

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



**PEJABAT PENDIDIKAN DAERAH BAU**

**PRACTICAL TRAINING REPORT**

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**2014465684**

**DECEMBER 2016**

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

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Report

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

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(NOORFADHLEEN BINTI MAHMUD)

Date:

## **The Declaration**

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

Signed,



RICHARD ANAK JIHUN

2014465684

## CONTENT

### **ACKNOWLEDGEMENT**

#### **1.0 Chapter 1: Introduction of The Organization**

1.1 Introduction	2
1.2 Background	2-4
1.3 Objectives	5
1.4 National Education Philosophy	5
1.5 Mission and Vision	6
1.6 Customer Charter	6
1.7 Organization Structure	7
1.8 Functions of PPD BAU	8
1.9 Core Business of the Organization	9

#### **2.0 Chapter 2: Schedule of Practical Training**

2.1 Introduction	10
2.2 Schedule of Practical Training Report (Week 1 – Week 8)	10-15

#### **3.0 Chapter 3: Analysis of Training**

3.1 Introduction	16
3.2 Task Analysis	16
3.3 Counter Service Management	
3.3.1 Definition of Counter Service	17
3.3.2 Example of Counter Service Scenario	17
3.3.3 Application of Counter Service Management at PPD Bau	17-18
3.4 Services	
3.4.1 Services Quality	18
3.4.2 Gap Model & Dimension of Service Quality	18-19
3.4.3 Application of Services at PPD Bau	19-20

3.5 Administration	
3.5.1 Concept of Administration	20
3.5.2 Office Administration	21
3.5.3 File Management	21
3.5.4 Application of Administration at PPD Bau	22
<b>4.0 Chapter 4: Recommendation</b>	
4.1 Introduction	23
4.2 Strength of the PPD Bau	
4.2.1 Quick respond by counter personnel	23
4.2.2 Friendly attitude of staff	23
4.2.3 Accurate services provided	24
4.2.4 Good cooperation between the staff	24
4.3 Weaknesses of the PPD Bau	
4.3.1 Limited knowledge of the counter personnel	24
4.3.2 Conflicting roles of the task given	25
4.3.3 Unsuitable layout at workplace	25
4.3.4 Lack of updated information at the counter	25
4.3.5 Staff too rushing and hectic in performing job	26
4.4 Recommendations or solutions of improvement	
4.4.1 Staff Training	26
4.4.2 Updated information available	26
<b>5.0 Chapter 5: Conclusion</b>	27
<b>Appendices</b>	28-37
<b>References</b>	38-39

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## **CHAPTER 1: INTRODUCTION OF THE ORGANIZATION**

### **1.1 Introduction**

This chapter focuses on the introduction of the organization it emphasize on the overview of the organization in which include organization background, organization objectives, mission, vision, organization structure and the core business of the organization.

### **1.2 Background**

In the early days of establishment, Bau District Lesson Office which now known as Bau District Education Office is located and operated through Bau District Council because during that time Bau District Education Office is under the Jurisdiction of District Council.

In the ends of 70's it as moved to shop lot that located at "Industrial Shop" Bau until the year 1982 which located near Shell petrol station. During the mid year of 1982, under Bau Lesson Office Officer, Mr Mathew Teo, the office was moved to it own building which they have until now. After Mr. Mathew Teo transferred, his position was taken by Mr Gabriel Jong up until December 1987.

On March 1997, the position as Bau District Education Office officer is given to Mr Michael Benzi Ak Sepit. He served the office until 1997 when he was being ordered to transferred as Serian District Education Office officer.

In July 1997, Mr Alex Saben Ak Nyipong has been appointed as the new Officer and he served until he retired on February 2000. The position then taken by Mr Andin Brok @ Brooke until November 2003 as he being ordered to served as Assistance Supervisor at Samarahan Combined Education Office that is newly establish following the restructuring process of Kuching/Samarahan Education Office to Kuching Combined Education Office and Samarahan Combined Education Office.

Starting November 2003, the position as Bau District Education Office Officer was girded by Mr Bihud Apok and called as Small District Education Office officer until the end of year 2009. That position then taken by Mr Omar Bin Haji Mahli until July 2011 as he is ordered to transfer on the basis of appointed to Sarawak State Education Office as Head Assistance Director. Mr

Yunus Apok take the position for 2 years before transferred as Baram District Education Office Officer on July 2013.

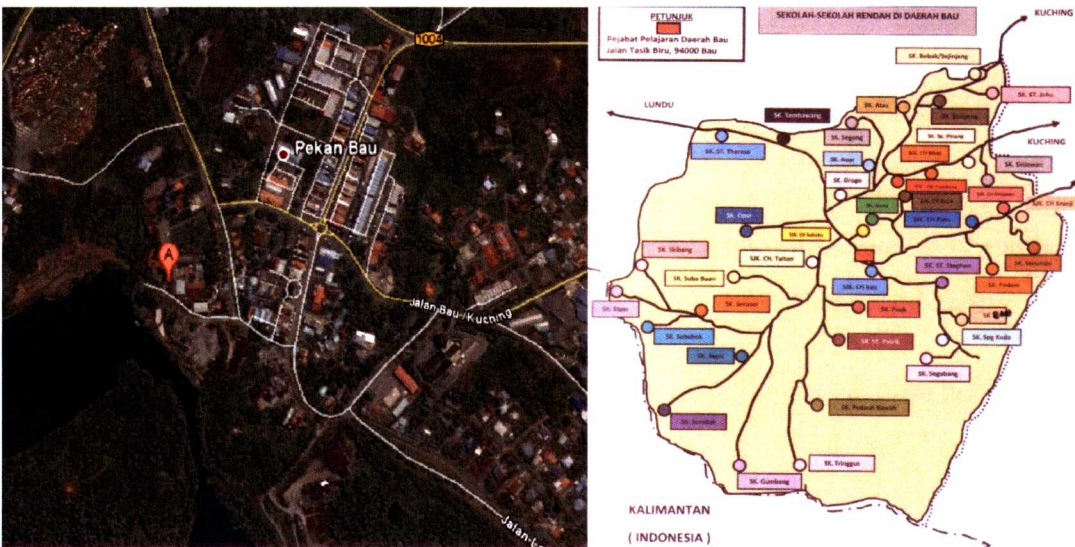
Starting October 2013 until now, the position is hold by Mr Les Met as Bau District Education Office Officer. Under Bau District Education Office, there are 40 primary schools which amount 31 is Sekolah Kebangsaan (SK) and 9 Sekolah Jenis Kebangsaan (SJK) and there are 3 secondary school which is SMK Lake, SMK Bau and SMK Paku.

**Table 1.1 List of schools in Bau District.**

Bil	School	Bil	School
1.	SK APAR	21.	SK STASS
2.	SK ATAS	22.	SK SUBA BUAN
3.	SK BAU	23.	SK SUNGAI PINANG
4.	SK BOBAK	24.	SK TEMBAWANG
5.	SK BUSO	25.	SK TRINGGUS ( <i>Residential</i> )
6.	SK GROGO	26.	SK ST JOHN
7.	SK GUMBANG ( <i>Residential</i> )	27.	SK ST PATRICK
8.	SK JAGOI ( <i>Residential</i> )	28.	SK ST STEPHEN
9.	SK OPAR	29.	SK ST TERESA
10.	SK PEDAUN BAWAH	30.	SJK CHUNG HUA BAU
11.	SK PODAM	31.	SJK CHUNG HUA BUSO
12.	SK PUAJ	32.	SJK CHUNG HUA KERANJI
13.	SK SEBOBOK	33.	SJK CHUNG HUA MUSI
14.	SK SEGONG ( <i>Residential</i> )	34.	SJK CHUNG HUA PAKU
15.	SK SEGUBANG	35.	SJK CHUNG HUA SEBUKU
16.	SK SENIBONG	36.	SJK CHUNG HUA SINIAWAN
17.	SK SERABAK	37.	SJK CHUNG HUA TAITON
18.	SK SERASOT ( <i>Residential</i> )	38.	SJK CHUNG HUA TONDONG
19.	SK SERUMBU	39.	SK SINIAWAN
20.	SK SIMPANG KUDA ( <i>Residential</i> )	40.	SK SKIBANG



41	SMK BAU	43.	SMK PAKU
42	SMK LAKE		



**Diagram 1.1 Bau District Education Office Map**

### **1.3 OBJECTIVES**

1. To ensure that the principle and philosophy of the National Education were carried out effectively, efficiently and with trust in all level of education management in Bau district.
2. To enhance the quality and reputation of the education in Bau district in the curriculum, co-curriculum as well as the formation and development of the pure personality.
3. To enhance the quality of management in various level of education in Bau district in order to be efficient and effective through the approach of various philosophy and good management principle and appropriate with the education climate.
4. To enhance the enthusiasm toward the knowledge and reading practice so that it will become the culture among the teacher and student.
5. To enhance the professionalism level of all officers, school principal, senior assistant, teacher and non-academic staff in Bau district in the management, knowledge and skill.
6. To forge unit and bonds of affection in order to improve the cooperation between PPD, school, student and the community as a whole.
7. To create a community in Bau district that have potentiality, high morals, and loyalty through a balanced and comprehensive education.

### **1.4 NATIONAL EDUCATION PHILOSOPHY (*Falsafah Pendidikan Kebangsaan*)**

*“Pendidikan di Malaysia adalah satu usaha berterusan ke arah memperkembangkan lagi potensi individu secara menyeluruh dan bersepadu untuk mewujudkan insan yang seimbang dan harmonis dari segi intelek, rohani, emosi dan jasmani. Usaha ini adalah bagi melahirkan rakyat Malaysia yang berilmu pengetahuan, berakhlak mulia, bertanggungjawab, berkeupayaan mencapai kesejahteraan diri serta memberi sumbangan terhadap keharmonian dan kemakmuran keluarga, masyarakat dan negara.”*

## **1.5 MISSION AND VISION**

- To conserve a quality education system for building an individual's potential in order to fulfil the country's aspiration.

## **VISION**

- *Pendidikan Berkualiti Insan Terdidik Negara Sejahtera.*

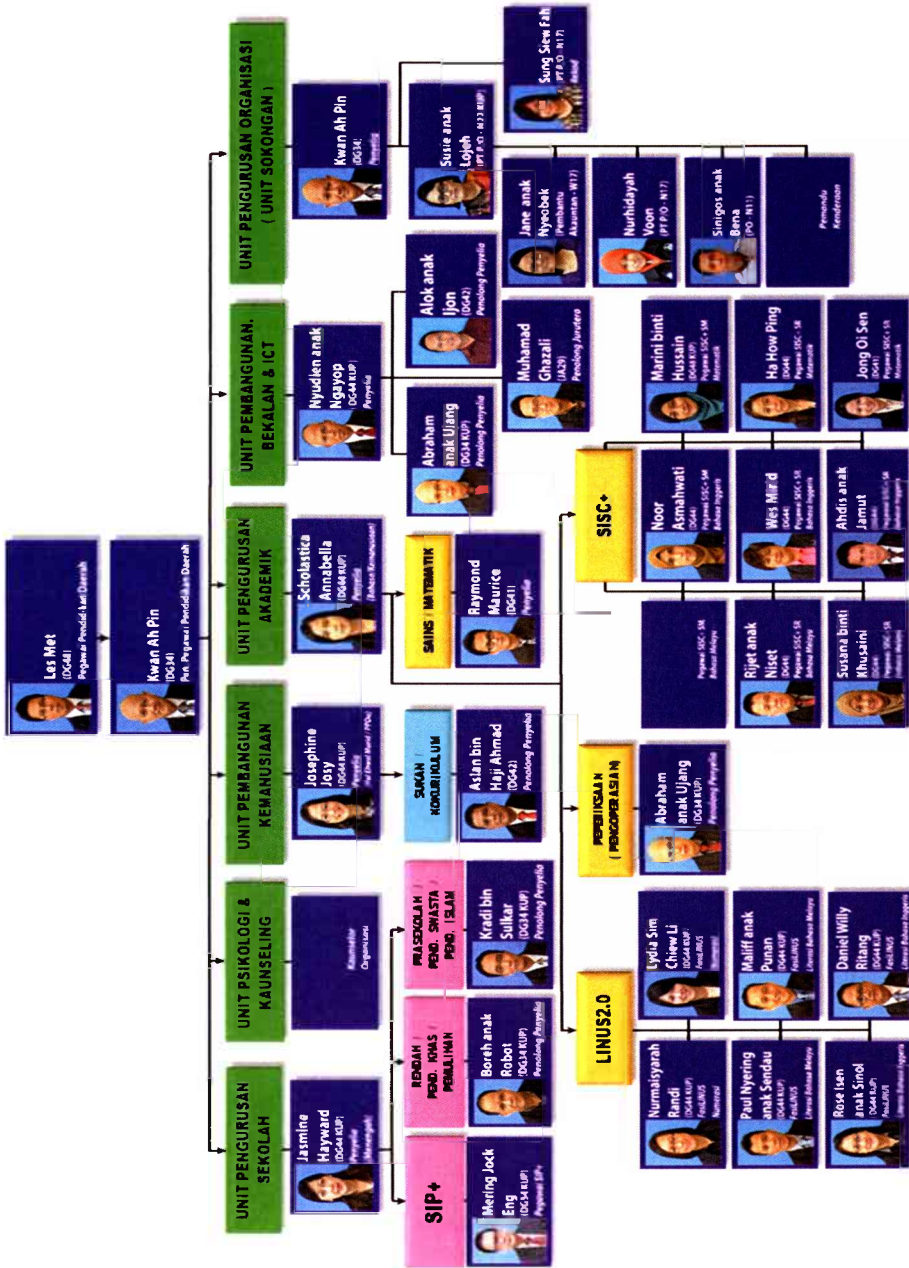
## **1.6 CUSTOMER CHARTER**

We at Bau District Education Office with all commitment, and promise that we will focus all our energy and effort for:

- Ensure all kids with the right age get their place of study on the first day of school started.
- Place all teachers to schools not less than 3 weeks after receiving list of teachers name from Sarawak Education Department and ensure that all school is supplied with enough teacher based on the school needs, 2 weeks before school started.
- Ensure that all application being processed within 2 weeks until 1 month from the day form receive.
- Manage and solving position problem and service personnel from aspect appointment, declaration, entry to pension post, and others in 1 month from the date receive.
- Decide on any teacher vacant is being filled in 1 month period of time from the vacant date.
- Ensure any claims made by teachers and non-teachers being processed in 2 weeks of time from the date it is received.
- Ensure all exam executed without occur any leak.
- Ensure the department is always alert and responsive towards customer's demands by :
  - Always provide service and counter service which is friendly in 5 minutes period of time
  - Make sure all complain letters and request about Bau District Education Office and school is being answered in 2 weeks from the date it's received.
- Always ready and willing to receive opinion, ideas, suggestion and complain which is helping from various people for performance development, services and academic success.

# 1.7 Organization Structure

## CARTA ORGANISASI PEJABAT PENDIDIKAN DAERAH BAU 2016



## **1.8 FUNCTIONS OF PEJABAT PENDIDIKAN DAERAH BAU**

1. Giving services and profession leadership to the teachers.
2. Supervising, guiding and encouraging the teacher in teaching and learning practice in school.
3. Carrying out staff progress programme for the education and support staff.
4. Forging mutuality and bright partnership with various parties in local level for the education progress of district level.
5. Coordinating and implementing education development programme at district level.
6. Undertaking a study and assessment, and also preparing the report comprehensively and continuously toward the implementation of education programme at district level.
7. Coordinating the information concerning the education progress at district level and distributing it to those parties concerned.
8. Ensuring the school management and administration in this district well- and effectively managed according to the rules and procedure of Ministry of Education, State Treasury and Education Department.

## **1.9 CORE BUSINESS OF THE ORGANIZATION**

Bau District Education Office basically deal with school and education matters that occur in Bau district. It deals with the welfare of the schools, teachers, students and supporting staff of every school in the district. They must ensure that all of this are fully provided and responds to any of damage occur. Apart from that, the well-being of the teachers and students is also a concern as they must ensure that the students get education they need and teachers is performing well and well-being been taken care of.

Other than that, Bau District Education Office core business of their organization is student and teachers performance in both curriculum and co-curriculum. It is to ensure that they have balance in both and not just one only. Infrastructure are important for every school, Bau District Education Office ensure that all of the school receive infrastructure so that it could accommodate everyone and provide not just safe but also comfortable learning period.

In conclusion, Bau District Education Office core business are mainly related to the teachers, students, staff and school.



## **CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING**

### **2.1 INTRODUCTION**

Chapter 2 explain about the exact work done throughout my practical training in Pejabat Pendidikan Daerah Bau based on the weekly or daily task. During the period of Industrial Training from 25 July 2016 until 16 September 2016, I have been attached to Wage/Salary Unit of Bau District Education Office and the task was carried out since the first day of my practical training and ended on my last day of my practical training. I have been given several task to be done under the supervision of my Supervisor, Sir Kwan Ah Pin, Penolong Pegawai Tadbir, and his colleague, Madam Nurhidayah Voon Binti Abdullah. Throughout the period, I have been exposed and teach on how to do those task given. The main language being used in Pejabat Pendidikan Daerah Bau was Malay language. Therefore, most of the task that I have carried out were in Malay language.

### **2.2 Week 1 (25 July 2016-29 July 2016)**

On the first day of my practical training, I have reached there around 7.30 a.m. As I reported my duty to Penolong Pegawai Pendidikan Daerah Bau, Sir Kwan Ah Pin, he has assigned me to Wages/Salary Unit. As I have been attached in Wages/Salary Unit, the staff, who being my advisor, Madam Nurhidayah Voon Binti Abdullah, briefed me about several tasks and functions in that unit. The first task that I have handled was SG20 form, "Borang Perubahan Gaji SG20". In this form, I need to check the detail of teachers such as name, salary slip number, identity card should be similar as detail in the form of SG20. For example, if there have differentiate name in identity card with name in SG20 form, so I need to double checked and edited it twice for the confirmation. The function is that, if the name in SG20 form was different with identity card, at the end of the month, those teachers are unable to receive their salary as information stated was wrong. This is because, the new system will be introduced and updated later.

Other than that, I have been asked to photocopy a copy of SG20 form for the teachers and copied for Bau District Education Office to be filled into the personal file of teachers in file room. Mr. Sinigos, Pembantu Pejabat, taught me how to us photocopy machine and also about filing system in the file room. Also, Madam Nurhidayah Voon asked my help to printing the salary slip

and identity card to those who are not compiled their both documents needed with SG20 form after submit to our unit. Moreover, I been asked to go to each department, ask them to send a photocopy of their salary slip of currently month, and identity card. In file room, I also be guide on how to find easily and quickly personal teachers file by using a filing number system that has been recorded in their book. Other than that, I were required to handle the Pension form and how to filled in the form that called “Borang Taraf Berpencen”, where I need to key in all the data. Besides that, I also making a call to SK Tembawang, regarding to their form of SG20. Then, I has been required to ask signature from Sir Kwan Ah Pin, Penolong Pegawai Tadbir and Madam Susie ak Lojeh, Pembantu Tadbir, for SG20 form. I also has been asked to make a photocopy for “Borang Taraf Berpencen” to the schools pigeon box. I also handle “Borang Perjawatan” and “Borang Kawalan Kelompok” that need to compile with SG20 form, before it been submitted to JAN (Jabatan Akauntan Negara).

## **Week 2 (1 August 2016- 5 August 2016)**

Today, I learned about the function of “Borang Kawalan Kelompok”. As I know, “Borang Kawalan Kelompok” will be attached with SG20 form from each schools, before it will be submitted to JAN (Jabatan Akauntan Negara). After all primary school submit their SG20 form to our unit, so I need to double checked it. Besides that, I also help Madam Nurhidayah Voon to carried out the box of SG20 stock form, from the stationery store. Moreover, I also was guided by Madam Nurhidayah Voon to completed “Borang Cukai” and “Borang Perkhidmatan” from teachers in primary school at Bau District.

I also were required to make a call to SK.ST.Theresa Bau, have a phone talk with Puan Giwip, Pembantu Tadbir, regarding their SG20 form that are not fully completed, and need to be correct it again by her. Other than that, I been asked by Madam Nurhidayah Voon to do Etiqa Insurance and Zakat Baitulmal “Pindaan Amaun Zakat Pendapatan Melalui Potongan Gaji”. Beside that, for this week, I also settle the changes of Bank Account of teachers to Bank Rakyat, and answering a call from Bank that asked for “Maklumat Data Pegawai”. I also required to check SG20 form, and asked by Madam Nurhidayah Voon to take teachers documents from file room.



### **Week 3 (8 August 2016-12 August 2016)**

I have started my day to help Madam Nurhidayah Voon to compiled document of new staff that registered today. I also manage and arranged SG20 form and A4 paper, so that staff will be easily to get it for their purposes. Besides that, I continued my job to compile all SG20 form with “Borang Kawalan Kelompok” for each of schools. I also have attended the phone call from Bank that asked for the personal details information of teachers for the purposed of account Bank card change, as well as purposed of Bank loan by the teachers or other staffs.

The information that has been asked involved “Maklumat Pengesahan Pegawai”, “Tarikh Mula Dilantik”, “Tarikh Sah Jawatan”, “Tarikh Taaraf Berpencen”, “Umur Bersara” and “Jawatan Pegawai”. Also, I have continued my tasks to double checked all the documents that are related with “Borang Pertukaran Bank”, Etiqa, Zakat, Baitulmal and PPKPM (Pinjaman Pelajaran Kementerian Pendidikan Malaysia). As usual, I been asked to photocopy of “Borang Pertukaran Bank” and make a copy for teachers and put it into the school pigeon box. Other than that, I also going to stationery room, to get an extra treasury tags for my own job purposes.

### **Week 4 (15 August 2016 – 20 August 2016)**

Here, I have started my day to ask a signature for “Borang Pertukaran Bank” through SG20 form from Madam Susie ak Lojeh. Also, I have attended the phone call to school that are not yet submitted their SG20 form. Moreover, I also have been asked to called to SK Tringgus, one of the teacher there, inform that his salary will be deducted started on month of October regarded to “Etiqa” purposed. I have continued my task, which I help Sir Kwan Ah Pin, Penolong Pegawai Tadbir, to key in data of “Borang Permohonan Tambang Mengunjungi Wilayah Asal” using the Microsoft excel. Other than that, for this week, I have been incharged to answer any call from Bank regarding to “Pengesahan Jawatan Pegawai”, to the teacher or staff that making loan from Bank. Also, I have been asked to handle the counter service to serve day-to-day customer, attend the phone call when the staff was not available in the office and receive the incoming document from the external organization and required to distributed it to the particular staff or officer.

Also, received a new SG20 form, from SK Segubang, but unfortunately, it is not fully completed. So, I need to do the correction and ask signature from Madam Susie ak Lojeh,

Pembantu Tadbir. I have checked all SG20 form from all 40 school before it going to be submitted to JAN (Jabatan Akauntan Negara) the next day. As usual, making a call to SK Segong, Madam Happi Ak Munga, for not completed of documents for “Borang Pertukaran Bank”, asked her to send salary slip, identity card and slip account immediately. Then, called for Bank Rakyat and fax document of “Pertukaran Bank. As this week, I’m so busy to handle call, so I also have been asked to call to SK Opar, ask for their SG20 form. Besides that, also help staff from another department, to prepare the document for ASAT meeting, which I help Madam Josie, PKHEM. In this week, on Saturday, I also get involved to attend Gotong Royong Perdana Daerah Bau 2016 at Tasik Biru with the theme, “Keep Bau Clean”, with the other half of PPD Bau staff.

#### **Week 5 (22 August 2016 – 26 August 2016)**

Here, today, I started my job with continued to complete SG20 form for SK Opar. Also, Madam Nurhidayah Voon asked me to fill in “Tabung Haji” form. As usual, I have started my day to perform daily routine administrative work such as handled the counter service to serve day-to-day customer, attended the phone call when the staff was not available in the office as this week, the staff that supposed to answering the call was absent, and also, received the incoming document from the external organization and were required to distribute it to the particular officer or staff.

Other than that, I’ll been asked to photocopy the documents that are required by Madam Nurhidayah Voon. I also help to printing pay slip of “Kenaikan Pangkat Pegawai Perkhidmatan Pendidikan (PPP)” and key in “Borang Kew 8 for Penyata Pengiraan Urusan Kenaikan Pangkat (PPP)” Gred DG41 to Gred DG44 (KUP). I take almost 3 days to key in data for “Borang Kew 8, Kenaikan Pangkat”. I have making a call to SK Gumbang, Sir Tiyo, ask the submitted of his “Borang Kew 8 Pergerakan Gaji 2016.” Also, I have help, one of the teacher, Madam Happi Ak Munga, from SK Segong, for “Pertukaran Akaun Gaji” to Bank Rakyat. I also were required to ask a signature of “Borang Kew 8 Kenaikan Pangkat”, from Sir Kwan Ah Pin, Penolong Pegawai Tadbir, next Madam Susie Ak Lojeh, and Madan Nurhidayah Voon, both of them, Pembantu Tadbir. Next, I’m also help Madam Nurhidayah Voon to key in “Borang Kawalan Kelompok” for each of “Borang Kew 8 Kenaikan Pangkat”.

### **Week 6 (29 August 2016 – 2 September 2016)**

I have started my day with photocopy all the document that are needed for “Borang Kew 8, Kenaikan Pangkat”. Also, I have been asked to answering a call for our department. For example, called from Bank and schools. Other than that, I also required to double checked “Borang Kew 8, Kenaikan Pangkat” and photocopy identity card for completing “Borang Pertukaran Bank”. Another day that I was received an identity card from Madam Happi Ak Munga, teacher from SK Segong for “Pertukaran Kad Bank” purposed. Moreover, Madam Nurhidayah Voon, told me to print pay slip for her. On 31<sup>st</sup> August, there have no job as on that day, was Malaysian Day, which is Public Holiday. The next day, my daily routine, as usual, making a call to SK Opar, talk with one of the teacher, Madam Vivian, to submit her identity card photocopy for “Borang Pertukaran Kad Bank” purposed. Besides that, I’m also key in data of total of “Borang Perubahan Gaji SG20”, from each schools. I have continued my task to send the photocopy of “Borang Kew 8, Kenaikan Pangkat” to every pigeon box school. Then, I continued my tasks to follow Madam Correli, Unit Kaunseling, off to SK Bau, for programmed Motivasi UPSR 2016.

### **Week 7 (5 September 2016 – 9 September 2016)**

As usual, today, I have started my job to download “E-Penyata Gaji”, Payroll Master Listing for Madam Nurhidayah Voon. Other than that, I’M also key in “Borang Pemberian Taraf Berpencen” for Sir Mohd Syazani Bin Ariffin, SK Buso, Bau. Other than that, I’m also being invited to join retirement hi-tea of one of the staff, Sir Mering. Other than that, I have asked to settle down “Borang Kawalan Kelompok” for transferred teacher to SJK CH Siniawan and SK Grogo. I’m also help new practical student, guide her in performing job in our department. Then, answering the call from Bank Rakyat, for “Pengesahan Jawatan Pegawai”.

My task continued with complete “Borang Kawalan Kelompok” for Madam Noheng, a teacher from SK Bobak/Sejinjang. Also, I has been asked to do some correction in “Borang Kew 8, Kenaikan Pangkat”. Also, going to file room, to help new practical student to adapt herself with the environment in the file room and manage all the file that are needed and need to settle down. As usual, help Madam Chantek, answering a call if she is not available at the counter service. Also, I have been asked by Madam Nurhidayah Voon to print pay slip for teachers.

### **Week 8 (12 September 2016 – 16 September 2016)**

This week is my last week of practical training. On the first day, it is public holiday, for Hari Raya Aidiladha. Second day, as usual, received a called from Bank, that asked for “Maklumat Pengesahan Pegawai”. Also, making a call to Sir Jotok Doit, a teacher from SK.ST.Theresa. Other than that, I also helped Madam Josie, regarding the arrangement certificated of student who are involved in ASAT event. Also, help new practical, Elsie to do some new job such as printing and fax. Today, 14 September 2016, I have on leave, as I need to meet up with lecturer at UiTM, regarding to my timetable schedule. On 15 September 2016, today, is my last day of practical training and I have settle down all documents and tasks that are not completed yet. 16 September 2016 was Public Holiday, which is Malaysia Day.

## **CHAPTER 3: ANALYSIS OF TRAINING**

### **3.1 INTRODUCTION**

This chapter is about the analysis of practical training which refer to detailed examination of the task covered in the Practical Training Log Book. Therefore, the chosen task will reflect the definition of the concept, demonstration of practical and theoretical aspects after that relate all the concepts learned in the classroom with real task at the workplace. Besides, this chapter also consists of a reflection of student personal experience during the practical training.

### **3.2 TASK ANALYSIS**

Throughout my practical training in Pejabat Pendidikan Daerah Bau, I have learned many new things which are also related to the lesson learned during class. The task that I have performed consisted of services, general office administration, meetings, counter services, data processing and outdoor task.

Hence, I have chosen three main tasks to be analyze which include services, counter services management and administration. I chose service, as I have been attached at Salary Unit that every day will faced all the teachers or staffs, related to their salary, also regarding to retirement process, documentation and etc. Also, I chose counter service management, as I have been required to answering the call almost every day if the staff at the counter are not available. For the administration, I spent most of my time too, regarding to the office administrative and the file management.

### **3.3 COUNTER SERVICE MANAGEMENT**

#### **3.3.1 Definition of Counter Service.**

According to Counter Service Training (2013), counter service can be referred to the activity in which the counter personnel deal with the organization customer care. Basically, counter service are carried out by those who involved in front desk activities and customer interfaces. This counter service concept is closely related to the service encounter which refer to the interaction between customers and service provider (Lin & Matilla, 2010).

Ministry of Civil I and Administrative Reform (n.d) defined counter service as a “*front line service where customers deal with public officers and are provided with various types of service such as issue of licenses, permits passports, identity cards, and civil status certificates*”.

#### **3.3.2 Example of Counter Service Scenario**

##### **3.3.2.1 Hotel Counter Service**

The hotel counter service would involve the hotel receptionist and the customer. In the hotel counter service system, the customer can just directly approaches the counter without having to wait to be called. For example, Mr. A (the customer) first enter the hotel lobby’s door and directly approach the hotel counter. Mr. B (the hotel receptionist) greet Mr. A and ask him on what he need. Mr. B would need to attend to Mr. A requirement immediately as it needed to be fulfilled immediately.

#### **3.3.3 Application of Counter Service Management at Pejabat Pendidikan Daerah Bau.**

Throughout my practical training at Pejabat Pendidikan Daerah Bau, even counter service is not my major part of job there, but every day, half of the time, I will be assigned to handle counter service. Which means, every customer would first approach the general counter service before they can access to a more specific unit. General counter service where I have been attached with would need to serve every customer by responding to their enquiry, guide the customer to the correct unit or personnel as they required, handle the incoming correspondence or claim forms and handle the phone calls. Most of the time, the customer of PPDB are among those teachers, students, suppliers, student’s relative, other employees of other organization or other public.

By referring to the counter service concept as discussed above, it can be said that PPDB has applied the concept of counter service. The PPDB counter service would involve the counter personnel and the customer. In PPDB counter service system, the customer can just directly approaches the counter without having to wait to be called. While in responding to the customer question or problem, I would need to provide a reliable answer and solutions as soon as possible. If there is question or problem I am not able to attend to, I would pass it to the relevant staff. But most of the time, the other staff able to respond to the question and problem promptly and made the customer satisfied with the answer and solution given. Other than that, at the counter service, I also required to answering the phone call from outsider, which is from school or other agencies. For example, asking for the phone schools and fax number. In this method, I would applied ethics matter during the phone call, following the good and politely answering the call, just what I have been applied from the subtopic study in University.

### **3.4 SERVICES**

#### **3.4.1 SERVICE QUALITY**

Service quality (2005) indicated that service quality is “*an assessment of how well a delivered service conforms to the client’s expectations*”. At the time the customer come into contact with the counter personnel, they form their own expectation on the services that they might receive. Only then, they will compare that expectation with the actual service delivered.

#### **3.4.2 Gap Model & Dimension of Service Quality**

Urban (2009) in his writing stated that the Gap Model consist of Gap 1: Customers’ expectation versus their understanding by managers; Gap 2: Manager’s perception of customers’ expectation versus service expectations; Gap 3: Service specifications versus fulfillment; Gap 4: Information about service versus service that that is actually provided; Gap 5: The gap between customers’ expectations and service provided. Those five gaps may become the factor of poor service quality or unsuccessful delivery experienced by the customer. (SERVQUAL, 2014; Service Quality, 2015).



from schools, applied their leave, the formal letter will be given to our Unit, for the next action and their expectation regarding to our unit services was high.

As I get the retirement document, I immediately follow the procedure, where I was key in all the data of the staff and action will be taken by Madam Nurhidayah Voon to submit to JAN (Jabatan Akauntan Negara). I also reliability to performing the task regarding to the PPKPM (Pinjaman Pelajaran Kementerian Pendidikan Malaysia), Etiqa, Zakat, Baitulmal, and Bank Exchange, where we promised to settle it at least 3 days of working. So, our unit are ready to carried out the promised to successfully performed it in 3 days of working day with accurately. In order to perform those things, we applied all forms that are needed. For example, yellow form are used for PPKPM, and also communicated with teachers verbally or non-verbally, whether face to face or on phone call, but with all evidence information provided.

Moreover, our unit are willingness to help any staff that are needed our help. In this matter, we applied theory of responsiveness. For example, on the day where the new staff posting, they ask my help to photocopy of identity card and slip bank account. Other than that, I also help for print out pay slip for those teachers that are willing to change their Bank Account Card. This make our incomer staffs that come into our unit are really happy with our service and they are more comfortable to ask any questions or ask our help regarding to any matter. We really help as we can, and if I unable to answer, I will pass to another staff that are more experience to handle, rather than me.

### **3.5 ADMINISTRATION**

#### **3.5.1 CONCEPT OF ADMINISTRATION**

The organization and coordination of the activities of a business in order to achieve define objectives. Administration is often included as a factor of production along with machines, materials and money. According to the Peter Drucker (1909-2005), the basic of administration includes both marketing and innovation. Administration consists of the interlocking functions of creating corporate policy and organizing, planning, controlling, and directing an organization's resources in order to achieve the objectives of that policy.



### **3.5.2 OFFICE ADMINISTRATION**

It is a set of day-to-day activities that are related to financial planning, record keeping and billing, personnel, physical distribution and logistics, within an organization. An employee that undertakes these activities is commonly called an office administrator or office manager, and plays a key role in organizations infrastructure, regardless of the scale. Many administrator positions require the candidate to have an advanced skill set in the software applications Microsoft word, Excel and Access. An office administrator has the responsibility of ensuring that the administrative activities within the organization run efficiently, by providing structure to other employees throughout the organization. These activities can range from being responsible for the management of human resources, budgets and records, to undertaking the role of supervising other employees. The responsibilities can vary depending on the employer and level of education.

### **3.5.3 File Management**

During my practical training, file management also is a part of my job. As general, file management is the storing, norming, sorting and handling computer files. It is the process of maintaining folders, documents and multimedia into categories and subcategories as desired by a user. Fundamentals aspects of file management are organizing, labeling and classifying computer data. File management system is the system that an operating system or program uses to organize and keep track or files. For example, a hierarchical file system is one that uses directories to organize files into a tree structure. Although the operating system provides its own file management system, you can buy separate file management systems. These systems interact smoothly with the operating system but provide more features, such as improved back up procedures and stricter file protection.

### **3.5.4 Application of Administration at Pejabat Pendidikan Daerah Bau**

During my practical training, regarding to administration task, I have more to manage and adopt with the environment of office administration and file management. In PPD, I have been attached in salary unit. In that room also, have another unit, that we are share the same place. Even it have more than 1 unit in that room, I feel the comfortable with the environment of the office that has been arranged well, it make us feel excited to perform our job. In our office, all staff applied a good communication skills in order to coordinate with other employees around the organization. In order to make our customer (staffs and teachers) more comfortable, we have provided chair and table for them to be served. In PPD, they applied 5's system (sort, set in order, shine, standardize and sustain).

Other than that, regarding to administrator, we are ability to supervise support workers, ability of adopting to changing environments and new technologies that could be implemented, for example, new software installation. Other than that, in administration into our unit, we also applied good initiative, which we will keep our important forms with colorful tag, while each computer, have their own printer, it is easy for each staffs to perform their job. Moreover, with the environment of administration, we are able to work under pressure when given a task that is of vital importance to the organization, such as “Borang Pertukaran Bank”, and “Borang Kenaikan Pangkat”, which sometime I have been asked to perform two to three job in one time, but I have complete all the task successfully with the best served of the environment of administration.

Also, regarding to file management, in PPD, they have their own file room. In file room, they have a good file room management, which in that file room, each of teacher in Bau District have their own personal file. It is easy to looking forward to the file of teachers and staffs because they use alphabet and numbering method of filing system. This is very helpful and useful tool to be used in order to make our task perform quickly and well.

## **CHAPTER 4: RECOMMENDATION**

### **4.1 INTRODUCTION**

This chapter highlights and discuss the strengths and weaknesses of the task assigned during practical training as discussed in Chapter Three. After done with the analysis of the task assigned, the strengths and weaknesses of the Pejabat Pendidikan Daerah Bau can be determined. This chapter also will provide the solution for improvement in any weaknesses. For every tasks and activity during the period of the internship, all of it show a clear purpose, strength, and weaknesses to not just help the students but at the same time to let them learn a real life job. Once all the weaknesses overcome, it would help future internship students to be better and issues could be avoided and through this, the objective of practical training could be achieve.

### **4.2 Strength of the Pejabat Pendidikan Daerah Bau.**

#### **4.2.1 Quick respond by counter personnel**

In PPDB, the counter personnel would great the customer that approach the counter promptly. When the customer demand for service, ask question or address their problem, the staff able to respond it immediately. Even if the staff unable to given an immediate answer or solution for the customer question or problem, they would inform the customer immediately that they will contact them if they have found the answer or solution. At least the staff did not leave the customer waiting for a response.

#### **4.2.2 Friendly attitude of staff**

The staff in PPDB are very friendly especially those involved at the counter service. This is the strength of the PPDB that every visitor might notice. They are very good in creating a friendly relationship with the customer. One for sure, they will keep smile even there have a complicated problems that came from the customer.

### **4.2.3 Accurate services provided**

Most of the time, the main services demanded by the customer are provided by the service provider such as the administrative assistant and officer. They able to provide a clear information to the customer in regards of the service requested. For example, as I assigned at Salary Unit, we provided the services of printing and photo copy for staffs and teachers that urgently need the document such as their pay slip.

### **4.2.4 Good cooperation between the staff**

One of the strength in PPDB is that, the staffs are working well together regardless of which unit they are form. They able to provide good cooperation when it comes to organizing a program, meeting or any other activities. For example, if there have no staff in Salary Unit, other unit, which is “Unit Perkhidmatan dan Kewangan”, will help to answers the question from customers regarding to their salary, based on what staffs understand. Other than that, there have another program, which is program “Gotong Royong Perdana, with theme: Keep Bau Clean”, organized by Bau District Officer, and required staffs from each department to get involved in the program and it have a great respond and cooperation from the staff to get involved.

## **4.3 Weaknesses of the Pejabat Pendidikan Daerah Bau**

### **4.3.1 Limited knowledge of the counter personnel**

As in PPDB, the counter personnel are still considered as new for the months, here, the counter services have been a temporary places for any staff to help in charged, while the staffs is not enough and sometime the staff that supposed to be ready at counter service are not available at always. Therefore, the problem happen whenever there have an call or customer comes, we have lack of information and knowledge to inform customer as that is not the major of our tasks, which means most of the time, the other service provider (not the frontline staff) have to take control to serve the customer. Lack of training might be the possible factor that lead to the counter personnel having lack of knowledge.

#### **4.3.2 Conflicting roles of the task given.**

As I have been under Salary Unit, but sometimes I need to served customer too at the main counter service, which my major tasks is about salary, make me lack of knowledge regarding to what is supposed to serve customer at the counter service. I have conflict here, where I didn't clear about the role that should be given to me, as I need to focus only in my department. Same goes to others staffs from different department, which they are need to serve customer at counter service which is not their major tasks. In other words, the counter personnel are always in between whether to serve the customer as their main responsibility or to do all the general administration tasks such as filing. While doing their administrative work, the counter personnel are somehow distracted by the customer.

#### **4.3.3 Unsuitable layout at workplace**

I can admit that the workplace layout in PPDB a little bit of crowded and there a limited space for the workers to move on to another places. This will bring an unnecessary environment to those staffs that need to focus on their job and fail to performed well. Other than that, there have no good plan of layout which, staff still find their idea where to put in their printer, paper, stationery and etc. This bring a stressful pressure to staffs itself.

#### **4.3.4 Lack of updated information at the counter**

Most of the time, any news or announcement at PPDB are not being informed to the counter personnel. This leaving the counter personnel to be not updated by the latest information. The problem will occur when the customer asked the counter personnel about the latest updates. Besides, the necessary forms are not placed at the counter, instead, placed behind the counter.

## **CHAPTER 5: CONCLUSION**

In a conclusion, Bau District Education Office is a government agencies which responsible with all the schools in Bau district while performing their duties and responsible to achieve their vision and mission of the organization. Beside, the organization also responsible with the welfare of their staff, teachers and students in Bau district. Which eventually ensure that all students will get education and non is left behind. Having to work with them is a privilege and all the staff in the office especially at Salary unit have teach me lot of things based on the task given. Every task given was also critical as it help me to gain knowledge and skills that we did not gain in class.

Apart from that, practical training is a crucial medium for students as it truly help them to learn more and adapt to new environment as it would help them in future job. Not just that, practical training let students to applied what they have learn in class to their work or through task given. Lastly, practical training is a perfect medium for students to develop their skills and knowledge and this should be done again for future students as it is a beneficial incentive for students. Having to fulfill my practical training at Bau district education office has been an acentric experience as it has give plenty of knowledge that I could apply in future.







Appendix B: Borang Penyata Mengenai Peribadi, Perkhidmatan dan Gaji

**PUSAT SUMBER SEKELUMAT, BAHAGIAN KHIDMAT PENGURUSAN, JABATAN PERKHIDMATAN AWAM**  
**PENYATA MENGENAI PERIBADI, PERKHIDMATAN DAN GAJI**

**PERHATIAN**  
 1. Tindakan OC adalah untuk simpan rekod dalam bentuk yang kekal.  
 2. Jika perubahan perkhidmatan, maklumat Bilangan A dan C.  
 3. Jika perubahan bilangan, maklumat Bilangan A dan bilangan keseksyen dan Seksyen B dan C.  
 4. \*Tidak perlu diisi. Untuk kegunaan pejabat.

<b>SEKSYEN A</b>	
01. Jenis Penyata Perubahan Pertama/Semula <input type="checkbox"/> Perubahan Bilangan <input type="checkbox"/>	02. Tarikh Penyata Dimulakan <input type="text"/> Hari <input type="text"/> Bulan <input type="text"/> Tahun <input type="text"/>
03. Nama <input type="text"/>	
<i>Fungsi dan post/jawatan semasa</i>	
04. No. Kad Pengalihan Lulus <input type="text"/>	05. Tarikh Lulus <input type="text"/> Hari <input type="text"/> Bulan <input type="text"/> Tahun <input type="text"/>
04. No. Kad Pengalihan Baru <input type="text"/>	06. Tarikh Lulus untuk pertukaran <input type="text"/> Hari <input type="text"/> Bulan <input type="text"/> Tahun <input type="text"/>
<b>SEKSYEN B</b>	
07. Jenis Perkhidmatan Ditunjuk oleh perkhidmatan ini Dipromosikan/ditukar semestinya dan jabatan ini Tawar tempoh perkhidmatan semestinya Tawar perkhidmatan semestinya/kebertelaah Ditunjuk oleh perkhidmatan ini Dipromosikan/ditukar semestinya ke jabatan ini Ditunjuk ke skema perkhidmatan lain	08. Tarikh Perkhidmatan <input type="text"/> Hari <input type="text"/> Bulan <input type="text"/> Tahun <input type="text"/>
<b>SEKSYEN C</b>	
09. Gerakan Kebersihan <input type="checkbox"/> *Kad <input type="text"/>	
10. Jantina Lelaki <input type="checkbox"/> U Perempuan <input type="checkbox"/> P	11. Keturunan (Nyatakan) <input type="text"/> *Kad <input type="text"/>
12. Taraf Perkhidmatan Tajiang <input type="checkbox"/> 1 Duda <input type="checkbox"/> 3 Bala <input type="checkbox"/> 5 Kahwin <input type="checkbox"/> 2 Janda <input type="checkbox"/> 4	13. Tempoh Lulus (Nyatakan) <input type="text"/> *Kad <input type="text"/>
14. Bil. no Angkatan Tentera/Pasukan Polis Angkatan Tentera <input type="checkbox"/> 1 Pasukan Polis <input type="checkbox"/> 2	15. Warganegara Warganegara Malaysia <input type="checkbox"/> 1 Bukan Warganegara Malaysia <input type="checkbox"/> 2
16. Bil. no Persekitaran Kerja Persekitaran Kerja <input type="checkbox"/> 1 Tawaran Persekitaran Kerja <input type="checkbox"/> 2 Sektor <input type="checkbox"/> 3	17. Persekitaran Kerja & Waktu Kerja Tawaran Persekitaran Kerja <input type="checkbox"/> 1 Sektor <input type="checkbox"/> 2 Dua <input type="checkbox"/> 3
18. Persekitaran Kerja Sektor <input type="checkbox"/> 1 Waktu Kerja <input type="checkbox"/> 2	19. Kementerian <input type="text"/>
20. Jabatan/Bahagian/Divisi/Unit/Unit Kerja/Tempat	21. Pejabat/Bahagian/Cawangan/Unit dan Alamat Pua <input type="text"/>
22. Jenis Kertas Melantik Perkhidmatan Awam Persekitaran (PAP) <input type="checkbox"/> 1 Perkhidmatan Awam (PAM) <input type="checkbox"/> 2 Bukan Perkhidmatan Awam (BPA) <input type="checkbox"/> 3 Pihak Berkuasa Persekitaran (PBP) <input type="checkbox"/> 4	23. Skema Perkhidmatan Jenis Persekitaran/Unit Kerja <input type="text"/>
24. Bilangan Bilik Persekitaran (Nyatakan) <input type="text"/>	25. Taraf Perkhidmatan Persekitaran <input type="checkbox"/> 1 Tajiang <input type="checkbox"/> 2 Sementara <input type="checkbox"/> 3 Kembali <input type="checkbox"/> 4
26. Tarikh Mula Perkhidmatan Tarikh Dimulakan ke Skema Perkhidmatan Semula <input type="text"/>	27. Tarikh Dimulakan Dalam Jawatan Skema Perkhidmatan Semula <input type="text"/>
28. Tarikh Dimulakan ke Dalam Persekitaran Bersejarah <input type="text"/>	29. Tarikh Dimulakan Pangkat ke Civil Service <input type="text"/>
30. Tarikh Dimulakan ke Jabatan <input type="text"/>	31. Tarikh Dimulakan ke Jabatan <input type="text"/>
32. Tarikh Dimulakan ke Jabatan <input type="text"/>	33. Falsafah Persekitaran Skema Persekitaran <input type="checkbox"/>
34. Kod Cap Pekerja <input type="text"/>	35. Kod Cap Meringkapan <input type="text"/>
36. Cap Hujung <input type="text"/>	37. Bilik Kerjasama Cap <input type="text"/>
38. Bilik dan Amfiteater Bil <input type="text"/>	39. Bilik dan Amfiteater Bil <input type="text"/>
40. Bilik dan Amfiteater Bil <input type="text"/>	41. Bilik dan Amfiteater Bil <input type="text"/>
42. Bilik dan Amfiteater Bil <input type="text"/>	43. Bilik dan Amfiteater Bil <input type="text"/>
44. Bilik dan Amfiteater Bil <input type="text"/>	45. Bilik dan Amfiteater Bil <input type="text"/>
46. Bilik dan Amfiteater Bil <input type="text"/>	47. Bilik dan Amfiteater Bil <input type="text"/>
48. Bilik dan Amfiteater Bil <input type="text"/>	49. Bilik dan Amfiteater Bil <input type="text"/>
50. Bilik dan Amfiteater Bil <input type="text"/>	51. Bilik dan Amfiteater Bil <input type="text"/>
52. Bilik dan Amfiteater Bil <input type="text"/>	53. Bilik dan Amfiteater Bil <input type="text"/>
54. Bilik dan Amfiteater Bil <input type="text"/>	55. Bilik dan Amfiteater Bil <input type="text"/>
56. Bilik dan Amfiteater Bil <input type="text"/>	57. Bilik dan Amfiteater Bil <input type="text"/>
58. Bilik dan Amfiteater Bil <input type="text"/>	59. Bilik dan Amfiteater Bil <input type="text"/>
60. Bilik dan Amfiteater Bil <input type="text"/>	61. Bilik dan Amfiteater Bil <input type="text"/>
62. Bilik dan Amfiteater Bil <input type="text"/>	63. Bilik dan Amfiteater Bil <input type="text"/>
64. Bilik dan Amfiteater Bil <input type="text"/>	65. Bilik dan Amfiteater Bil <input type="text"/>
66. Bilik dan Amfiteater Bil <input type="text"/>	67. Bilik dan Amfiteater Bil <input type="text"/>
68. Bilik dan Amfiteater Bil <input type="text"/>	69. Bilik dan Amfiteater Bil <input type="text"/>
70. Bilik dan Amfiteater Bil <input type="text"/>	71. Bilik dan Amfiteater Bil <input type="text"/>
72. Bilik dan Amfiteater Bil <input type="text"/>	73. Bilik dan Amfiteater Bil <input type="text"/>
74. Bilik dan Amfiteater Bil <input type="text"/>	75. Bilik dan Amfiteater Bil <input type="text"/>
76. Bilik dan Amfiteater Bil <input type="text"/>	77. Bilik dan Amfiteater Bil <input type="text"/>
78. Bilik dan Amfiteater Bil <input type="text"/>	79. Bilik dan Amfiteater Bil <input type="text"/>
80. Bilik dan Amfiteater Bil <input type="text"/>	81. Bilik dan Amfiteater Bil <input type="text"/>
82. Bilik dan Amfiteater Bil <input type="text"/>	83. Bilik dan Amfiteater Bil <input type="text"/>
84. Bilik dan Amfiteater Bil <input type="text"/>	85. Bilik dan Amfiteater Bil <input type="text"/>
86. Bilik dan Amfiteater Bil <input type="text"/>	87. Bilik dan Amfiteater Bil <input type="text"/>
88. Bilik dan Amfiteater Bil <input type="text"/>	89. Bilik dan Amfiteater Bil <input type="text"/>
90. Bilik dan Amfiteater Bil <input type="text"/>	91. Bilik dan Amfiteater Bil <input type="text"/>
92. Bilik dan Amfiteater Bil <input type="text"/>	93. Bilik dan Amfiteater Bil <input type="text"/>
94. Bilik dan Amfiteater Bil <input type="text"/>	95. Bilik dan Amfiteater Bil <input type="text"/>
96. Bilik dan Amfiteater Bil <input type="text"/>	97. Bilik dan Amfiteater Bil <input type="text"/>
98. Bilik dan Amfiteater Bil <input type="text"/>	99. Bilik dan Amfiteater Bil <input type="text"/>
100. Bilik dan Amfiteater Bil <input type="text"/>	101. Bilik dan Amfiteater Bil <input type="text"/>

Tarikh: \_\_\_\_\_

TAMBATANGAN SETIA JABATAN  
 Cap Rasmi Jabatan



Appendix C: Borang Faksimili



**BORANG PENGHANTARAN  
DOKUMEN TIDAK TERPERINGKAT  
MELALUI MESIN FAKSIMILI**

**MAKLUMAT DOKUMEN**

Nombor Rujukan :  
Perkara/Tajuk Dokumen : **PGT 2016 DAN 1 KGT BAGI JONG OI SEN**  
Bil. Muka Surat  
( termasuk muka surat ini ) : **10**  
Tarikh Dokumen Dihantar : **30.08.2016**


**MAKLUMAT PENERIMA**

Nama Pegawai : **ENCIK LOCKER AK JELO**  
Nama Organisasi : **UNIT GAJI**  
Alamat : **PPD SAMARAHAN**  
No. Faks : **082-628359**

**MAKLUMAT PENGIRIM**

Nama Pegawai : **Nurhidayah Voon Binti Abdullah**  
Nama Organisasi : **PEJABAT PENDIDIKAN DAERAH BAU**  
No. Faks : **082-762402**  
Pesanan :

Appendix D: Borang Kawalan Kelompok



KERAJAAN MALAYSIA  
Tahun Kewangan 2016

**BORANG KAWALAN KELOMPOK**

[Kew. 302-Pin. 1/92]

Jenis	UNTUK CAP AKAU KENA BAYAR SAHAJA					UNTUK KEUANGAN PEJABAT			
100						PERAKAUNAN SAHAJA			
Nama Jabatan		PERIHAL PENGHANTAR Kementerian Pelajaran					Tarikh Dokumen Diterima		
Nama Puan/ Tanggungjawab		Pejabat Pelajaran Daerah Bau ( 0089 )							
Alamat Pcs		Pejabat Pelajaran Daerah Bau, 94000 Bau.					Cap Jabatan		
Nombor Telefon		082-763124							
Tandatangan Pegawai									
Nama		NURHIDAYAH VOON BINTI ABDULLAH							
Jawatan		PEMBANTU TADBIR N17							
Tarikh		30.11.2016							

PERIHAL KELOMPOK DAN KAWALAN PERAKAUNAN								
Kod Jab	Kod PTJ	Kelompok		Dokumen		Jumlah Asal Kelompok		- Kelompok Akhir Bagi Bilan
		No	Tarikh	Jenis	Bil	RM	Sen	
211	602901	41	30.11.2016	20	1	0	0	Ya <input type="checkbox"/> Tidak <input checked="" type="checkbox"/>
				Jumlah Baru Kelompok		Tandatangan		

Kod Pejabat Perakaunan		Kod Bank		Pengesahan Senara Ed1			
Bilal/Tahun Perakunan		Pindah Catal		No. Ed1	No. Larian	Tarikh	Tandatangan
Tindakan		Tarikh		Tandatangan		1	
Diterima						2	
Disemak						3	
Dilantik						4	
Dibekalkan Komputer						5	
Penamatan Prosesan Kelompok						6	

No. Kebenaran : YSPK (8.15) 248-10(SK.6)JD.13(3) JAN 10(Pin. 1/92)



Appendix E: File Room



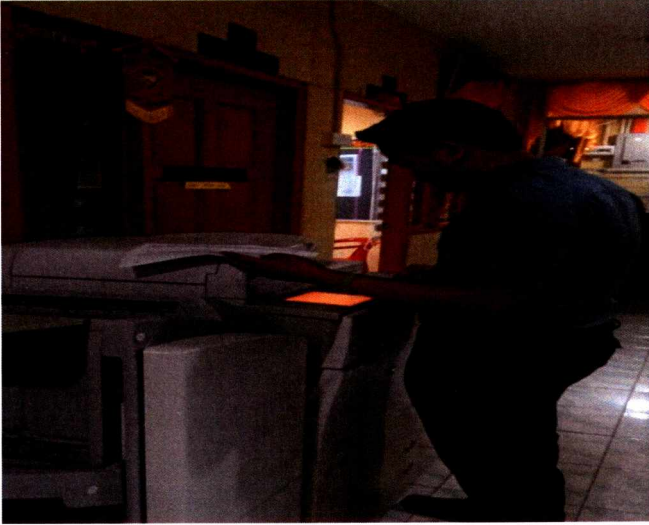
Appendix F: Mail Room



Appendix G: Making and Answering Phone Call



Appendix H: Handle Photocopy Machine



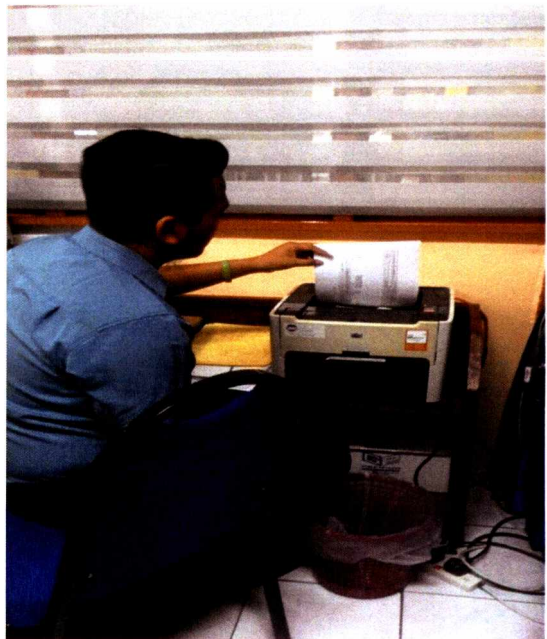
Appendix I: School Pigeon Box



Appendix J: At Counter Service



Appendix K: Printing Document

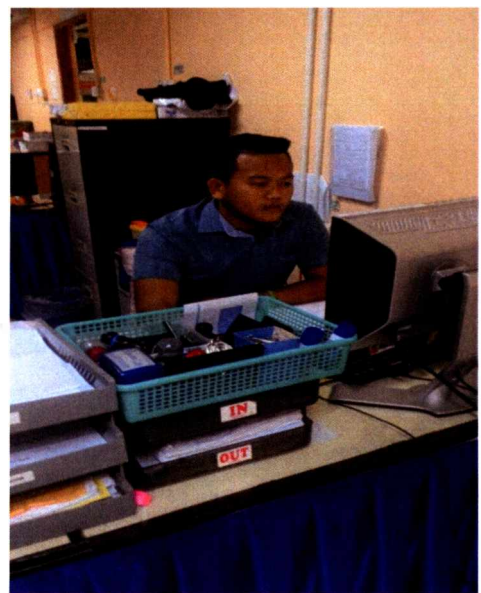




Appendix L: Task has been given to be done



Appendix M: Layout Workplace



Appendix N: Gotong-Royong Perdana Daerah Bau





Appendix O: Picture with Staff PPD BAU





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