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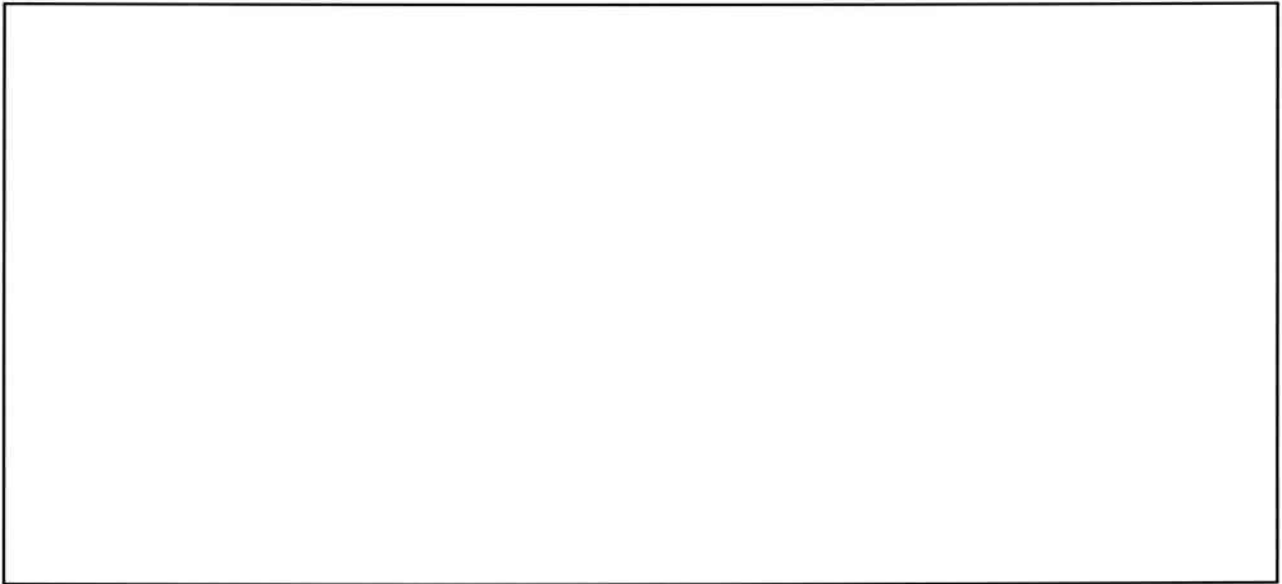
PRACTICAL TRAINING REPORT:
SAMARAHAN SOCIAL WELFARE OFFICE

NURUL AIMAN BINTI HASNI

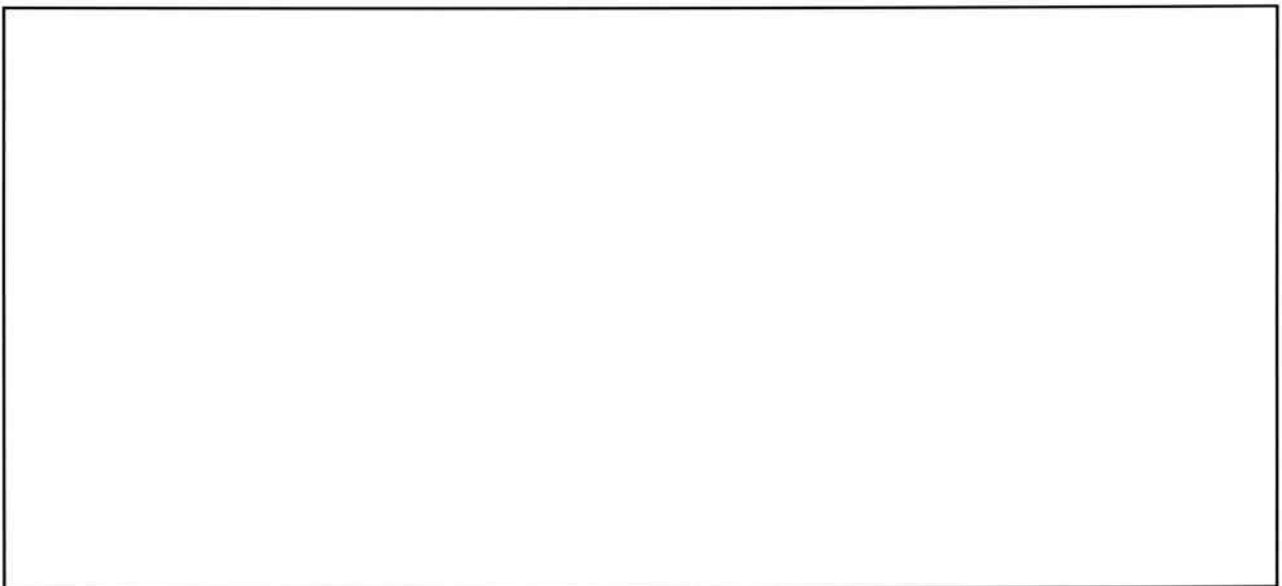
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Supervisor's Comments

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Moderator's Comments

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

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Place: Samarahan Social Welfare Office

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

.....

(Dr Noni Harianti binti Junaidi)

Date:

DECLARATION

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

Signed



(NURUL AIMAN BINTI HASNI)

ACKNOWLEDGEMENT

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CHAPTER 1

INTRODUCTION OF ORGANISATION

1.1 INTRODUCTION

Chapter 1 aims to introduce on the background of Department of Social Welfare in Malaysia. Firstly, the background of Department of Social Welfare will be emphasized in this chapter. The background of Department of Social Welfare will include vision, mission, objectives, organizational structure and its services from various divisions.

1.2 BACKGROUND OF ORGANISATION

In Malaysia, the government agencies consist various type of department and each department carries out different function in delivering service toward public. Government of Malaysia concern on the development of the society as human capital can affect the growth of the development nation indirectly. Hence, the government concern on the development of people in term of welfare of society. The establishment of Department of Social Welfare can assist the government to accelerate the quality of social in nation by handling social issues that happened in surrounding.

Dato' Sri Hajah Rohani Abdul Karim leads the Ministry of Women, Family and Social Development. Beside Department of Social Welfare, Institute Social Malaysia, Department of Women's Development, National Population and Family Development Board, NAM Institute For The Empowerment of Women Malaysia was governed under Ministry of Women, Family And Social Development. These departments carry out different functions

under same ministry in addressing social issue in Malaysia (Official Portal Ministry of Women, Family and Community Development, 2017)

In Sarawak, Samarahan Social Welfare Office is one of branch of Department of Social Welfare in Sarawak. Samarahan Social Welfare Office was located at ground floor of Resident Office of Samarahan and it is headed by Encik Guntor Bin Rajaei.

Figure 1.1 Samarahan Social Welfare Office



Source: Portal of Sarawak Social Welfare

Samarahan Social Welfare Office very active in addressing social issue that occurred in Samarahan area. Most of the issue managed by social welfare officer in Samarahan is regarding poverty, juvenile, the rights of children, victims of natural disaster especially flood, disabled person and etc. Samarahan Social Welfare Office also cooperate with several welfare institutions, such as Rehabilittee Centre Samarahan, *Rumah Sri Kenangan Kuching*, *Sekolah Tunas Bakti Kuching*, *Taman Seri Puteri Kuching*, *Rumah Kanak-Kanak Toh Puan*

Hajah Norkiah Kuching, Asrama Akhlak Kuching, Desa Bina Diri, Rumah Kanak-Kanak Datuk Ajibah Abol Sri Aman, Sekolah Tunas Bakti (P) Miri and Rumah Seri Kenangan Sibul (Official Website of Sarawak Welfare Department, 2017). These social welfare institutions play different functions in addressing social issues.

1.3 VISION

The vision of Sarawak Social Welfare Department is the department wants to maximize the performance as in delivery service in addressing social issue in the year of 2020.

1.4 MISSION

The mission of Sarawak Social Welfare Department is to accelerate the level of socioeconomics of society by delivery service professionally.

1.5 OBJECTIVES

Official Website Of Sarawak Social Welfare Department (2017) has highlighted five objectives of Department of Social Welfare. First objective of the department is to upgrade the competency, performance, and productivity and innovation capability of the workers. This objective can accelerate the performance of social welfare worker in delivery service towards the public in handling social issues. Second objective of department is to revitalize the organisation capacity. Second objective will improve the capability of the organisation in managing dynamic social issue and creates stability of the administration of the organisation. Third objective of department is to improve the efficiency and effectiveness in delivering

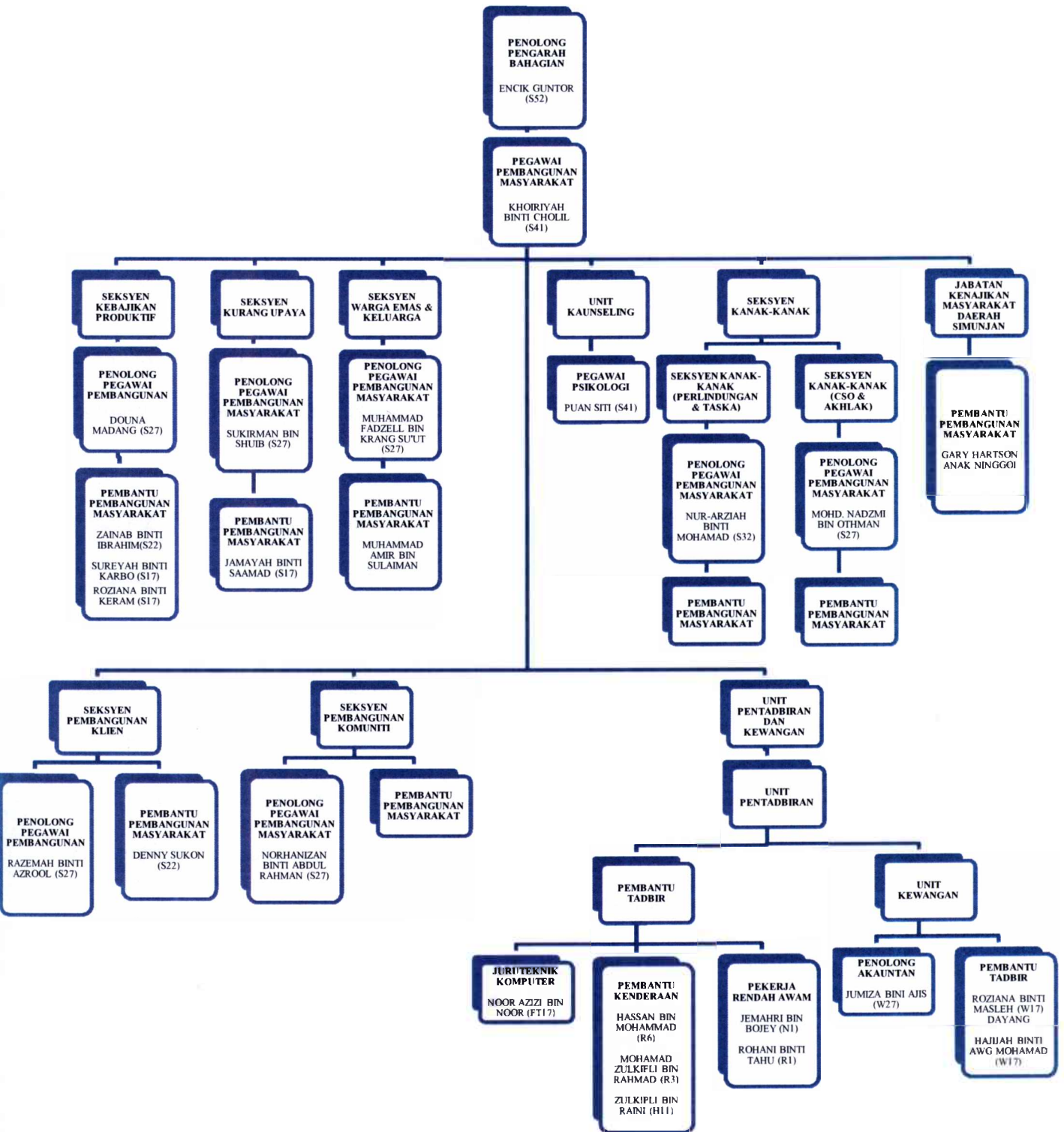
services. This objectives will enhance the social workers to be more competence in solving social problem in society and the problem can be solve in nick of times. Forth objective of department is to improve the cooperation or collaboration among local or international organisation. This objective will encourage the cooperation from both government and non-government organisation or international organisation like United Nation in discussing and solving social issue occurred in nation. Last objective is to enhance the value of patriotism, ethics and integrity. This objective can prevent the social worker to commit misconduct during delivery service and shape their attitude as public servants.

1.6 PRATICED VALUES

There are several values practiced in Social Welfare Department which are “integrity and dignity”, “being good and concern”, “responsiveness and unity”, “teamwork” and “outcome oriented”.

1.7 ORGANISATIONAL CHART OF SAMARAHAN SOCIAL WELFARE OFFICE

Figure 1.2: Organisational Chart of Samarahan Social Welfare Office



Source: Samarahan Social Welfare Office

1.8 SERVICES

There are eight main services delivered by Department of Social Welfare in Sarawak which is community service order division, children division, disabled person division, community development division, productive welfare division, counseling unit, nurseries division and productive welfare division.

1.8.1 COMMUNITY SERVICE ORDER DIVISION

Community service order is one of division under Department of Social Welfare that responsible to monitor the juvenile offences. This division was introduced in 1st February 2007. It is necessary to monitor juvenile offences in order to keep in updating their progress regarding their attitude and action that may affect their surrounding and themselves as well. Community service order was issued by court toward the teenagers aged 18 until 21 years old that commit wrongdoing or crimes . According to Official Website of Sarawak Social Welfare (2017), community service order division can prevent those young offences to repeat same mistakes that refer as crimes and allow them to be socialize with the society. The monitor from social welfare officer can follow the progress of the young offences through this division and make sure the young offences have effort to change their negative attitudes and be more discipline. This division is covering three elements. First element of this division is sentence which the young offences will be penalized with contribute their times with community service. For example, the young offenders usually help the community in cleaning the surroundings. Second element of this division is rehabilitation. This element encourages the young offences to develop themselves in order to enhance them to contribute something within the society. Third element of this division is convincing which this element

encourages the young offences to make reflection toward themselves and knowing their bad attitude or wrongdoing that they have done before.

1.8.2 CHILDREN DIVISION

Children division is one of vital division under Department of Social Welfare whereas this division responsible to handling issue that related with children. The issue may in form of the right of children in gaining protection, development and etc. National Social Welfare policy highlighted that, the children should be prevented from neglects, exploitations, abused, discrimination and violence by protecting them (Official Website of Sarawak Social Welfare Department, 2017). This division monitors the issues that have been reported to them which involving the security of the children as the children still weak and not able to protect themselves compared to the adult. This division also concern on the development of the children by giving financial support for poor children still go to school. This initiative can reduce financial burden of their parents and support them to be developed in academic. Besides, this division also play role in protecting the children that came from problematic family or environment by sending them in children home like *Rumah Kanak-Kanak Datuk Ajibah Abol Sri Aman*, Kuching Children's Home. For those children have disciplinary issues will be send to *Sekolah Tunas Bakti (P) Miri, Taman Seri Puteri Kuching* and *Asrama AKhlak Kuching* for rehabilitation.

1.8.3 DISABLED PERSON DIVISION

Disabled person division is very important in addressing the welfare of those have disabilities. Disabled person can be considered as people who have disabilities in term of

physical, mental, intellectual or sensory (Official Website of Sarawak Social Welfare Department, 2017). Their disabilities may affect their daily routines as their not able to move or think like normal people. Disabled person division responsible to support them by providing monthly allowances, provide special facilities that they may not able to afford at shop, issue disabled person identification card, provide training and support them in sport as well. This division also responsible to make sure that they can develop themselves by motivating those disabled person to identify their potential that can give impact to society eventhough they have disabilities.

1.8.4 COMMUNITY DEVELOPMENT DIVISION

Community Development Division plays role in monitoring the welfare of those in care centres, or improve the environment of them. Social welfare officer will make sure whether the care centre was managing the welfare of those in care centre properly or not. This measure can prevent those in care centre being abused, neglected or violent. This division also assist those in care centre to improve themselves so that they will be more independent and can support themselves (Official Website Of Sarawak Social Welfare Department, 2017). Beside, this division also promote more cooperation among community, agency, department, private sector and volunteer institution in developing the society.

1.8.5 PRODUCTIVE WELFARE DIVISION

Productive Welfare Division responsible to improve socioeconomic of society by providing them financial support. In this division, people can apply for monthly allowances to support their living. The monthly allowances can be used in opening business which the business

activity can help them gain more money to support their needs. Besides, this division also provides facilities for business, for example, blender, oven, mixture and etc as capital the in business them in business.

1.8.6 COUNSELLING UNIT

Counselling unit provide service in giving advice and listen to the problem from the clients, public and the staff in Department of Social Welfare itself. The processes of counselling include analysing, exploring and understanding the problem faced by the clients. Counselling unit aim to make sure the stability of psychological of targeted groups which are consist of staff of the department, targeted group of the department, trainees in rehabilitation centre, members in children's home and community (Official Website Of Sarawak Social Welfare Department, 2017). The service of counseling unit also can be gained through online which is in Department of Social Welfare website.

1.8.7 NURSERIES DIVISION

Nurseries division play role in registration of private childcare centre and private nurseries. This division also provide service in monitoring child care centre and nurseries whether the places and operation of the child care centre and nurseries were compliances with the given standard. This measure can prevent the neglect cases in child care centre and nurseries and make sure the children were given protection and safety. This division also gives the guideline for those who want to open up the nurseries and child care centre so that they can follow real standard, rules and regulation as well.

1.8.8 ELDERLY DIVISION

Elderly division gives service in term of protection by giving shelters, basics needs and etc for them as they are weak and not able to support themselves completely. Elderly division concern on those senior citizens aged more that 60 years old. The senior citizen that has no children that able to support them will be given priority in application for monthly allowances in order to make sure that they have financial resources to gain basic needs.

1.9 SUMMARY

This chapter focus on the background of Social Welfare Department which is consists of vision, mission, objective, organisational chart of the department and its division with its function as well. This chapter explainede on the basic information on how the department operate based on different divisions and units as I mention above.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 INTRODUCTION

This chapter consists of the task that had been given to me during the period of the internship program at Samarahan Social Welfare Office which is located at Ground Floor of Samarahan Resident Office. I went through internship program for 7 weeks which is started on 24th July 2017 until 15th September 2017. In this chapter, I will explain the description of task or duties that have been given to me during internship program.

2.2 WEEK ONE (24th July 2017 – 29th July 2017)

On 24th July 2017, I was reporting for duty as a trainee at Samarahan Social Welfare Office. It is necessary to report for duty in order to make confirmation that we agreed to be placed at the department. The staff briefly explains the basic rules and regulation implemented in the work place. The rules also consist of the dress code during at workplace which the trainee must wear baju kurung or blouse with slack pant for female, while long-sleeve with slack pant for male. However, the staff or trainees allowed wearing t-shirt if they have outdoor activity during office hour. My supervisor strictly forbids the trainees or staffs wear seductive clothes or too expose the skin or shape of body.

After that, Puan Jamayah, one of the staff at Samarahan Social Welfare Office, gave me and other trainees a tour at the work place and showed all the part of the office. She also introduced the staff Samarahan Social Welfare Office and briefly explained on their position

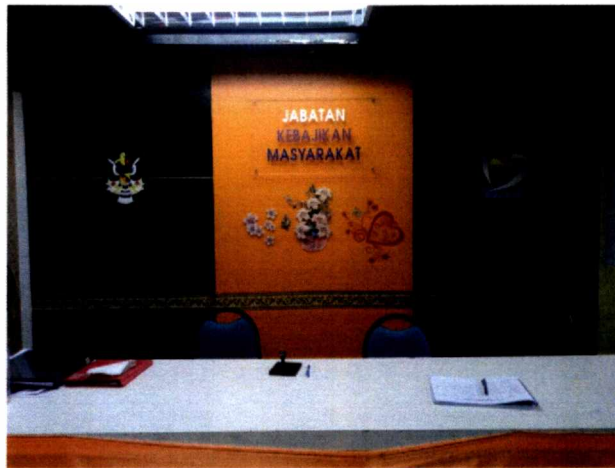
that worked at the. Puan Jamayah also demonstrated how to use basic facilities in the office such as facsimile machine, photostating machine and scanner and she also trained us as well. Then, Puan Jamayah showed our desk for conducting duties or job which is located at meeting office as Samarahan Social Welfare Office do not have enough spaces and facilities for the trainees.

Next, Puan Jamayah briefly explained on our responsible and duties as trainees. There was no allocation on specific task or rotation of tasks as the staff wanted us freely to choose the tasks and help them whenever they need hands. The staff allowed me to make observation towards their job so that I can learn and gain new knowledge from them. They also gave me opportunity to ask any question regarding their job.

On 25th July 2017, I have learnt how to deal with other agencies through phone call. Then, the staff assigned me a task, which I send invitation for “Program Kempen Keselamatan Kanak-Kanak S.A.H.A.B.A.T. BIJAK to other government agencies through facsimile. Then, I made confirmation of their attendance for the “Program Keselamatan Kempen Keselamatan Kanak-Kanak S.A.H.A.B.A.T BIJAK through phone call. Finally, I handed in the report regarding of their attendances for the program to the staff.

On 26th July 2017, I was assigned by the staff to work at the receptionist counter desk. It was my first time dealt with the clients directly. One of the staff assisted me and guided me how to deal with the customer. Next, I have learnt basic requirement that needed when the clients want to hand in the application form for aids. In afternoon, I have learnt the background of the Department of Social Welfare including vision, mission, client’s charter, scorecard and several procedure of application for aids.

Figure 2.1: Receptionist Counter Desk at Social Welfare Office



On 27th July 2017, Puan Dayang, Financial Administrative Assistant, taught how to set up filing system in the office. I have never learnt this filing system in the campus as it is no in the syllabus in my course. Then, Puan Dayang asked me to help her to arrange the files at her desk.

On 28th July 2017, Puan Dayang, Financial Administrative Assistant, briefly explained on the duty of Financial Administrative Assistant during I assisted her at her desk. She has least interaction with the clients as she responsible to accomplish at the “back stage”. She responsible in managing financial of administration and the monthly allowances for the clients as well.

On 29th July 2017, I was attending for “Program Kempen Keselamatan Kanak-Kanak S.A.H.A.B.A.T BIJAK at Sekolah Kebangsaan Pinang at Kampung Pinang Samarahan. This program also attended by Minister Women, Family and Social Development, Dato’ Sri Hajah Rohani Abdul Karim. This program aimed to give awareness towards children, parents, teacher as well as the society regarding the security of the children. Through this program, the children will be taught how to protect themselves from danger and also from being

abused, kidnapped, raped and neglected as the rise the number of the cases involving children. The children also learnt about the safety and guidelines when accident occurred.

Figure 2.2: Program Kempen Keselamatan Kanak-Kanak S.A.H.A.B.A.T BIJAK



2.3 WEEK TWO (31st July 2017 – 4th August 2017)

On the second week of internship, there's only a couple of new task that have been assigned to me and the other task almost the same like in the Week 1.

On 31st July 2017, I was assigned at receptionist counter desk with other trainees. The staff explained the types of form and the procedure for application of every form. Then, the staff demonstrated how to interview the clients for certain applications in discussion room.

On 1st August 2017, the staff explained how to investigate the cases of clients for certain application which the staff have to go to the house of clients and acquire more information from neighbour or family of the clients in order to strengthen the approval of the

their application for financial aids. This step is important in order to make sure the clients do not make fraud statement in the application form.

On 2nd August 2017, Puan Beatrice, Puan Jamayah and I were on duty at the satellite office which is located at Sebuyau District Office. Every two weeks, the staffs will be duty at satellite office which is takes 2 hours from Samarahan. Satellite office at Sebuyau can ease the clients to enjoy the service by Department of Social Welfare especially for those have no transport to go Samarahan Social Welfare Office.

Figure 2.3: Satellite Office at Sebuyau District Office



In the afternoon, I accompanied Puan Beatrice visit clients in Sebuyau area in order to monitor their welfare and updated the progress of their condition of living. I helped the staff to gather the information of the clients and took some picture of their house for the report.

On 3rd August 2017, I was helping the staff at reception counter desk. Basically, everytime I duty on reception desk counter, I usually sign on the report card of the clients that

received monthly allowances and gave the application form for clients. All the clients that came to the office must be recorded in the log book for references in future.

On 4th August 2017, I learnt how to fill in the data of the client in one of online database system of Department of Social Welfare which call SMOKU. SMOKU is one of online database system for information of disabled persons.

2.4 WEEK 3 (7th August 2017 – 11th August 2017)

On the third week of the internship program, there were only two tasks that have been given to me which was duty at reception counter desk from Monday to Thursday and assisted the staff in setting up the files on Friday. During the duty at counter desk, I discovered that most of the clients came from different background and races. Most of the staff at Samarahan Social Welfare Office able to speak Bahasa Sarawak and Bahasa Iban as they dealt with the clients for a long time. On Friday, I assisted the staff in setting up the files and recorded every document in the log book.

2.5 WEEK 4 (14th August 2017 – 18th August 2017)

On week 4, the tasks have been given to me in the week 4 almost the same in the week 3 except on Monday (14th August 2017). On Monday, I was helping Encik Nadzmi along with other trainees in arranging the items in the store. The store consists of the rations of foods, first aids and basic needs for victims of disaster. We separate the food that have expired and clean up the store in order to keep the quality of the items and foods. The foods that have been separated will be disposed by following the procedure. Encik Azmi also explained on the procedure in disposing of the goods that owned by the department. We also helped the

staff in updating the number of the item for record. In this week, I helped the staff in arranging the documents whereas the document must be sort by sections and dates of the document. Then, I made the record for every form in the log book.

2.6 WEEK 5 (21st August 2017 – 25th August 2017)

On 21st August 2017, I was duty at the reception counter desk. On the next day, I helped Puan Dayang in checking the information of the clients. We must make sure that the information of the clients is correct. If the error occurred in the list of information, the amendment must be done by referring the original copy. In the afternoon, I was duty at the reception counter desk. On 23rd August 2017, I assisted the staff in arranging the documents by sort the documents by section and date.

On 24th August 2017, I involved in outdoor program named “Nang Rindok:” at Sebuyau which is attended by the Minister of Women, Family and Social Development, Dato’ Sri Hajah Rohani Abdul Karim. This program is organized by Department of Social Welfare with collaboration of other department under Ministry of Women, Family and Social Development and other government agencies. We prepared some brochures and distributed the application forms for publics in our booth. During this program, we were collecting the information of new clients for financial support and also the information of disabled person for application for special equipment for them.

Figure 2.4: Dato' Sri Hajah Rohani Abdul Karim at "Nang Rindok" program.



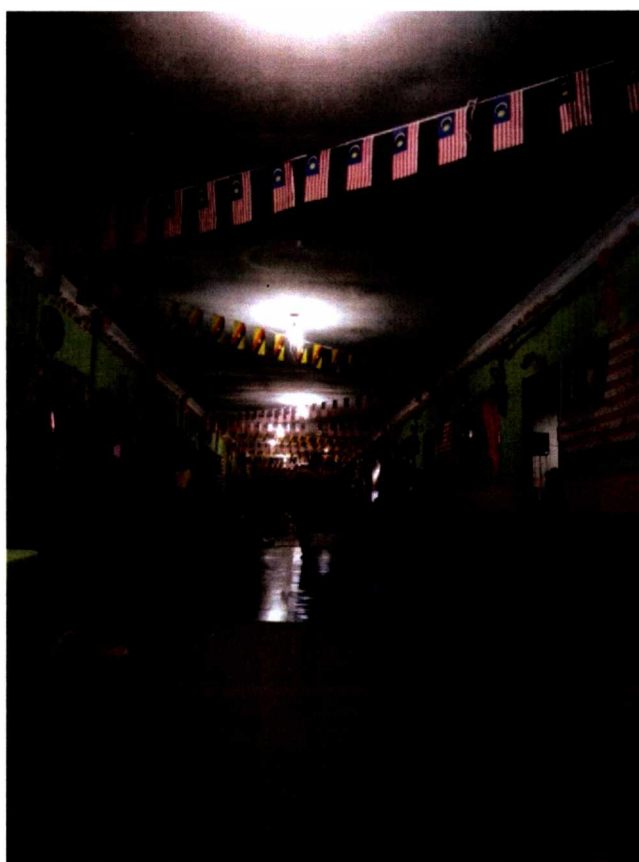
Figure 2.5: Public attended for "Nang Rindok" program.



Figure 2.6: The Staff of Samarahan Social Welfare Office during Celebration of Merdeka Month at *rumah panjang* of Sungai Nyamok.



Figure 2.7: Celebration of Merdeka Month at *rumah panjang* of Sungai Nyamok.



After attending “Nang Rindok” program, we went to *rumah panjang* at Sungai Nyamok for Celebration of Merdeka Month which is organised by community of *rumah panjang* of Sungai Nyamok. We watched *ngajat* and some performance performed by Ibanese at Sungai Nyamok.

Unfortunately on Friday, I took emergency leave from 25th August 2017 until 30th August 2017 due to grandmother’s death at Sarikei and had to settle family matter after the grandmother passed away. Then, we had public holiday on 31st August 2017 until 2nd September 2017 for Independent’s Day Celebration and Hari Raya Aildiladha.

2.7 WEEK 6 (5th September 2017 – 8th September 2017)

On 5th September 2017, I replaced with one of the trainees to duty at reception counter desk for a whole day. On the next day, I help the staff in arranging the documents and file. Then, the staff taught me how to enter online database system and register the application of clients through online. In the afternoon, I was duty at reception counter desk.

On 7th September 2017, the staff entrusted me to interview the client in order to gather the information for application of monthly financial support. During the interview session, i ask about the background of the client including family, salary, education, health, living condition, medical history and other relevant information. This information was needed in order to make decision of the applications.

On 8th September 2017, I assisted Encik Noor Azizi in updating the number of facilities and equipments in the office. The facilities and equipment was separated into two categories which are Federal and State. Both federal government and state government

provide the facilities and equipment for Samarahan Social Welfare Office. On the next day, I was duty at reception counter desk.

2.8 WEEK 7 (11th September 2017 - 15th September 2017)

On 11th September 2017, I was duty at reception counter desk for a whole day. On 12th September until 13th September 2017, I continued with updating the number of office equipment and facilities. Then, I made the list of current equipments and facilities in the office. On 14th September 2017, i submitted the list of the equipments and facilities to Encik Noor Azizi. Then I helped the staff with filing. After lunch break, i was duty at reception counter desk. On the last day of internship, I only helped the staff with several staff.

2.9 SUMMARY

In this chapter, I have discussed the tasks that have been given to me during the practical training. During practical training, I have been duty at reception counter desk, several divisions and duty outside the office as well. This task also explained on how I gain new experiences and knowledge through delegation of tasks.

CHAPTER 3

ANALYSIS

3.1 INTRODUCTION

This chapter will focus on the area of task during my internship period. I will explain on how the tasks that have been given in the office reflect the theory that I have learnt in the class. In This chapter I will stress on the implementation of e-Government which has been implemented by government of Malaysia towards public agencies. It is parallel with the advancement of the technologies by other developing country like Japan and Western. In this chapter, I will explain how e-Government system operates within Social Welfare Department.

3.2 DESCRIPTION OF TASK

During practical training, my supervisor did not allocate me to specific task or task rotation, however, the other trainees and I must help the staff with the task given by them whenever they needed our hands. In the other words, we did not stick with a specific division as we have flexibility during duty. As a result, we went through various divisions during practical training.

Every week, some of the tasks were almost the same with the other weeks. Sometimes, the staff gave me different task on the day that I have no duty at counter desk. One of the theories that have captured my attention during practical training is e-Government which public servant use network, online database system and computerized system in manage the organisation. E-Government also includes information management system in the organisation.

3.3 IMPLEMENTATION OF e-GOVERNMENT

Nowadays, the advancement of Internet and Communication Technologies (ICT) was covered in both private and public agencies as it can ease their daily task and much effective. According to Malaysian Administrative Modernisation and Management Unit (2017), e-Government changes the method of service delivery which the organisation use ICT in delivery service of government agencies. In Malaysia, the government have been implementing e-government system toward the government agencies wholly. This initiative was introduced by government in order to improve the performance of the organisation through ICT. The government of Malaysia invest millions on the development of the ICT within the organisation for example, the installation of the internet connection, implementation of government agencies website, installation of server, provision of electronic devices and training towards public servant on how to access the website as well. E-government was inspired from developing and developed country like Japan as well. The implementation of e-government is one of jumping stone for government in Malaysia to reach the level of ICT competencies as same level as other developed country. In addition, e-government also provide some service for public.

3.4 THEORY OF ONLINE DATABASE SYSTEM WITHIN ORGANISATION

The implementation of the e-government is one of the examples of computerized system whereas the task was accomplished using computer and other electronic devices. In the other word, data storing, presentation, submission of works, decision making also is being computerized and being linked through internet network. The computerize system allows the staff keeps all the data or information in computer in huge size of file rather than keep in traditional method which using a lot of papers and files. Computerise system is correlate with

online database system as the data that have been computed will be shared through online database system.

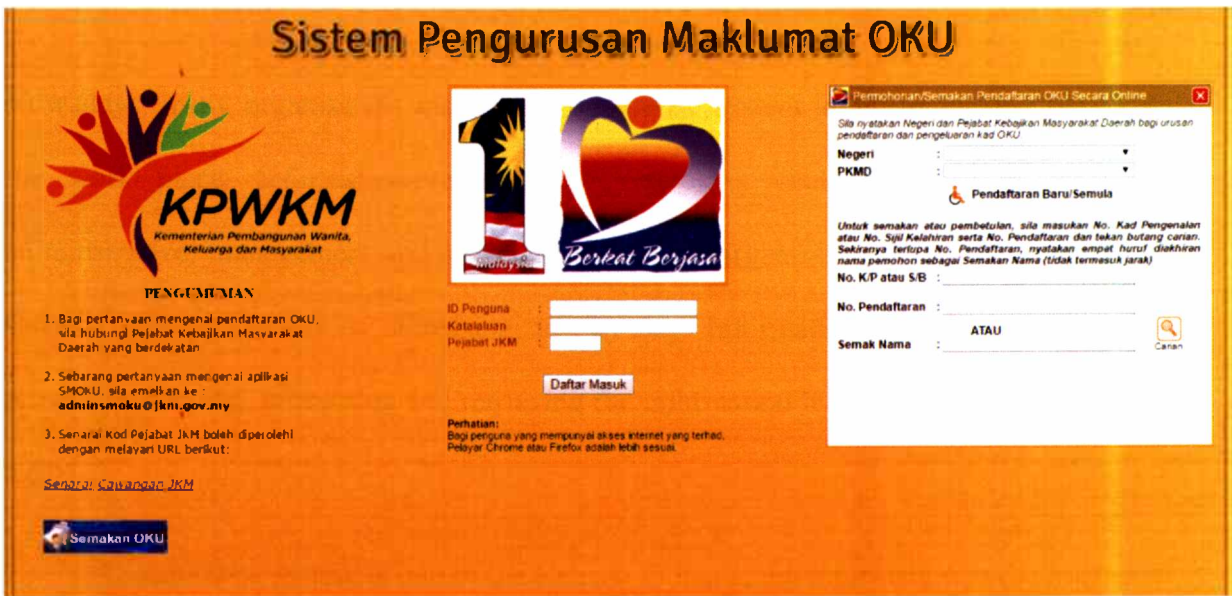
Samarahan Social Welfare also applies computerise system whereas the office was provided connection of wifi, computer, printer and other electronic devices. In order for the staff access the online database system, the staffs were given log in identification number and password for them to access the online database system. State Welfare Assistance Management (SWAM) and Disabled Person Information Management System SMOKU are the example application website for them to enter the data of the clients. All the information of the clients will be filled in inside the website for further process. Besides, these applications website can keep the past record of the clients. SWAM and SMOKU also allow the staff to follow up the decision making by superior regarding the approval of the application of the client for monthly financial support.

Samarahan Social Welfare Office able to achieve good performance as the staff using computerise system in operation. The staffs use software like Microsoft Office Word, Microsoft Office Excel and other software in order to process or keep the data. Online databasae system also being used in the office as the staff have to key in the information of the clients either in SWAM or SMOKU for further action taken by superior. Online database system is effective as it eases the process of application and reduces the burden of the staff during operation. This medium is one of example of source of strategic management whereas the organisation applies technological approach in delivery service and can accelerate organisation to competency.

The website of Social Welfare Department also is not limited within department only as the clients or even public can access the website in order to enjoy the service served by the department, for example, through internet, the clients or public can have conversation with

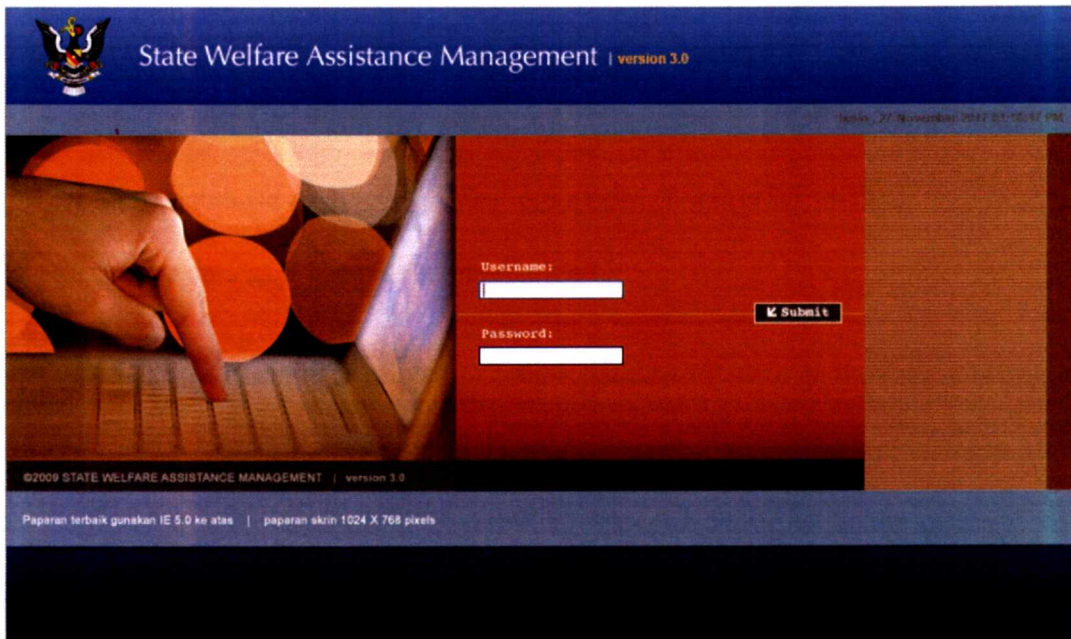
psychologist of social welfare department in the social welfare department website or they can gain more information inside the website. Beside that, the company that have interest in tender also can reach the website for further information regarding the tender. Moreover, disabled person can register or check their application status through SMOKU which is much easier rather than go to the office that consumes more cost.

Figure 3.1: The Website of SMOKU



Source: Website of SMOKU

Figure 3.2: The Website of SWAM



Source: Website of SWAM

3.5 THEORY OF ONLINE DATABASE SYSTEM IN RELATION WITH MANAGEMENT OF INFORMATION SYSTEM (CSC 408)

Nowadays, many organisation are using computerise system in accomplishing their task in the work place. Information management system is vital nowadays in helping the administrative, management and operation within the organisation as the demand of public towards service delivery is increasing day by day. Information management system is a process in keeping, processing and retrieving the information by using software (Techopedia, n.d.).

Computerise system is one of the element in managing information in the organisation rather than using traditional method of information management. Nowadays, the government in Malaysia provide computer and other electronic devices in government agencies in order to help the employee to complete the task easily and effectively. In this millennium era, the management of information has expand their features as the technologies become more advance as the technology able to transform traditional method of information management into computerise system. The implementation of e-government has changed the method of management in government agencies which the employee keeps all the data or information inside the online database system by using computer. Traditional method may take a long time to process the data as it has been done manually.

Computerise system also related to online database system as the task was operate by using electronic devices along with internet network connection. The government in Malaysia was providing internet connection in government agencies in order for the employee access the onlone database for their task. Laudon and Laudon (2014) have highlighted the effect of investment in information system toward the six strategic objectives as follow, operational

excellence, new products, services and business models, customer and supplier intimacy, decision making improvement, competitive advantage and lastly survival.

3.6 THE EFFECT OF INVESTMENT IN INFORMATION SYSTEM TOWARD THE SIX STRATEGIC OBJECTIVES

3.6.1 OPERATIONAL EXCELLENCE

Operational excellent emphasize on the profitability as the outcome in the organisation. The positive outcomes reflect on the quality of the operation that carried out by the organisation. Laudon et al. (2014) indicated that the efficiency and productivity of the organisation can be accelerated with the existent of technologies in the office. Nowadays, many organisations invest in the development of ICT in the organisation as they alert with the merits of the technology towards profitability. If an organisation is not profit oriented, the technology can give advantage in term of service quality delivered by the organisation and help to achieve the goals.

3.6.2 NEW PRODUCTS, SERVICES AND BUSINESS MODELS

The advancement of the technology cannot be denied in term of how it create new model of business within the organisation. The technology able to innovate the product and service delivered by the organisation. For example, some of the organisations offer consultation service through internet and the customer can access the service just on the finger tips rather than face to face meeting that will consume more cost. Laudon et al. (2014) the technology able to change old traditional model into new model which emphasize on electronic uses.

3.6.3 CUSTOMER AND SUPPLIER INTIMACY

Laudon et al. (2014) mentioned that the suppliers can deliver better service to customers if they get to know well the customers. The technology can help to accelerate the interaction between the customer and supplier through internet. For example, many organisations both government sector and private sector provide online feedbacks or complaints. Then, the organisation can analyse their performance based on the feedback received from the customer.

3.6.4 DECISION MAKING IMPROVEMENT

Decision making improvement can be achieved through internet. Laudon et al. (2014) highlighted that the organisation can make decision in short time as the technology flatten the organisation structure and all employees and employers can be connected each other through internet. Besides, the efficiency in decision making able to retain the customer in delivering service as decision was made in short time. As a result, the organisation maximizes the satisfaction of customer towards the service and automatically can retain their customer to be loyal towards them.

3.6.5 COMPETITIVE ADVANTAGE

The technology gives competitive advantage towards the organisation as the organisation able to improve the quality of service and create new model for their products and service. Laudon et al. (2014) tan organisation can shift up the profitability by delivered service better than other organisation and impose lower price towards products and service.

3.6.6 SURVIVAL

The investment toward information and technology in the organisation can retain the data and information within the organisation for long term. The digital record is more safe and secure if compare with traditional method that the data might be lose due to disaster or stole. Besides, it can enhance the accountability when it comes to auditing as the data can be obtained from storage as the evidence for auditing (Laudon et al., 2014).

3.7 SUMMARY

This chapter discussed on the theory that I have learnt in the class and how it is correlate with the task that have been given to me during practical training. The theory that I have chose is e-Government which was covering ICT development in government agencies, computerise system and online database system.

CHAPTER 4

RECOMMENDATION

4.1 INTRODUCTION

Chapter 4 will discuss on the strengths of the information management system including computerize system toward information management within organisation and how it gave positive toward the organisation including both staff and public. Basically, information management system affect the performance the organisation either positive or negative impacts as the government of Malaysia introduced e-Government towards public bodies. In this chapter, I will discuss on the weaknesses of the information management system as it gave negative results especially towards the staff in managing the information. Information management system also have weaknesses which can affect the staff negatively. Last but not least, this chapter will highlight the recommendation in order to minimize the weaknesses of the information management system in Samarahan Social Welfare Office.

4.2 THE STRENGTHS OF ONLINE DATABASE SYSTEM

The implementation of e-Government leads to positive outcome as it can help the government agencies in achieving desire goal and improve the performance of the organisation. During practical training, I have discovered how information management system can help the staff with the tasks.

Firstly, information management system can help the staff to reduce the redundancy of data. Data redundancy usually happened when the staff kept more than a copy of data. Information management system allows the staff to check whether the data already stored or not through online database system. Previously, before online database has been introduced,

the staff frequently received the application of clients for several times and it gave difficulties towards the staff. Data redundancy can lead to work overload which the staff have to face same application over again. Computerize system can reduce the burden of the social welfare staff as they only have to key in identification card number of the clients and check whether they data of the clients have been recorded or not.

Secondly, information management system can detect whether the clients commit fraud or not during submission of application for monthly financial support that give by the Social Welfare Department. Some of the clients make a false statement regarding the information in the application form. For example, the clients make a statement that they do not have children or pension in order to gain sympathy from the staff. However, the staff can investigate the background of the clients through online database system. Some of the clients also lied regarding the application as they never applied for the aid from the social welfare department. When the staff check in online database system, those clients already received financial support as they already applied for it in other social welfare branches. Information management system proves that online database system allows all social welfare staff share the data all over the branches in Malaysia.

Thirdly, information management system can enhance effectiveness of decision making process as the staff compute the application of clients inside online database system and submit it to superior for further action and easier for the staff to shortlist the application of the clients. Next, the superior will go through the application of the clients through online which can be access anywhere and anytime as the superior and the staff were not same geographical area. In the other word, the application of the clients can be decided by superior in short time as the superior can refer through online database system rather than waiting for submission of hardcopy of the application that the staff from different places.

4.3 THE WEAKNESSES OF ONLINE DATABASE SYSTEM

There are some weaknesses of information management system that I discovered during practical training at Samarahan Social Welfare Office. The weaknesses of the implementation of e-Government gave impacts towards the staff as they accomplish most of the tasks by using online database system and computer as well.

Firstly, most of the staff and the trainee that have been entrust to access SWAM or SMOKU faced difficulty when the server was down and the staff and trainees have to wait for long in order to access the online database system eventhough the internet connection is in high speed. This situation leads to delay of task accomplishment which the task supposed to be finished in short time. Sometimes, the data that have been keyed in were failed to be save as the poor access to the server.

Secondly, the staffs also have to work after office hour at home as they have to submit the data on time. This situation was due to the failure of server as I mention earlier. Some of the staffs complaint that, they have back pain, insufficient sleep or headache as they faced the computer for long time in order to complete their tasks via network. Besides, the staffs have least time for their family or less time for relax.

4.4 RECOMMENDATION

The recommendation for the weaknesses that I have mention above is, the government should upgrade the server that can handling dynamic number of accessed by the staffs. This can prevent from losing data during saving in online database system as some of the staffs complaint that they have to re-type the data and resend it again due to malfunction of server. This problem also faced by other government agencies as the servers are not capable enough

to handling many access. Secondly, the government should upgrade internet speed to the department in order to prevent the staff to wait for long time to access the online database system and automatically it can ease the information management in office. Thirdly, the government should cooperate more with ICT experts especially from developed or developing countries like Japan in developing or improving e-Government. As a result, the improvement of technologies within the organization can accelerate the quality of service delivery of government agencies.

4.5 SUMMARY

This chapter was covered the strengths and the weaknesses of implementation of e-government which the staff using online database system in information management. In this chapter, I was highlighting a couple of recommendation for government to improve e-Government which also can lead the improvement of government agencies in delivering their services towards the public.

CHAPTER 5

CONCLUSION

5.1 INTRODUCTION

Practical training has give impacts to me as it exposed me with real work environment. Practical training is totally recommended to students for them to gain new knowledge, experience and can improve their soft skill as well. It can be a medium for students to experience the real situation during delivery service to the public. Moreover, it can be preparation to student before they being hired in organisation.

5.2 CHAPTER ONE

In the chapter 1, I explained on the background of Social Welfare Department which I have been practical training here for seven weeks from 24th July 2017 until 15th September 2017. Chapter 1 also consisted of the vision, mission, client's charter, shared values, theme and also the division under Social Welfare Department with its function as well. By knowing the background of the department, I managed to understand more about how the department solving the issue arose in the public.

5.3 CHAPTER TWO

Chapter 2 had emphasized on the tasks that have been given by the staffs to me during practical training. I have been experiencing various types of tasks from various divisions. There was no rotation of tasks or allocation of specific tasks as the staff gave random tasks to me during practical training. I have learn the roles of the staff from every division through

delegation of tasks and how the deal with the customer. it would be nice if the trainees have rotation of tasks which is the trainees will gain more knowledge or experience in specific task within sufficient period of time rather than only knowing the basic knowledge from various tasks.

5.4 CHAPTER THREE

Chapter 3 focused on the theory that I have been learnt in the class and the actual practice of the theory within the organisation. I chose the theory of implementation of e-Government that has been applied in whole government agencies recently. This chapter also showed how I applied the knowledge that I have learn in the class in the actual practices in the organisation. through this chapter, I have learn about e-Government which it was one of the effect of globalization which the government want to adapt the online database system from developed country and I was experiencing in using online database system through online application called SWAM and SMOKU.

5.5 CHAPTER FOUR

Chapter 4 focused on the strength of the implementation of e-Government which how e-Government can improve the quality of performance during service delivery. In this chapter also, the weaknesses of e-Government has been discussed as the implementation of e-Government gave difficulties especially toward the staff in accessing online database system. I can conclude that e-government is not completely perfect it also has the weaknesses. Thereby, I highlighted some suggestions in this chapter in order to minimize the weaknesses of the implementation of e-Government.

5.6 CHAPTER FIVE

Chapter 5 will discuss on the all conclusion from first chapter until last chapter of the practical report. This chapter also will discuss on the benefits and what I have been gained during practical training.

5.7 BENEFITS GAINED

During the practical training in Samarahan Social Welfare Office for seven weeks, I learnt much knowledge especially on the application process of the clients and also knowing the functions of Social Welfare Department in addressing social issue in Malaysia. Besides that, I managed to improve soft skill especially in interacting with the staff and the clients as well. I feel more confident to be socialized with public as gained the experiences in dealing with clients during duty on the reception counter desk.

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APPENDIX



JABATAN KEBAJIKAN MASYARAKAT SARAWAK
 WISMA KEBAJIKAN
 LOT 4273, BLOK 14
 OFF JALAN SIOL KANAN
 93050 KUCHING, SARAWAK



Kawat : "WEI.DEP"

Tel. : 082-449577/444139/444152/444121/444077

Faks : 082-445710/448741

Ruj. Kami : JKMNS.500/12.12/1
Ruj Tuan : 100-UITMKS (FSPPP/14/1)
Tarikh : 27 April 2017

Dekan

Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA (UiTM) Sarawak
Jalan Meranek, 94300, Kota Samarahan, Sarawak
(u.p: En. Fairuz Hidayat Merican bin Wan Merican)

Tuan,

KELULUSAN PENEMPATAN PELAJAR UNTUK LATIHAN INDUSTRI

Dengan segala hormatnya merujuk bertubung perkara di atas.

2. Sukacita dimaklumkan bahawa Jabatan Kebajikan Masyarakat Sarawak telah memberi kelulusan kepada pelajar tuan, yang merupakan pelajar bagi program **Sarjana Muda Sains Pentadbiran (AM228)** untuk menjalani latihan praktikal di Jabatan Kebajikan Masyarakat Bahagian Samarahan bermula **24 Julai hingga 15 September 2017 (8 minggu)**.

Bil.	Nama Pelajar	No. Matriks
1	Nur Faziellah Binti Salleh	2015182879
2	Nurul Afran Binti Hasni	2015145627
3	Siti Zunika Binti Aduka	2015142869

3. Pelatih tersebut adalah dimohon untuk mematuhi semua syarat-syarat bagi menjalankan latihan industri dengan menandatangani borang pada **Lampiran A** dan mengemback borang tersebut ke Jabatan ini seminggu selepas melaporkan diri. Di samping Jabatan **TIDAK** akan memberi apa-apa elaun atau bayaran kepada pelajar yang menjalani latihan industri berdasarkan persetujuan yang telah ditetapkan.

4. Kerjasama dan perhatian daripada pihak tuan dalam perkara ini amatlah dihargai dan didahului dengan ucapan ribuan terima kasih.

Sekian,

"BERSATU BERUSAHA BERBAKTI"

"AN HONOUR TO SERVE"

"PENGINSANAN PERKHIDMATAN KEBAJIKAN"



(ABANG SHAMSHUDDIN BIN ABANG SERUJI)

Pengarah

Jabatan Kebajikan Masyarakat Sarawak

s.k Pegawai Kebajikan Masyarakat Bahagian, PKMB Samarahan

TARIKH	HARI	PAGI	PETANG	PENYEDIA
1	SELASA	ROZIANA, DENNY, NUR ASMIDA, NUR FAZIELLAH	SUREYAH, AARON, NUR ASMIDA, NUR FAZIELLAH	DOUNA
2	RABU	JAMAYAH, SUREYAH, NUR AMALINA, SITI ZUNIKA	AMIR, BEATRICE, NUR AMALINA, SITI ZUNIKA	NABZMI
3	KHAMIS	SUREYAH, ZAINAB, NU'RUL SHAHIRA, NURUL AIMAN	BEATRICE, DANNY, NU'RUL SHAHIRA, NURUL AIMAN	FADZELL
4	JUMAAT	JAMAYAH, ROZIANA, UMMU HAZIRA, NUR FAZIELLAH	AARON, AMIR, UMMU HAZIRA, NUR FAZIELLAH	NORHANIZAN
7	ISNIN	ZAINAB, NUR AMALINA, NURUL AIMAN	AARON, NUR AMALINA, NURUL AIMAN	RAZEMAH
8	SELASA	AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, NU'RUL SHAHIRA, NUR FAZIELLAH	DOUNA
9	RABU	JAMAYAH, UMMU, SITI ZUNIKA	ZAINAB, UMMU, SITI ZUNIKA	FADZELL
10	KHAMIS	BEATRICE, DENNY, NOR ASHIKIN, NURUL AIMAN	IMRAN, AARON, NOR ASHIKIN, NURUL AIMAN,	NORHANIZAN
11	JUMAAT	ROZIANA, SUREYAH, NUR ASMIDA, SITI ZUNIKA	DANNY, AMIR, NUR ASMIDA, SITI ZUNIKA	NABZMI
14	ISNIN	DANNY, AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	JAMAYAH, ROZIANA, NU'RUL SHAHIRA, NUR FAZIELLAH	SUKIRMAN
15	SELASA	SUREYAH, ZAINAB, UMMU, SITI ZUNIKA	BEATRICE, AARON, UMMU, SITI ZUNIKA	DOUNA
16	RABU	JAMAYAH, DANNY, NOR ASHIKIN, NURUL AIMAN	AMIR, ROZIANA, NOR ASHIKIN, NURUL AIMAN	NABZMI
17	KHAMIS	ZAINAB, SUREYAH, NUR ASMIDA, NUR FAZIELLAH	AARON, BEATRICE, NUR ASMIDA, NUR FAZIELLAH	FADZELL
18	JUMAAT	DANNY, ZAINAB, NUR AMALINA, SITI ZUNIKA	JAMAYAH, ROZIANA, NUR AMALINA, SITI ZUNIKA	NORHANIZAN
21	ISNIN	DENNY, AMIR, UMMU, NURUL AIMAN	SUREYAH, JAMAYAH, UMMU, NURUL AIMAN	DOUNA
22	SELASA	BEATRICE, ZAINAB, NOR ASHIKIN, NUR FAZIELLAH	ROZIANA, AARON, NOR ASHIKIN, NUR FAZIELLAH	FADZELL
23	RABU	DENNY, JAMAYAH, NUR ASMIDA, SITI ZUNIKA	AMIR, SUREYAH, NUR ASMIDA, SITI ZUNIKA	NABZMI
24	KHAMIS	BEATRICE, ZAINAB, NUR AMALINA, NURUL AIMAN	DENNY, AARON, NUR AMALINA, NURUL AIMAN	SUKIRMAN
25	JUMAAT	ROZIANA, SUREYAH, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, ZAINAB, NU'RUL SHAHIRA, NUR FAZIELLAH	NORHANIZAN
28	ISNIN	AMIR, AARON, NOR ASHIKIN, SITI ZUNIKA	ROZIANA, ZAINAB, NOR ASHIKIN, SITI ZUNIKA	FADZELL
29	SELASA	SUREYAH, JAMAYAH, UMMU, NURUL AIMAN	BEATRICE, DANNY, UMMU, NURUL AIMAN	NASUKIRMAN
30	RABU	AMIR, AARON, NUR ASMIDA, NUR FAZIELLAH	ROZIANA, ZAINAB, NUR ASMIDA, NUR FAZIELLAH	NABZMI

Nota : Sila dapatkan seorang PENGGANTI terlebih dahulu sekiranya anda ada tugas di luar pejabat pada hari anda bertugas di kaunter.
 "SEI.AMAT MENJALANKAN TUGAS KEPADA SEMUA KAKITANGAN PKMB SAMARAHAN"

	HARI	PAGI	PETANG
1	ISNIN	AARON, DENNY, NOR HAFIFAH, NUR FAZIELLAH	SUREYAH, ROZIANA, NUR ASMIDA, NUR
2	SELASA	JAMAYAH, AMIR, NUR AMALINA, SITI ZUNIKA	ZAINAB, BEATRICE, NUR AMALINA, SITI
3	RABU	SUREYAH, ROZIANA, NU'RUL SHAHIRA, NURUL AIMAN	AARON, DANNY, NU'RUL SHAHIRA, NUR
4	KHAMIS	JAMAYAH, IMRAN, UMMU HAZIRA, NUR FAZIELLAH	BEATRICE, AMIR, UMMU HAZIRA, NUR
5	JUMAAT	AARON, DENNY, NOR AFIFAH, SITI	ZAINAB, SUREYAH, NOR AFIFAH
6	ISNIN	JAMAYAH, ZAINAB, NUR AMALINA, NURUL AIMAN	AMIR, AARON, NUR AMALINA, NURUL AIMAN
7	SELASA	IMRAN, AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, DENNY, NU'RUL SHAHIRA, NUR
8	RABU	SUREYAH, JAMAYAH, UMMU, SITI ZUNIKA	ROZIANA, ZAINAB, UMMU, SITI ZUNIKA
9	KHAMIS	BEATRICE, DENNY, NOR ASHIKIN, NURUL AIMAN	IMRAN, AARON, NOR ASHIKIN, NURUL AIMAN
10	JUMAAT	ROZIANA, SUREYAH, NOR AFIFAH, SITI ZUNIKA	DANNY, AMIR, NOR AFIFAH, SITI ZUNIKA
11	ISNIN	DANNY, AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	JAMAYAH, ROZIANA, NU'RUL SHAHIRA, NUR
12	SELASA	SUREYAH, ZAINAB, UMMU, SITI ZUNIKA	BEATRICE, AARON, UMMU, SITI ZUNIKA
13	RABU	JAMAYAH, DANNY, NOR ASHIKIN, NURUL AIMAN	AMIR, ROZIANA, NOR ASHIKIN, NURUL AIMAN
14	KHAMIS	ZAINAB, SUREYAH, NOR AFIFAH, NUR FAZIELLAH	AARON, BEATRICE, NOR AFIFAH, NUR FAZIELLAH
15	JUMAAT	DANNY, ZAINAB, NUR AMALINA, SITI ZUNIKA	JAMAYAH, ROZIANA, NUR AMALINA, SITI ZUNIKA
16	ISNIN	DENNY, AMIR, UMMU, NURUL AIMAN	SUREYAH, JAMAYAH, UMMU, NURUL AIMAN
17	SELASA	BEATRICE, ZAINAB, NOR ASHIKIN, NUR FAZIELLAH	ROZIANA, AARON, NOR ASHIKIN, NUR FAZIELLAH
18	RABU	DENNY, JAMAYAH, NOR AFIFAH, SITI ZUNIKA	AMIR, SUREYAH, NOR AFIFAH, SITI ZUNIKA
19	KHAMIS	BEATRICE, ZAINAB, NUR AMALINA, NURUL AIMAN	DENNY, AARON, NUR AMALINA, NURUL AIMAN
20	JUMAAT	ROZIANA, SUREYAH, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, ZAINAB, NU'RUL SHAHIRA, NUR FAZIELLAH
21	ISNIN	AMIR, AARON, NOR ASHIKIN, SITI ZUNIKA	ROZIANA, ZAINAB, NOR ASHIKIN, SITI ZUNIKA

Nota : Sila dapatkan seorang PENGGANTI terlebih dahulu sekiranya anda ada tugas di luar pejabat pada hari and
 "SELAMAT MENJALANKAN TUGAS KEPADA SEMUA KAKITANGAN PKMB SAMARAHAN"

KERTAS MINIT
MINUTE SHEET

Ruj : JKMB.Shan.09/600/3/1
Tarikh : 27 Julai 2017

Sila Lihat Agihan

Tuan/Puan,

LANTIKAN SEBAGAI URUSETIA PROGRAM KEMPEN KESELAMATAN KANAK-KANAK SAHABAT B.I.J.A.K PERINGKAT DAERAH SAMARAHAN 2017

Dengan hormatnya saya merujuk perkara di atas.

2. Untuk makluman Unit Kanak-Kanak PKMB Samarahan akan menganjurkan Program Sahabat B.I.J.A.K peringkat Daerah Samarahan pada ketetapan berikut:

Tarikh : 29 Julai 2017 (Sabtu)

Masa : 06.30 pagi

Tempat: SK Pinang, Kota Samarahan

3. Sehubungan dengan itu, tuan/puan seperti di dalam senarai agihan telah dilantik sebagai urusetia untuk bertugas sebelum dan semasa program tersebut dilaksanakan. Tuan/puan juga dikehendaki hadir untuk sesi raptai pada **28 Julai 2017 (Jumaat), jam 2.30 petang**. Kerjasama tuan/puan dalam perkara ini amatlah dihargai.

Sekian, terima kasih.



(KHOIRIYAH BT CHOLIL PURNOMO)

b/p: Pegawai Kebajikan Masyarakat Bahagian,
Pejabat Kebajikan Masyarakat
Bahagian Samarahan



PEJABAT KEBAJIKAN MASYARAKAT
BAHAGIAN SAMARAHAN



Dengan segala hormat dan sukacitanya menjemput & mempersilakan

YB Dato' Sri Hjh Rohani Bt Hj Abdul Karim
Menteri

Perasmian Program Kempen Keselamatan Kanak-Kanak SAHABAT B.I.J.A.K.
Yang Dirasmikan Oleh

YB Dato' Sri Hjh Rohani Bt Hj Abdul Karim,
Menteri Pembangunan Wanita, Keluarga Dan Masyarakat.

di Sekolah Kebangsaan Pinang, Kota Samarahan
pada 29 Julai 2017, jam 10.10 pagi

ATUR CARA

- 08.00 am Para pelajar dan guru-guru mengambil tempat
- 08.30 am Kempen Keselamatan Kanak-Kanak di Sekolah SAHABAT Bijak – "Safe And Protect"
- 10.00 am Ketibaan tetamu jemputan
- 10.30 am Ketibaan Pengarah Jabatan Kebajikan Masyarakat Negeri Sarawak
- 10.40 am Ketibaan YB Dato' Hjh Rohani Bt Hj Abdul Karim, Menteri Pembangunan Wanita, Keluarga Dan Masyarakat.
- Nyanyian Lagu Negaraku / Ibu pertiwiku
- Persembahan Selamat Datang
- Bacaan Doa
- Ucapan Aluan dari Guru Besar SK Kampung Pinang, Samarahan
- Ucapan Perasmian oleh, YB Dato' Hjh Rohani Bt Hj Abdul Karim, Menteri Pembangunan Wanita, Keluarga Dan Masyarakat.
- Gimik Perasmian
- Penyampaian Genderahati
- Persembahan Pentas oleh Kanak-Kanak
- Lawatan ke booth pameran.
- Jamuan
- Majlis bersurai

Jawab kepada

Pejabat Jabatan Kebajikan Masyarakat Bahagian Samarahan
Pn. Khairun Nisa Bt Dato' Ruzma / En Mohd Nadzmi Othman
Tel: 087-6711100 Fax: 087-6711100

Hadi

