Kuching's Resident Office.

2.3 Conclusion

In conclusion, these are my schedule while having practical training at Kuching's Resident Office for 8 weeks and these schedule are explained weekly. All those details were taken from my log book as a references. Hence, my schedule for 8 weeks were fully occupied with a lots of different tasks.

CHAPTER 3

ANALYSIS

3.1 Introduction

This chapter will focus on analysis of task as covered during Practical Training with the application of subject that I have learned in classroom before. The task that will be analyzed in this chapter is office management. It is because my dominant task while having practical training at Kuching Resident's Office is managing office administration as my host supervisor placed me in Administration section. While having this as my dominant task, there are some subject that included in my syllabus such as Human Resources Management, Organizational Behavior, Total Quality Management, Public Relations and Ethics in Administration are related to my specific task while doing practical training.

3.2 Office Management Concept

Office management can be defined as the process of planning, organizing, guiding, communicating, directing, coordinating and controlling the activities of a group of people who are working in achieving business objectives efficiently and effectively. Office management is important for achieving the organization goal. Office management helps in bringing smoothness in the performance of the business activities as it provides a regular flow of communication between each section or department and level of worker. Therefore, office management is important in the organization as it helps in doing the office worker become effective and efficient. If there is no office management, the small and big task cannot be done smoothly at an organization (Odgers, 2010).

As in Kuching Resident Office, I am a practical students that have major in Administration, I was given a task that related to office management where I have to involve in planning, organizing, guiding, communicating and coordinating the activities of the staff in making their work can achieving the organization goals effectively and efficiently. I can be given universal task no matter what it is as long as it related to their office management. For example, I followed all officers and staff instruction if they asked me for help. Then, I will help them on their task. As I explained before in chapter two, I was being given task by

development section too instead of Administration and Finance section. I help them in doing some easy task that I can easily understand and know how to do. Hence, my dominant task in Kuching's Resident Office is office management that involves other core subject that I have learned before. Although office management is not my major, but it was related to administration too.

3.3 Human Resources Management

Human Resources Management refers to the management of the organization's employees. Basically, all organization have their Human Resources Management to foster organizational policies that enhance the contribution of employees make to the effectiveness of the organization. Human Resources Management involves both strategic and comprehensive approaches to manage people as well as workplace culture and environment. The overview of Human Resources Management are staffing, human resource development, compensation and benefits, employment and labor relation and lastly is safety and health. All of these are included in Human Resources Management as a whole (Osibanjo & Adeniji, 2012)

During my internship, my supervisor has given me a task that related to human resources management where I have to find a suitable place for training of the workers and I have to send memo for the staff that need to attend seminar for their training and development. I need to call the place and asking them for enquiry. This is related to human resources management as in human resources management scope there is including training and development of the staff. Training can be defined as the process of teaching employees the skills they need to perform their jobs efficiently. It gives the new or present employees the skills they need to perform their jobs. Meanwhile development is tend to be oriented more toward broadening an individual's skills for future responsibilities. The task that was given to me is literally related to human resources as it is for training and development of the permanent staff there. The training that they have to attend is related on '*Kursus Pengurusan Fail*' for example. Some of the staff are chosen to attend this. It is related on filing system. Besides, I also being asked to call other training and seminar places for our Resident itself. I need to ask on the enquiry of the places and find out for the place for him to stay. Hence, my tasks is related in training and development of the staff as I involved in internal work for the purpose of the training. Apart from that, Human Resources Management in Kuching Resident Office is handled by Miss Madonna and Miss Valerie. These two important person in Human

Resources Management are responsible in managing me also as the practical students at their organization.

3.4 Organizational Behavior

Organizational behavior is also one of the subject that I have learned before that related to my tasks at Kuching's Resident Office. I have learned this subject during my past semester. Organizational Behavior can be defined as the study of what people think, feel and do in and around the organizations. It looks at employee behavior, decisions, perceptions and emotional response. It examines on how individuals and teams in organizations relate to one another and to their counterparts in others. Besides, application of organizational behavior knowledge benefits everyone no matter what is their profession or what is position that they hold in the organization. Basically, organizational behavior is for everyone.

Organizational behavior is literally one of the important elements that need to be learned by all people. It is a good knowledge for people to handle their working life. As the practical student at the office, my tasks are related to organizational behavior syllabus which is under motivation. My tasks are related to Four-Drive Theory of Motivation. Four-Drive Theory of Motivation is a motivation theory based on the innate drives to acquire, bond, learn and defend that incorporates both emotions and rationality. Four drives affect motivations because it determine which emotions are automatically tagged to incoming information, generate independent and often competing emotions that demand our attention and the mental skill set relies on social norms, personal values, and experience to transform drive-based emotions into goal-directed choice and effort (McShane, 2013).

First is drive to acquire. Drive to acquire means drive to seek, take, control and keep objects and experiences. As I am new in the organization as a practical students I have this kind of motivations where I drive to acquire in making experiences at the organization. I want to gain as many as I can experience in this office. I want to have a different task everyday by my host supervisor in order for me gain the experience more. As my dominant task is office management in administration, I was given an office work such as attend meeting, makes memo and many more. These tasks makes me have drive to acquire while doing practical training at Kuching's Resident Office.

Second is drive to bond. Drive to bond means drive to form relationships and social commitments with others. Drive to bond happen when I have been introduced to some of the staff during my first week as a practical student there. Before I was being given any tasks, I

have this drive to bond in order for me easily cooperate with the staff later. Besides, the staff at the offices also have these kind of drive to bond when they gives me some task to do. For example, account section staff, Madam Kee Kia Ling and Mr Irwandi form social relationship with me before asking me to help them in doing their Financial File for Audit. Apart from that, drive to bond also comes from the development section where Mr Hudiman and Madam Salawati asking me to do tasks for development section such as making tag for Rural Transformation Project (RTP) contractor. They asked me basic social interactions such as my name, which university I came from, what course that I took and how long I do practical at the office.

Third is drive to comprehend. Drive to comprehend means the drive to satisfy our curiosity, to know and understands ourselves I drive to take knowledge that I have learned during practical training which I do not learned in class. For example, I was given a task on sending memo through fax machines to other District Offices under Kuching's Resident Office such as Bau and Lundu. This task is making me seek knowledge in using fax machines which I do not know on how to use it before. Besides, I also do some observe in the organization environment in order for me easily tolerate with the situation that I have to face later regarding on my tasks such as how to speaks with clients.

Fourth is drive to defend. This is the drive where we want to protect ourselves physically and socially. It includes defending our relationships, acquisitions and belief system. Drive to defend occurs when I was being given a tasks on calling other department and agencies. I tend to defend myself with correct information while talking to my clients in order to makes my work become more professional.

Hence, organizational behavior is important for me while I am doing my dominant task which is office management at the office. It is because organizational behavior subject teach me on how to have motivation in doing work and how to deal with the situation or environment and the people in the organization.

3.5 Total Quality Management

Total Quality in management consists of continuous improvement activities involving everyone in the organization such as both managers and workers in a totally integrated effort to improve performance at every level in the organizations. It focuses on the development of

Quality systems and work process. Besides, it strongly encourages the contribution of work teams where the work teams are effective in contributing creative and innovative ideas and in implementing improvements successfully.

As an intern I have adopted that this Kuching's Resident Office practically have used total quality program in public sector namely *Kumpulan Inovasi Kreatif* (KIK). Basically, *Kumpulan Inovasi Kreatif* (KIK) or in English is Innovation And Creative Circle (ICC) is one of an effective management mechanism for building highly human capital in the Public Service in order to realize the aspirations of the government to improve the efficiency and effectiveness of government agencies in delivering services to the people. Besides, KIK also has basic principles that recognize employees as the most valuable resources of the organization and provides a forum for them to involve in decision making process and to further implement the measures that is decided as in a team. It aims to encourages an innovative and creative culture and also provide opportunity for members of public services to polish their skills and improve their competency.

At this Kuching's Resident Offices, I have been asked by my Host Supervisor Miss Madonna which is the leader of the *Kumpulan Inovasi Kreatif* to create a new group profile for KIK namely Golden Umbrella and she also asked me to do a new organization chart. These two things are my tasks related to total quality management in my dominant task which is office management. I do this task in order to put it on *Sudut Kualiti* of the office. I have analyzed that my tasks in managing offices are related to total quality management because of these kind of work to do. Its mean I was involved too as an intern in managing the quality management at the offices.

Even though my tasks was not really deep into the *Kumpulan Inovasi Kreatif*, but I can say that Golden Umbrella the KIK group name for this office was productive and they really into the quality management as they have their own project to create quality and effectiveness in the office. Therefore, total quality management is included in my office management as my dominant task where I was being given task related to *Sudut Kualiti* of the office. I have learned that total quality management are being practiced by this organization.

3.6 Public Relations

Public relations can be defined as a strategic communication process that builds mutually beneficial relationship between organizations and the public. In public relation, it includes anticipating, analyzing and interpreting public opinion, attitudes and issues that might give

good or bad impact for the operations and plans in the organization. Besides, public relation also make a research, conducting and evaluating on a continuing basis, programs of action and communication to achieve in informing public and gain their understanding in order for the success of the organization's aim. These may include government relations, fund raising, employee community, and other program such as campaign. Public relation practitioners communicate with all relevant internal and external publics to develop positive relationships and to create consistency between organizational goals and societal expectations. There are many possible publics but these are the major groupings of publics which are employees, media, community, consumers, financial markets and government agencies. (Lattimore, Baskin, Heiman, & Toth, 2012)

In Kuching's Resident Office, we have social section which handle on the Public Relation. Social Section have handled the Public Relation Campaign and many more. My tasks also required me to have public relations knowledge such as on how to communicate with publics, how to communicate with my employer and other government agencies. During practical training, I have my usual task which I have to deal with public. This happen when I was instructed to take over the front desk. I have to pick up incoming calls from public such as citizens, clients, government agencies and many more. I must greet them politely. The walk in publics also I must greet politely and communicate with them nicely.

Besides, I also think that while doing my tasks such as make a called to others agencies, officers and department make me realize public relation syllabus is really useful for doing this kind of tasks. In public relation that I have learned before, listening to your publics is one of the important elements in public relation. It is because only by listening you can tell if there is understanding and acceptance of organizational behavior. When I picked up the incoming calls, I must hear or listening to their matter first before I can told the exact answers to them and some of the matters are I am not know very well, I will definitely communicate with other employee about it by asking them what is the answers before I can really told the caller. These process require me to have a good public relation with all the public literally internal and external in the organization. I must have a good public relation with my employer and the environment itself to do my job efficiently. For example, if I do not learned public relation before, I will have no knowledge in creating public relations in the organizations. Therefore, public relations is related to my dominant task which is office management administration because most of the time it is about public relation.

3.7 Ethics in Administration

Ethics in general means the rules that define moral conduct. It is the individual character of a person whereas morality seems to point the relationships between human being. In every administration, ethics is important to avoid misconduct and betrayal. It must have good governance in the administration where it involves the ethics of the officers and workers in the organizations as a whole. As I am a new intern in the office, I must have my own ethics as a practical students that bring up my University name. I must control my character and have moral value while having an internship there. Then, I have connected with my task and what should I do there as an intern to Ethics in Administration syllabus.

There are principles for managing ethics in the public service. First is management policies, procedures and practices should promote ethical conduct. The task that was given to me such as doing *File Meja* for the staff, I have to followed the management policies, procedures and practices in requesting some stationaries like colour paper and files for my tasks. I have to ask the staff in-charge and told him the exact amount of paper and files that I needed. We as the staff cannot simply asking them the stationaries as the office have their own policies in managing their supply. As government organization, usually they do not want wasting of money in buying the supply for the offices. They want to save cost as much as they can. Therefore, what I can relate here is there are ethical conduct. It teaches me to become honest which I told the exact amount that I needed only and I have followed this procedure well without any misconduct on it.

Second is public service condition and management of Human Resources should promote ethical conduct. As an intern, I have experienced this principle in the office as the public service and management of Human Resources are promoting ethical conduct in doing their tasks. For example, the Administrative Officer that in charge in Human Resources Management is my host supervisor itself. As I told in Chapter 2, on the first day I was not given any tasks but when I am reporting my duty to her, she explained me on what is related to the office, whether I was given any benefits or not, and told me which section that I am responsible with. This shows that my dominant task which is office management administration have these kind of principles of managing ethics as I am under her supervision.

Furthermore, the third principles is adequate accountability mechanisms should be in place within the public service and the fourth, fifth and lastly are appropriate procedures and

sanctions should exist to deal with misconduct, decision making process should be transparent and open to scrutiny and public servants should know their rights and obligations when exposing wrongdoing. These principles are not included in my tasks there but these also the important principles that must be followed in order to manage ethics in the public sector. In my experienced as practical student at this public sector office, I have learned that these principles of managing ethics in public services is important to avoid unethical conduct occurs and to make the organization become more harmony and have good governance that free from unethical problems.

3.8 Conclusion

Apparently, my dominant task which is office management in administration is universal and mostly related to my syllabus that I have learned before as my major was in Administrative Science. My various task that I have done during practical training make me realized what I have learned before is related to the tasks and it makes me become more knowledgeable in it as I have experience in it. Therefore, some of my tasks that I have done as an intern at Kuching Resident Office were analyzed with my syllabus that I have learned before in this chapter.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

In this chapter I will highlight on the strength and weaknesses of job or tasks that was assigned to me during practical training at Kuching's Resident Office. I will do it in SWOT analysis where I will explained on the strength, weaknesses, opportunities and threat of the task or job. Besides I also will providing recommendation for the SWOT analysis.

4.2 SWOT Analysis

SWOT Analysis is one of a strategic analysis that can be done to find out the internal and external factor that involved in the environment of the organization. Basically, SWOT stands for Strength (S), Weaknesses (W), Opportunities (O) and Threats (T). Strength in SWOT analysis are advantages or positive impact that can be concluded from the internal factor. Meanwhile weaknesses is the negative internal attributes that give bad impact to the outcome. Then, opportunities and threats are the external attributes that involved in the analysis. Opportunities is the external factor that can be used as an advantages while threats is the external factor that can jeopardize the good outcomes. SWOT analysis is overall analysis that include internal and external factor where it also includes the evaluation of the specific tasks or plan. The aims is to reveal competitive advantages, analyze prospects, prepare for problems and allow for contingency plans. Hence, I will use this strategic analysis to analyze my task or job given during my practical training at Kuching's Resident Office.

4.2.1 Strength

There are some strength of job or task that was assigned to me during practical. One of the strength was improving communication skills. This strength can be seen through the job that I was in-charge in the counter service or sit at the front counter of the office. The job required me to have a good public relation with my clients, where it involves a listening and communication skills. For example, while doing this job, I have to speak or communicate with the public that came to our office to have their business deal with our officers such as

money lender who wants to renew their licensed and public that want to get married express. This task is giving me improvement in my listening and communication skills which is one of my anxiety before. I do not know how to deal with people and afraid to speak with them. I also have the anxiety to pick up call and talk to people. Besides, another examples under the strength improving communication skills was when I was assigned to call other government department or other agencies to make a business deal. These type of tasks also makes me have improvement in my communication skills because I was used to it. I practically doing it every day because my Host Supervisor always gives me task on calling the other agencies and department to make a deal such as asking for an audit report, hotel enquiry and asking letter of confirmation. Therefore, the strength that I get while having a practical training at this office is improving my communication skills.

Apart from that, another strength that I got from doing the task and job that was given to me is I can create a good mutual relationships with the staff, other students and public. It creates a good relationships and can also make connection for my future job later. This strength can be seen through my relationship with my host supervisor Miss Madonna. She is concerned on me even after the last day of the practical training. She gives me some advice and tips on how to get an offer for a job later in the future. Besides, the other staff is having a good relationship with me too and we never know in the future we might need help from them. This is one the advantages that I can have while doing an internship here. The Resident also know me and he might give a good connection for me later in my carrier. Therefore, I am having a good mutual relationship with all the staff at Kuching's Resident Office as well as the other practical students from other university.

4.2.2 Weaknesses

While doing practical at this office also have some weaknesses rather than strength only. The weaknesses of the job or task given to me is repeated task. Repeated task such as sending memo, and counter service. These repeated task are given at most of the time. There is no other specific task is given to me. It may have specific task like updating "*File Meja*" for the staff but it was the only specific task given to me. The most of the time task that was given to me is repeated and not challenging for me. Some of other staff asked me to help them photocopy documents if I was not given any work by my supervisor. This is the weaknesses for me as the task are not challenging and not really convincing me to get a good experience

while having practical training here. There is no advance task that was given to me instead of normal task that was repeated. Hence, it is not

Besides, another weaknesses is there are many of practical students in the office. It gives me less opportunity to be given task as there are many students compete with me. The other practical students are mostly from other university. This is also one of the reason why I am always be given the same task most of the time. It is because the other intern are also being given repeated task but it is under their knowledge. Under their knowledge by means they are already an expert in doing that task rather than me the new fresh intern at the office. Hence, most of the time the task are given to them instead of me because boss might think I do not know on how to do it properly. Furthermore, we as an intern have to compete in order to gain more task to be inserted in our log book. If we do not have task given, we have to find task to do even though the task is not related to our dominant task. There are some part that I have to help other section in doing small task like cleaning meeting room. It shows weaknesses in giving task to the practical students at this office and they take a lot of intern students which is bring no good to the students later because of the competition. It might be competitive advantage to the office as they have a lots of hand that can helping them in managing the office however it gives bad effect to us students as we might not get much experience while having an internship there.

4.2.3 Opportunities

The opportunities that I got from doing the task and job that was given to me is I can know the real of external environment of working at office. It was an opportunities for me as I can learn the working environment and I can easily adapted to it later in my real working situation. For example, I've got the opportunities to deal with public during "*Taklimat Cabut Undi*" at *Dewan Undangan Negeri (DUN)*. I am being given opportunities to join the event and can see the demonstration and listen to the talk regarding on the process of "*Cabutan Undi*". If I was not having internship at this Kuching's Resident Office, I would not know what is their role or function. Besides, I also get to know what is Rural Transformation Project (RTP). It involve the process in getting tender for project at Kuching Division. It is under Rural Transformation Program under State Government that concerned on the development in Sarawak.

Moreover, the next opportunities is I have a great deal with caterer which is part of my task in preparing food pack for seminar at *Wisma Bapa*. I have to deal caterer “Selera Maedah” regarding on the pack food for the seminar. I have the opportunities to do a business deal with outsider and know to make enquiry. This is part of my opportunities that I get during practical training which I do not get chances in handling things like this at university. I can adapt this external environment and take it as my experience for working environment later on. It also make me know on how to make a business deal such as ordering food and what is the process needed. For example, while having a deal with caterer “Selera Maedah”, I always refer to my host supervisor first before I make a deal and this is how the real situation works. I cannot deal with him without my supervisor approval first. Then, from this process I gain opportunities in adapting the real situation in working situation as a subordinate that needed supervision from her boss before make any decision. I took it as an opportunities as I am adapting to a real working situation.

4.2.4 Threat

There are threats that I have analyze while doing practical training here. The threats is there are tasks that was not related to my scope of tasks in my major which is given by the development section. The task where I have to a tag for the contractor. While doing this tasks I have the feel of burden because there are many tag need to be done and it was not really approve by my supervisor as it was not related to my scope of work and it interrupted my administrative work that was given by her. However, she let me to do it because the boss of development section asked me to help.

The development section always wants me to help them in doing their tag for “*Cabut Undi*” for Rural Transformation Project (RTP). There are many tag that need to be done as it were for Kuching, Bau and Lundu Contractor. These task are threats for me as it interrupt my dominant task which is given by my supervisor. The task that was interrupt by this is I supposed to do “Fail Meja” instead of doing tag. The tag should be done by practical student in development section but there are lack of students because many of them are already finished their intern. Therefore, I was the victims in doing all that. The task that was included in the process of doing the tag are laminating, printing, cutting and arranging. The task cannot be done in one day only as well as one weeks. There are five hundred and more tag that need

to be done. The task is complicated as it need me to do it non-stop in order for me finished it at expected time.

Another threat for me is I am responsible in finishing that tag even though it was not my job. The Boss in development section is expecting me to handle of the tag while Encik Hudiman and her self was not around. It was a threat for me as I might not know all the details. There are some of the contractor from Kuching are coming to the office and asked me where is their tag. I have to deal with the public which are the contractors itself regarding on the tag. I am speechless and do not know how I am supposed to answer them because their tag might not have finished yet. Then, the boss itself also expected us to do it quickly and finished it. Therefore, this are threats for me in Kuching's Resident Office. It gives me anxiety and feel burdened as it was not my job but I am responsible on it. Moreover, in regards with this threats, my task that was given by my host supervisor cannot finished on time and she have to postponed in giving it to me. We have to postpone the 'File Meja" for almost two weeks because of the tag. This give threats to me as my original task cannot be done and I have to do it last minute before finishing my internship. It also makes me feel not good to my host supervisor as I am under her supervision at the office. I should prioritize the task that was given by her but unfortunately, I have to do the other task. Hence, these are the threat that I have got while having an internship here.

4.3 Recommendation

As highlighted in weaknesses and threat, there are some recommendations that I can suggested to overcome it. Firstly, the weaknesses on repeated task. The officer in-charge in handling practical students should try and brave enough in giving challenges task to the students. The students might not know on how to do it well but they can learn from it. Besides, this can avoid in giving repeated task as they are being given different and challenging task every day. For example, they can give us challenging task that required us to use our knowledge and skills that we have learn in university.

Second weaknesses is on having too many practical students at one time. I can recommend that the officer in-charge in handling the industrial training should choose the best student that really can fit in the organization by looking at their major or course that they took currently. They can also do screening on the CGPA of the students and choose the best

students. Besides, the officer can also limit the intake of the practical students for a while in order to overcome this weaknesses.

Meanwhile, for the first threat is on the task that was not related to my scope or major that was given by development section. I can recommend that the other section should consider the intern is under whom and whether they have a task or not. They also should consider whether the job or task given are suitable for the students instead of giving them directly. This is to ensure the students are learning what they should learn in the organization instead of being mistreat. This is because, the students might already have their own task and need to be done. Therefore, they should consider.

Besides, the second threat is I am having responsibility on a task that was not really my job. I can recommend that, the development section should consider me and not giving me the full responsibility in completing the task. They can asked the staff in-charge in development section to responsible on the tag instead of relying on the practical students who do not know the details. Hence, this is one of the recommendations that I can give to avoid this threat.

Apparently, these are some recommendation that I can concluded to improve the weaknesses and threat on the task that was given to me while having practical training at Kuching's Resident Office.

4.4 Conclusion

In conclusion, in this chapter I had explained on the strength, weaknesses, opportunities and threats that I have got in the organization while doing my tasks. Besides, I also already highlighted some of the recommendations to improve the weaknesses and threats. Hence, chapter 4 was all about the SWOT analysis and the recommendation.

CHAPTER 5

CONCLUSION

Apparently, I am doing my practical training at Kuching's Resident Office or *Pejabat Residen Bahagian Kuching*. I am doing my practical training from 24th July until 14th September 2018. It was on my semester break until week 2 of the class had started. The task that was given to me are successfully done and completed while having an internship at this organization.

In chapter one, the introduction for this report, I have highlighted on the background of the organization, the structure of Kuching Division Administration, the core business of the organization and the objectives with mission and vision. I explained all these in chapter one of this report.

Besides, the second chapter is on my schedule during practical training. I had explained it week by week which is on week one until week eight. My schedule are completely recorded in my log book and my host supervisor Miss Madonna Anne had checked my log book every weeks and signed it. Then, I am following my log book data to explain more details on my schedule under this chapter. I have been given various task from different section during my practical training.

Furthermore, on the chapter 3, I have highlighted the task that was given to me which is related to my syllabus that I have learned in class before. It is on a Bachelor of Administrative Science course content such as subject like Human Resources Management, Organizational Behavior, Total Quality Management, Public Relation and Ethics in Administration. All these subject are related to my task during practical. Firstly, Public Relation is related when I am doing counter service job and calling other agencies or department for any deal or enquiry. Secondly, Human Resources Management is related when there is my job related on handling training for the staff. Besides, Organizational Behavior is related to myself as a worker that need motivation to do work that was given to me. I have explained the drive which motivates me while having practical training at Kuching's Resident Office. Furthermore, Total Quality Management is related when my host supervisor is giving me task related on *Kumpulan Inovasi Kreatif* and *Sudut Kualiti*. Lastly, the Ethic in Administration syllabus is literally related to my task as every staff and worker

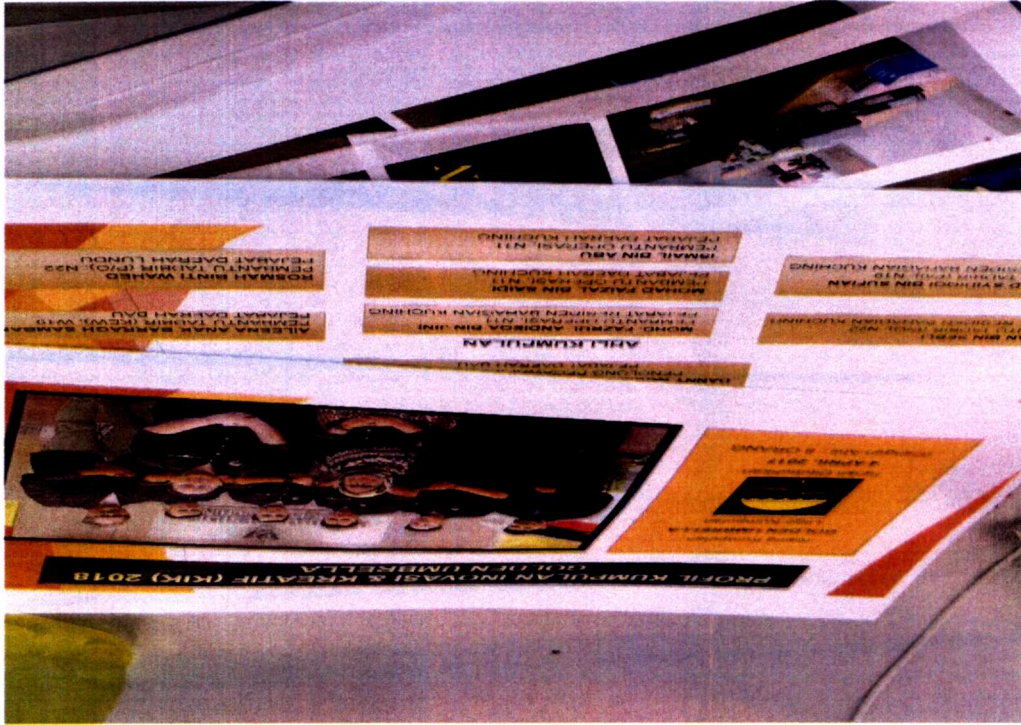
must have Ethic in Administration. All the staff must have integrity and avoid misconduct while working. Moreover, Ethic in Administration is teaching me to control my behavior and having accountability in working at the office. Hence, I have explained all these in Chapter 3.

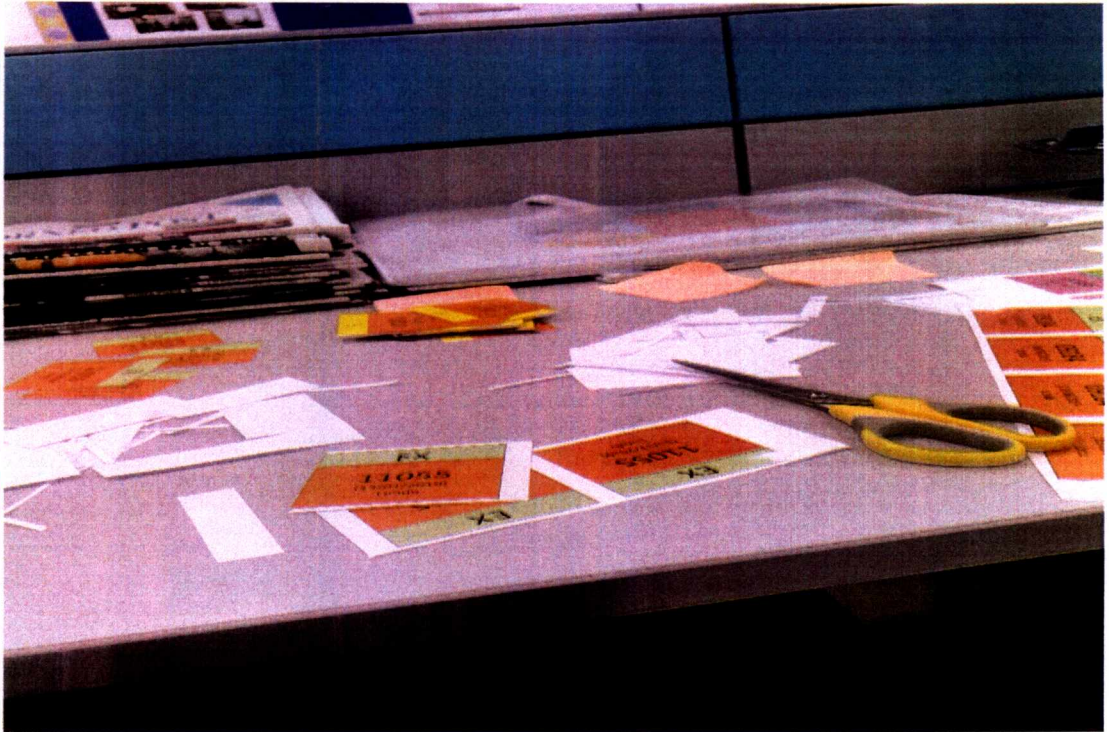
Lastly, under the chapter 4, I have explained on the SWOT analysis regarding on the strength, weaknesses, opportunities and threat of the task or job that was assigned to me during practical training at Kuching's Resident Office. I also have explained on the recommendation that can solve the problem or issues regarding on the weaknesses and threat that I have to face while having the practical training. Hence, in this chapter I am analyzing what are the task that have been given to me.

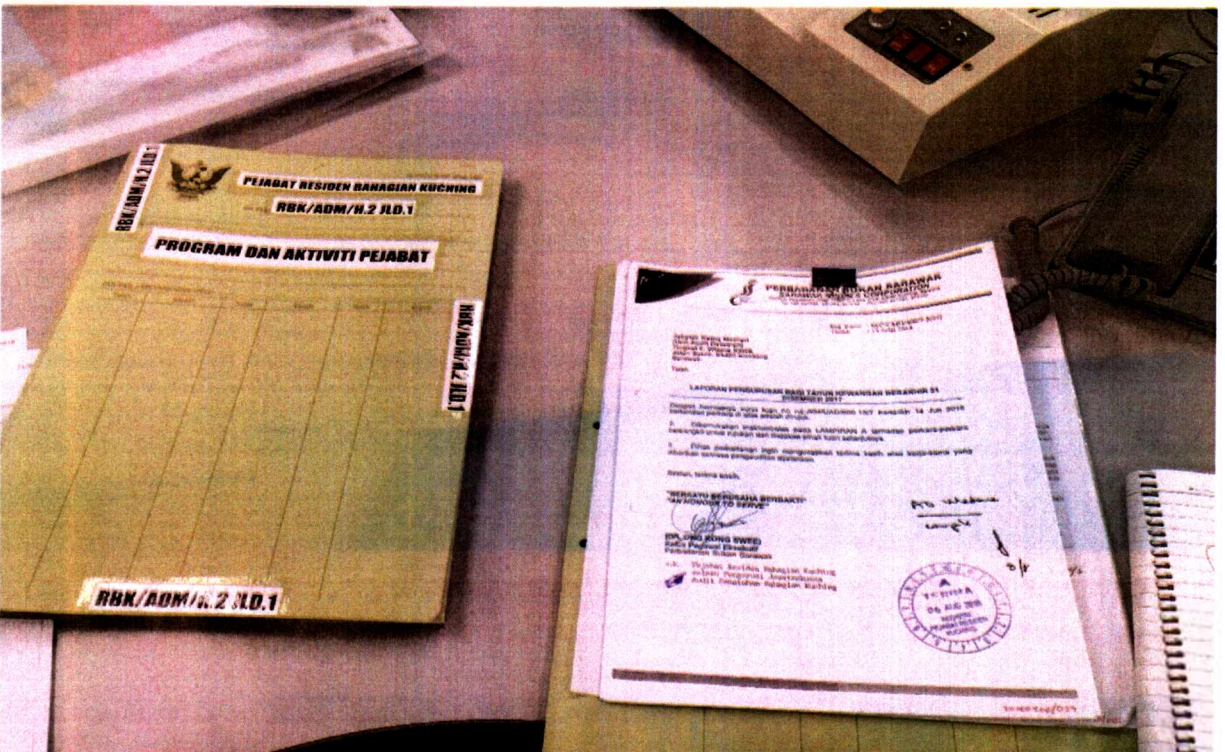
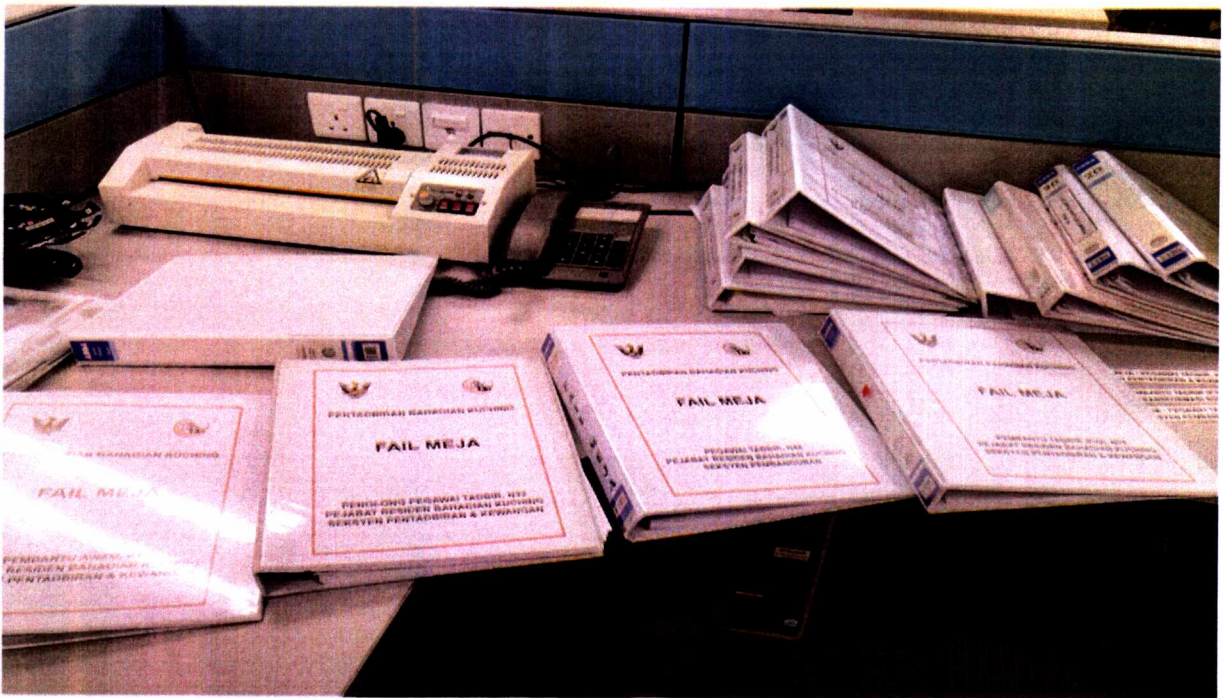
As a conclusion, I have learnt and gained experienced during my practical training. It helps me in enhance my skills, knowledge and ability in working condition or situation. Besides, I have taken the challenges that I get during practical training as a good experience for me later in the future as I have adapt to it.

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UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

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

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

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

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

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

Recording


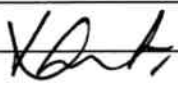
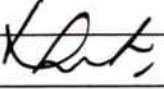
The log book should contain the following information:




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



1. Student's Name : NUR HAFIZAH BINTI BUSHRAH
2. Date & Place of Birth : 1 APRIL 1996
3. UiTM I/C No. : 2016538015 | 960401 - 13 - 5140
4. Course : BACHELOR IN ADMINISTRATIVE SCIENCE
5. Year : _____ **Part** 6
6. Home Address : LOT 3623 NO 477 TAMAN SOVRABAYA INDAH
JALAN BAKO 93050, KUCHING SARAWAK
7. Address During Practical Training : LOT 3623 NO 477 TAMAN SOVRABAYA INDAH
JALAN BAKO 93050, KUCHING SARAWAK
8. Place of Training : PEJABAT RESIDEN BAHAGIAN KUCHING
9. Name of Supervisor In-Charge : MISS MADONNA ANNE ANAK NELSON
KUNTIK
10. Duration of Training
From : 24th JULY 2018 To : 14th SEPTEMBER 2018

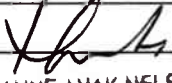
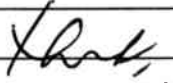
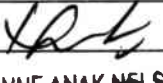
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11. Remarks : [Dean / Course Tutor]


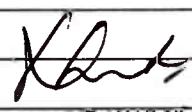

Date	Exact Nature Of Work Done	Supervisors Remarks
24/7/2018 Tuesday	Do some sorting of document. (4.15 p.m) - I classify the document first and arranged it seperately according to the same type of document. Then, I stapled the papers or documents which I have been organized.	 MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 27/7/2018
25/7/2018 Wednesday	Learn how to be a receptionist. (12 p.m-5pm) - The other practical students from UNIMAS teach me on how to be a receptionist. We sit together at the front office desk or counter and they explain to me what to do. Firstly, they teach me on how to greet visitors or clients. I greet the clients with smile and talk nicely. I must asked them what they want. Besides, I also answer telephone calls and connect the calls to other Administrative officer if the clients want to deal with any of the officer in charge. Furthermore, i also do stamp chop for any letter or document received from other Department.	 MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 27/7/2018
26/7/2018 Thursday	Learn on how to do filing. (10a.m - 12.p.m) - I learn on how to do filing of the staff document. The staff document are involving staffs in this Residence office also the other Residence office such as at Baw, Lunan. First i do sorting of the document, then i recognized which drawer the staff file allocated. After i recognized, i take the file and put the document inside. Then, i put the file back at the drawer. The drawer are properly categorized or arranged with sequence of the staff name.	 MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 27/7/2018
	- On this day, i also take over the front desk (2pm-5pm)	

Date	Exact Nature Of Work Done	Supervisors Remarks
27/7/2018 Friday	<ul style="list-style-type: none"> - Learn on how to fax letter and memo. (9.30 a.m) - I am being asked to fax and make a copy of the memo then give it to some of the officer. We I put the memo at their desk. Some of the memo are being fax to other district office. - Do some filing and stamp chop. (11.00 a.m) 	 MADONNA ANNE ANAK NELSON KURNIA PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 2/1/18
30/7/2018 Monday	<ul style="list-style-type: none"> - Attend meeting at 9.30 a.m until 12.30 p.m. - Meeting on Q-visit ke Pejabat Residen Kuching. I am being asked to enter the slideshow during the meeting. - The meeting is about Q-visit from YB TAN SRI DATUK AMAR HAJI MOHAMAD MORSHIDI BIN ABDUL GHANI, STATE SECRETARY OF SARAWAK. - It is on the preparation of the Q-visit on 1st August 2018. - Besides, in the afternoon, my supervisor Miss Madonna asked to update the organization chart. 	 MADONNA ANNE ANAK NELSON KURNIA PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 3/1/18
31/7/2018 Tuesday	<ul style="list-style-type: none"> - Continue updating the organization chart. - After finish the organization chart, I do letter for borrowing rostrum from Jabatan Agama Islam Sarawak (JAIS). Then, I print it out and give to the officer in charge. 	 MADONNA ANNE ANAK NELSON KURNIA PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 3/8/18
Overtime.	<ul style="list-style-type: none"> - I do overtime until 8.50 pm which i am being assigned by my boss to update the "Sudut Kualiti" section. She asked me to do a new group profil for KIK which is "Kumpulan Inovasi Dan Kreatif" 2018 namely Golden Umbrella. Besides, she also asked me to do a new organization chart for "KIK" (Kumpulan 	



Date	Exact Nature Of Work Done	Supervisors Remarks
	Inovasi dan kreatif). I am doing it using to my own laptop which I do it in powerpoint. After finished the two task, I printed out and put it on "sudut kualiti".	 MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 3/8/18
1/8/2018	<ul style="list-style-type: none"> - continue updating the "sudut kualiti" which being asked by my supervisor. I adjust the sudut kualiti until she is satisfied. Then, I help the development sector to do meeting slide for the Q-visit. - on this day, I also being asked to be the receptionist at the front counter. - At 2.00 p.m, all the staff are busy on welcoming the state secretary of sarawak YB TAN SRI DATUK AMAR HAJI MOHAMMAD MORSHIDI BIN ABDUL GHANI to come at our office. It is on the Q-visit event. I am being asked to keep the fruit until he came and Miss Syifa will get the fruit from me. Then, all the officer are having meeting with him and all the Jabatan Ketha Menteri Staff that join the visit. 	 MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 3/8/18
2/8/2018	<ul style="list-style-type: none"> - I am being asked to distribute the survey from Jabatan Mufti Negeri Sarawak. I distribute the survey to choosen officer and staff. I explain to them on the questionnaire about what. The survey is on the books that have been published by the Jabatan Mufti. It is review on the books whether it is good or need to be improve. They must fill in the survey and I will collect it tomorrow. - Besides, I also do a list of phone number 	




Date	Exact Nature Of Work Done	Supervisors Remarks
	of some organization or agency that need to be called about the expired of their "Lesen punggutan Awam".	 MADONNA ANNE ANAK NELSON KUNTI PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 3/8/18
3/8/2018	<p>- I collected the survey from Jabatan Mufti which I have been distributed yesterday. After that, I am being asked to do the memo regarding on the survey. Then, I printed it out and photostate or do a copy on it. Then, I do filling on the memo for pejabat Residen references. After finished all that, I go to level 15 which is the Jabatan Mufti office and send back their survey.</p> <p>- Besides, at 3.00 p.m my supervisor asked me to do a phone call on some organisation regarding on Audit Report. I called Sarawak Sport Corporation and Jabatan Bekalan Air Luar Bandar Sarawak and asking on their feedback of the Audit Report and they need to email Resident Office before at the end of the month</p>	 MADONNA ANNE ANAK NELSON KUNTI PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 3/8/2018
6/8/2018	<p>- I called again the organisation about their audit report. They need to send their feedback to our office regarding on their feedback. It is because Resident office is involved as a committee in the meeting later at the end of the month. Therefore, they need to send a copy of their feedback to Resident office too instead of Jabatan Ketua Menteri (unit audit dalam) only.</p>	 MADONNA ANNE ANAK NELSON KUNTI PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 10/8/18




Date	Exact Nature Of Work Done	Supervisors Remarks
7/8/2018	<p>- Helping madam kee from Account and Administration Section to send document to Administrative Administer at his office. I waited for him to settle down the document and then give the document back to Account section.</p> <p>- The document is about Account statement of the staff allowance.</p>	<p></p> <p>MADONNA ANNE ANAK NELSON KUNTIK PECAWAN TADBIR, N41 PEJABAT RESIDEN KUCHING 10/8/18</p>
8/8/2018	<p>- I am being asked by Miss Madona through Miss Valerie to call Pullman dan Imperial Hotel. It is regarding on asking them the quotation for booking their meeting room. It is the quotation for Mesyuarat Majlis Bersama Jabatan on 19/9/2018 and 24/9/2018. When I called these two hotel I asked them the quotation for Full and Half day package and they need to email it to Miss Valerie.</p> <p>- The Imperial Hotel sales Manager whom I have called Madam Doris David, asked me to email her the enquiry. Then, Miss Valerie teach me on how to do enquiry. After finish the enquiry i send it through email to Madam Doris at her email dorisdavid @ imperial.com.my.</p>	<p></p> <p>MADONNA ANNE ANAK NELSON KUNTIK PECAWAN TADBIR, N41 PEJABAT RESIDEN KUCHING 10/8/18</p>
9/8/2018	<p>- In the morning, I help Madam Hajijan to do some sorting and filing with the other practical students from UM/MAC. We do filing on the moneylender documents. We check on the Director name whether their name still the same or they have change their director to a new one. After finish</p>	



Date	Exact Nature Of Work Done	Supervisors Remarks
	checking the name one by one in the different files of money lender, we need to do filing on it.	
	- After lunch at 2.00 p.m, I'm being asked to call some organizations which handle the course for the staff. Miss Valerie asked me to call them and ask them the invoice for the local order.	 MADONNA ANNE ANAK NELSON KUNTING PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 10/8/18
10/8/2018	- Miss Madona gives me Memo to be send to the people in the office and other staffs at other district office. The memo is on "KURSUS Pengurusan Fail Dan Klasifikasi Fail Pejabat Residen Bahagian Kuching 2018". At the memo, it is attached with the tentative programme, and the confirmation attendance of the staffs. I send the memo through fax and for District office of Padawan, I need to email it personally to the staff which are Puan Panland and Enuk Ramaraj. It is because their machine fax are not functioning. I also send the memo to Kuching district office at level 6.	 MADONNA ANNE ANAK NELSON KUNTING PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 10/8/18
13/8/2018	- I called the district office which I have send them fax regarding on the memo for 'KURSUS Pengurusan Fail Dan Klasifikasi Fail Pejabat Residen Bahagian Kuching 2018' whether they have received it or not. Then, I asked them to give reply or feedback on it. I will waited for the reply of confirmation attendance and collect it all together to be sent to Miss Madonna. The Kuching District office is the first giving reply and send it to us through fax.	 MADONNA ANNE ANAK NELSON KUNTING PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 17/8/18

Date	Exact Nature Of Work Done	Supervisors Remarks
14/8/2018	<p>- In the morning, I have been called by AO Tuan Haji Sukri to go to his office. Then, I went to his office. He interviewed me on my personal details and what work that I have learnt in the office. He is the officer in charge on ACCOUNT. Lastly, he asked me whether I know on how to use Excel or not? Then, I answered him spontaneously. yes a little bit. I also being asked by Miss Syifa to distribute minutesheet.</p> <p>- Besides, in the afternoon at 2.00 p.m, Madam Kee Kia Ling gives me some work to do. She wants me to help her to do border and coverpage for her file. It is because the next day, the auditor will come to check on the file. I do the cover and border by looking at the sample that she gives me through pendrive. I design the border and cover as her request with my own idea and creativity by using Microsoft words.</p>	<p><i>[Signature]</i></p> <p>MADONNA ANNE ANAK NELSON KUNTH BEBANAI TADDIR, N41 PEJABAT RESIDEN KUCHING 17/8/18</p>
15/8/2018	<p>- I continue doing the coverpage which madam Kee has assigned me. I designed it until it fit to the file. Then, I printed the cover and border by using color paper. I help her to cut the border which I have printed and put it nicely on the file.</p> <p>- Furthermore, on the other day 14/8/2018, Miss Syifa have asked me to distribute minutesheet for all staff to read and sign noted on it. It is on the 'Pematlamman Karnival Kesinatan Perkhidmatan Awam Negeri Sarawak 2018' at Bangunan Ima Dewan Undangan Negeri (DUN) on 17 and 18 of August 2018. Then after finished taking sign of all</p>	

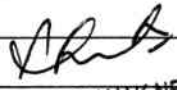

Date	Exact Nature Of Work Done	Supervisors Remarks
	the staff on the minute sheet, I give it back to Miss Syifa.	
	- In the evening at 3.00 p.m I sit at the front counter and answered call. I become the receptionist until 5.00 p.m.	 MADONNA ANNE ANAK NELSON KUNTI PECAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 17/8/18
16/8/2018	- I become the receptionist again. I answered call and connect the call directly to the staff. I also cop and sign letter if there are any letter coming. Many public comes want to 'Angkat Sumban' however, our Majistreet is sick leave. Therefore, I asked them to go at District office at level 6 to find majistreet there. When there are letter coming, I must cop the letter and put it inside at registry boxes for Miss Syifa to check.	 MADONNA ANNE ANAK NELSON KUNTI PECAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 17/8/18
17/8/2018	- In the morning at 9.00 am, I help Madam Rata from development section to scan RTP licences. RTP stands for Rural Transformation Plan. The licences are from Kuching, Lundu and Bau. I need to scan the company licences and save to kontraktor folder. There are a lots of documents that needed to be scan. - At 2.00 pm, Miss Madonna my supervisor gives me tasks to do. She told me that I am going to Wisma Bapa, Malaysia on 4th September with her to attend "Latihan Pengisian dan Pengemaskinian Elemen Utama dan Penyisihan harta dalam GEMC Pentabiran bahagian Kuching 2018. Then, she asked me to call caterer and deal with them	

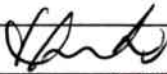


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>on the feedback for the event later. I deal with Selera Maaidah which is our treasured caterer for any meeting or event of this Resident Office.</p>	<p> MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 17/8/18</p>
20/8/2018	<p>- Called Pejabat Daerah Kuching, Bau, and Lundu for confirmation of memo sent from us. The memo is on 'Taklimat untuk Chief Information Officer (CIO) & Pengurus Projek ICT dan LAB eR&DO'. I called the registry of all the Pejabat Daerah or District Office to ask whether they already received the memo or not.</p> <p>- I also whatsapp EE the caterer of Selera Maaidah regarding for order the packfood for our event at Wisma Bapa Malaysia on 4th september later.</p> <p>- I need to find file at file room to get memo of Q-visit from Jabatan Ketua Menteri and snap the picture to my boss Miss Madona. Then, I need to call Encik Fathi from JKM to ask him to email us slide for the q-visit before by today.</p> <p>- Besides, I also need to call the Agency or organisations that I had called before regarding on Audit Report. I need to call them again to start remind them to send the report again soon.</p>	<p> MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 24/8/18</p>
21/8/2018	<p>- I am being asked to collect all the File Meja of all the staff at the office. Then, i need to do a new file cover for each of them. I need to classify their position such as Administrative Officer (Gred N41) section</p>	<p> MADONNA ANNE ANAK NELSON KUNTIK PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 24/8/18</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
	social, development and administration.	
22/8/2018	- Public holiday.	
23/8/2018	- I continue doing the file meja. I print the cover and cut it. Then I put the cover at each of the front of the file. There are 36 staff that have file meja and all the 36 files I need to prepare the cover.	 MADONNA ANNE ANAK NELSON PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING
24/8/2018	- I become the receptionist at the front desk at the office. I pick up incoming called and speak politely. Besides, I also stamp the incoming letter that we received. Then I put the letter to the registry boxes inside.	 MADONNA ANNE ANAK NELSON PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING
27/8/2018	- I am helping the development section to do their tag. The tag is on the RTP project for Kuching, Ban and Lunan area. I am helping development section to laminate the printed tag and cut it into the shape. There are many tag that need to be done. - As for Ban, Lunan and Kuching have a lot of registered contractor that need the tag for 'Cabutan Undi' Project later.	 MADONNA ANNE ANAK NELSON PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING
28/8/2018	- In the morning, I become the receptionist. As usual I picked up incoming call and speak politely. I stamp the incoming letter or memo. I also greet the public who came. Besides, I also helping the development section again on doing the tag for cabutan undi. We need to finish Ban and Lunan tag	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>early because the meeting on it is on tomorrow.</p> <p>- At 2.00 p.m, I join meeting for Taklimat Cabut vindi #1 RTP Bahagian Kuching.</p> <p>Madam salawati explained to us what need to be done for tomorrow as we become the kruseria for the Taklimat at DUN tomorrow.</p> <p>- Madam salawati explained to us the process of the Cabut vindi as we upgraded a new faster way for the process. We need to know the process as people or contractor might ask us tomorrow.</p> <p>- she also explained on how to scan the Contractor licence and attendance by using the Airtable apps. We need to log in to access the airtable.</p>	<p>MADONNA ANNE ANAK NELSON MUNT PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING  30/8/18</p>
29/8/2018	<p>- I need to come to the office earlier because I need to go to DUN lama Petra Jaya for the Taklimat Cabutan vindi RTP Bahagian Kuching as I am in charge for the registration of the Contractor. Before we go using the office car, I need to photostate or make a copy of the slide for the Taklimat. I make a lot of copy for the contractor later. Then, after we arrive, I set up the registration counter. I am in charge for Lundu contractor. As all the contractor are all signing the attendance form they can come in to the hall. Later after they finish, they need to queue up and take their tag from me again at my desk. I already arrange the tag by following the alphabet. After finish it, we come back to the office.</p> <p>- At the office I keep on continuing helping the development section to do the tag for Cabut vindi.</p>	<p> MADONNA ANNE ANAK NELSON K PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 30/8/18</p>

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30/8/2018	<p>- still continuing help the development section to do the tag for Kuching contractor. They are many tag for Kuching area that need to be settled down.</p> <p>- I also become the receptionist as they are no person in charge to handle the phone call and the public or client.</p> <p>- Besides, after that I still helping the development section, Encik Hudiman to do the tag for cabutan undi.</p>	<p><i>[Signature]</i></p> <p>MADONNA ANNE ANAK NELSON KUMAR PEGAUAI TADBIR, N41 PEJABAT RESIDEN KUCHING 30/8/18</p>
3/9/2018	<p>- Continue doing file meja of all the staff. I am updating their list of work one by one. There are 36 files that I need to update:</p> <p>- Besides, I also become the receptionist for a while.</p> <p>- Then, I am helping the development section to do the tag for Kuching Contractor. I help them cut the card and laminate it.</p>	<p><i>[Signature]</i></p> <p>MADONNA ANNE ANAK NELSON KUMAR PEGAUAI TADBIR, N41 PEJABAT RESIDEN KUCHING 7/9/18</p>
4/9/2018	<p>- I got notes from Miss Madonna, my boss to fax a memo to all District officer from Kuching, Bau, Lundu, Sematan and Padawan. It is a memo on "Tahlimat Pengenalan Sistem Generator of letter Drafting (Gola) for the RIK. For District officer Padawan, I need to email and Whatsapp them the memo since their fax machine are not working. I emailed the memo to Encik Rangen.</p> <p>- Besides, Miss Madonna also asked me to call officer in-charge on Mesyuarat Penjeramman that held on 14 August before she wants me to ask her a list of staff that</p>	<p><i>[Signature]</i></p> <p>MADONNA ANNE ANAK NELSON KUMAR PEGAUAI TADBIR, N41 PEJABAT RESIDEN KUCHING 7/9/18</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
	came to the meeting-	
5/9/2018	-I called all the District office that I've sent the memo yesterday through fax. I called them and asked whether they have received the memo or not. If not received, I sent it again through fax to them. Then, I asked them to give me the feedback for the attendance on the "TAKLIMAT PENGENALAN SISTEM GENERATOR OF Letter Drafting (bold) as soon as possible. I am responsible to collect the attendance letter. - Besides, I continue to do the file meja.	 MADONNA ANNE ANAK NELSON KUNTIK PECAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 7/9/18
6/9/2018	- I continue to do my task which is updating the staff file meja. - Besides, Encik Hudiman from development section asking me for a help. He teach me on how to do a barcode for the contractor card and tag. Then, he wants me to do that. He teach me one by one until I understand on how to do it. After finish one page, he wants me to print it out and laminate it immediately. Then cut the card.	 MADONNA ANNE ANAK NELSON KUNTIK PECAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 7/9/18
7/9/2018	- Still doing the file meja. Then, I teach Vivien my friend with to continue the file meja too on the other section of the file such as the "Proses kerja". - I also helping Noni from development section to laminate the Kuching tag for class C. - Besides, in the afternoon, Encik Hudiman	

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	<p>asking for my help again to do the barcode card for Kuching Contractor. They are many company that not have the barcode card yet. Hence, he asked me to help him to do it while he organised and sorting the other tag and card. There are 500 plus company from Kuching that need to be settled for their tag and card.</p>	<p> MADONNA ANNE ANAK NELSON KUNING PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 7/9/18</p>
12/9/2018	<ul style="list-style-type: none"> - still continuing do the file meja on their list of work. - Besides, doing barcode and card for RTP Project. - Printed the barcode card and laminatc. - Finished all the barcode for Kuching Contractor. 	<p> MADONNA ANNE ANAK NELSON KUNING PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 14/9/18</p>
13/9/2018	<p>- Continue doing fail meja. I updating their list of work or "Senarai Tugas" and print it. Then, My boss Miss Madona gives me softcopy of organization chart for me to print out for all the file meja. Besides, she wants me to edit and highlight the name of staff in the organization chart. If the owner of the file is her then, I need to highlight her name in the organization chart.</p> <ul style="list-style-type: none"> - Besides, I need to do one new file meja for new staff that in-charge in finance. 	<p> MADONNA ANNE ANAK NELSON KUNING PEGAWAI TADBIR, N41 PEJABAT RESIDEN KUCHING 14/9/18</p>

