



**FACULTY OF ADMINISTRATIVE SCIENCE
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**PRACTICAL TRAINING REPORT
ADS666**

INSTITUT PENDIDIKAN GURU KAMPUS RAJANG (IPGKR)

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DECLARATION

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

A handwritten signature in blue ink, consisting of stylized, overlapping loops and curves, positioned above a horizontal line.

Sharelyne Bundai ak Jim

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I would like to acknowledge and extend my sincere gratitude to the following persons who have made the completion of this practical training report possible.

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CHAPTER 1.....

INTRODUCTION

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

This chapter explains about the background of the organization, vision, mission objectives, services it offers, client charter and organization structure.

1.1 Background of the Organization

Institut Pendidikan Guru Kampus Rajang or Institute of Teacher Education Rajang Campus or IPG Kampus Rajang (formerly known as Institut Pendidikan Guru Malaysia Kampus Rajang, Institut Perguruan Rajang, Maktab Perguruan Rajang and Rejang Teachers College) is a teacher's education institute in Malaysia under the Ministry of Education. The campus is situated in Bintangor, Meradong District, Sarikei Division, Sarawak.

The campus was opened on 31 October 1967 by the Governor of Sarawak, Tun Abang Haji Openg Bin Abang Safiee. The campus was built as a joint project under the Colombo Plan between the government of Malaysia and New Zealand. The first Principal (now known as Director) of the campus was Mr. K.J. Hayr from New Zealand from 1966-1967. It was built in 1966 under the Columbo Plan with an area of 32.3 hectares. The campus is located 12 km from Bintangor town, 26 km from Sarikei town and 45 km from Sibul town.



Figure 1.1: Tun Abg Haji Openg



Figure 1.2: Old view of IPGKR

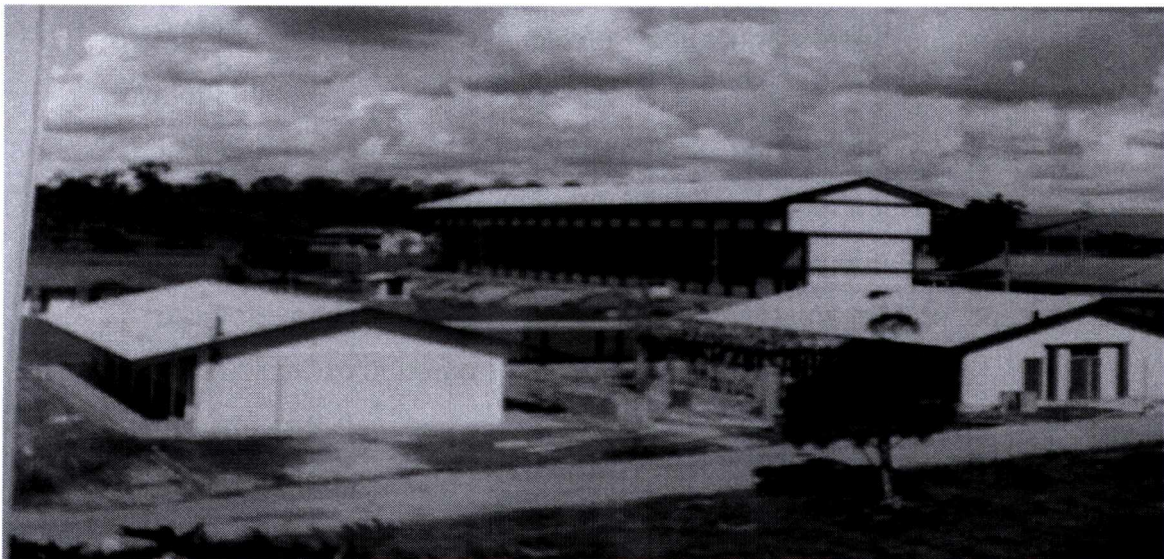


Figure 1.3: Old view of IPGKR

Sources: www.ipgkr.edu.my

(Portal Rasmi Institut Pendidikan Guru Kampus Rajang, 2012) (PISMP Pengajian Sosial, 2010) (Filing System: Best Practice Guide, 2003) (Various Filing Classification systems , 1999) (File system, 2012)

1.1.1 Vision

The vision of IPGKR is IPG Lead Teacher Excellence.

1.1.2 Mission

While the mission for this institution is IPG to produce teachers who are competent and spirited teacher educators through a dynamic development program towards a world-class education.

1.2 Objectives

For the objectives, there are shown as below:

- i. To promote, stimulate, facilitate and undertake economic & social development
- ii. To promote and coordinate further industrial and tertiary development
- iii. To promote, develop and manage residential and industrial estate
- iv. To promote, assist and develop trade, commerce and industry
- v. To promote and increase productivity of industry and to encourage more efficient utilization of natural resources
- vi. To provide facilities and amenities for the advancement and well being of people living and working within the designated area
- vii. To make such recommendations to the Chief Minister of Sarawak as the BDA sees fit in relation to any measures which it considers would achieve an increase in trade and development; and
- viii. To undertake such other functions as the Chief Minister may from time to time direct.

1.3 Client Charter

Our Institut Pendidikan Guru Kampus Rajang citizens with full determination and commitment pledge and promise to devote our efforts to:

1. Satisfaction of students achieving at least a mean score of 3.5 on the registration process carried out
2. Satisfaction of students achieving at least a mean score of 3.5 on a new student management program activities carried out
3. Ensure that teaching and learning take effect the first day of each semester in accordance with the plans that have been prepared
4. Satisfaction of students achieving at least a mean score of 3.5 on the teaching and learning activities
5. Satisfaction of students achieving at least a mean score of 3.5 on GERKO activities
6. Satisfaction of students achieving at least a mean score of 3.5 on the practicum
7. Satisfaction of students achieving at least a mean score of 3.5 for guidance in personal tutorials
8. Ensure that at least 99.5% of students who took the exam passed
9. Inform the college course final examination results of seven working days after the meeting of the Examination Board of Teacher Education
10. Malaysia awarded Diploma / Diploma of Education to graduate within one year after the final examination results were announced
11. Submit a list of students in their final semester to the Department and the relevant part placement for three months before they complete the course
12. Ensure that all customer complaints taken within seven working days after the complaint is received
13. Student allowances month paid within 10 working days of the first month with the conditions of the grant allocation received except January
14. Provide skilled teachers: beginning to teach their areas of specialization

able to manage the responsibility of co-curricular activities; comply with the Ethics Teaching Professionalism.

1.4 Logo



Figure 1.4: IPG's Logo

Sources: <http://pismppengajiansosial.blogspot.com>

Institut Pendidikan Guru Kampus Rajang's logo is standardized with the main campus and all the campuses are using the same logo.

From picture 1, the IPG is stand for Institut Pendidikan Guru. The book symbolizes the IPG as an institution that supports scholarly tradition. The hand symbolized that the IPG is responsible for developing a competent and spirited future teachers. While the three white stripes symbolizes the teachers who developed a standards-based teachers of Malaysia. As for the world globe with Malaysia's maps symbolizes the teachers produced a world class teacher qualities. The letter G symbolizes the process of teachers education. For the blue color in the logo, it is the official color that symbolizes the educator of IPG integrated and live peacefully in accordance with the concept of 1Malaysia.

5. Resource Centre
6. Management Services
7. Psychology and Counseling

Sources: www.ipgkr.edu.my

1.6 IPG Organization Chart

The organization chart below is the IPG Rajang Campus organization's chart.

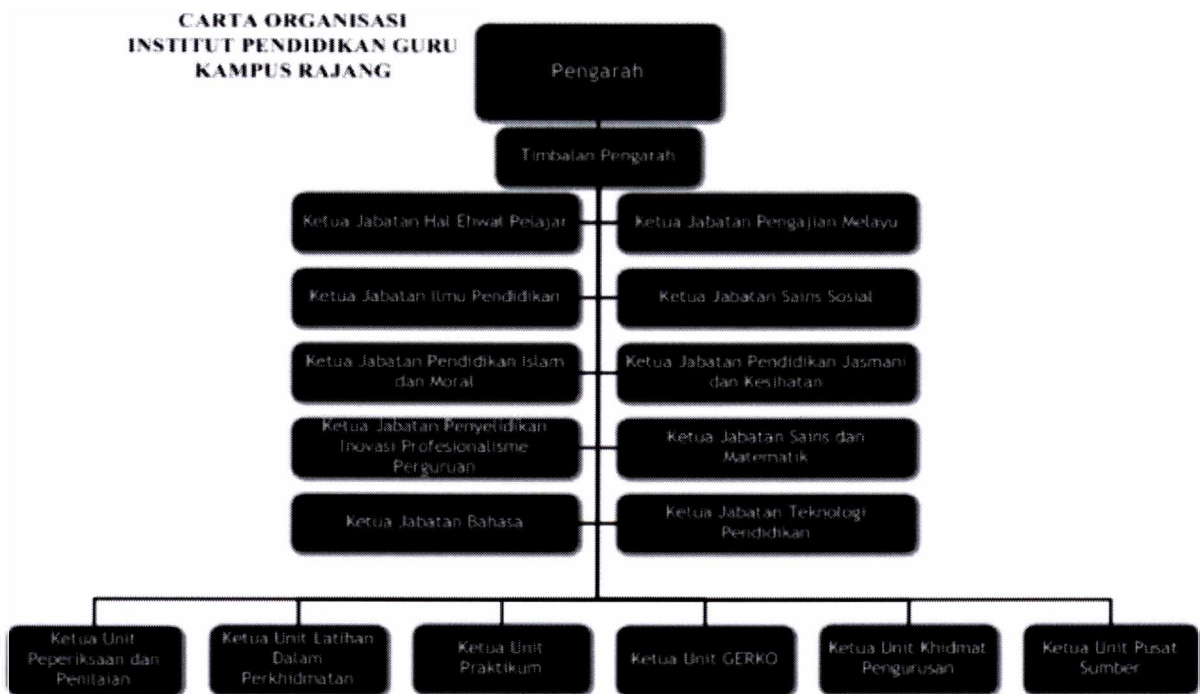


Figure1.2: IPG's Organization Chart

Sources: www.ipgkr.edu.my

CHAPTER 2.....

SCHEDULE OF PRACTICAL TRAINING

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter provides report and summarizes the daily training extracted from the log book. It described description of jobs and books throughout the training.

2.1 SCHEDULE OF PRACTICAL TRAINING

Week 1 (16 July – 20 July 2012)
(Introduction and Filing System)

The first day of my practical training that is on the 16 July, I reported myself at Institut Pendidikan Guru Campus Rajang. I was instructed to join the Department of Administration and was introduced to my host supervisor, Mr. Fariq Ariffin. He is also the Head of Department of Administration .My host supervisor introduced me to the staffs of the department and explain to me about the organization. I also have myself introduction to the Director of the institution that is Mr. Raymond Gaie Panting.

After introduction of myself to the department, Mr Fafiq Ariffin gives me a simple explanation about the organization and also the department that I will be assigned to. Besides that, my host supervisor also gives me the guidelines on what I will do week by week.

For my first week of practical, I will be introduced about the organization and about the filing system that used by the institution to record the documents. For my first practical training day, I was assigned to help the staffs on the Filing Section. On the filing section, I was in charged by Miss Hashimah the Staff that responsible for the filing management.

For the filing management, I learned about recording the documents that in and out for the institutions. The documents that send by the others organization were recorded with the red ink while document that come within the organization were

recorded with the blue ink. All the documents were recorded according to the order and date. Besides that, the documents also filed to different kind of files that considered being confidential and only the in charged person can handle the filing system. I was instructed to help Miss Hashimah to record the documents in and out of the organization and arrange the file according to the code numbers in the files cabinets. After that, I was asked by one of the staff of Students Affairs Department to help her on making a formal letter. From this task, I was learned how to make a formal letter for an organization.

As for my second day, I continue my work with the filing management. I assisted Miss Hashimah to finish her work with documentation and put back the files into the cabinets. I also help the other staff to key in the new students' data into the Microsoft word. From this task, I learned how to record the students' data into the system.

On the third day, I was assigned to filing the documents for the lecturers' personal files. All the lecturers in the institution have their own personal files to record their formal letters, certificate and also the pay slips. Besides that, I also learned how to close the files that have been full and need to close so that a new file can be open. The file that had been closed must be recorded into the open and close file. After finish with the filing documentation, I continue with key in the students data for the PPG students.

As for the fourth day and fifth day, I continue my work with filing system. For example, filing the formal letters, fliers and others documents into the respective files and also rearrange and reorganized the files in the cabinets that were asked by Miss Hashimah. Besides that, I was asked by my supervisor to help on the counter service because the staffs those in charge for the counter service were not available. In the counter service section I was introduced to a new field work that was dealing with the indoor clients and also the outdoor clients. From this task, I learned how to answer calls from staffs, clients, students and also lecturers, how to make calls and connect the lines to the required person.

Week 2 (23 July – 27 July 2012)

(Payroll System)

On this second week, I was introduced to a new field of work that was about the salaries system for IPG Rajang staffs include academic staffs and also non academic staffs.

For this task, I was assisted by the staffs of financial department that was Mdm Winnie. For the salaries system of the staffs, the system that was used by this institution is according to the Department of Accountancy of Malaysia that using the computerized system to manage the salaries of the public servants in Malaysia.

This system is used by this institution because it is more systematic and well planned and also always work according to the instructions and regulations. This system also manage to arrange the salaries of the public servants and always ensure the salaries is paid according to the schedules and on time. The centre of emolument will prepare an input forms if there was a change in the public servants personal information.

Besides that, I also learned about the change in the payroll of a public servant. To make a change of the payroll, it will required a form called “Borang Perubahan Gaji” or SG20.in this form, it contain four parts that are personal information, incomes information, and also the confirmation information. If a public servants that have changes in their personal information, they must get this type of form to inform the department and it will made the department easier to prepare the salaries for them.

I learned about the payroll system for this institution in one day with the help of Mdm. Winnie and others staff that in charge of the payroll and also the elauns for the students.

Before that, on Monday I still continue my work that was key in the data of PPG students. I organize the names in order and according to the class for the respective lecturers.

On the next day, I'm helping the staff to close the old files and open a new file. I also help them to arrange the old files that were going to be disposed in the file's room. From this task, I learned about the process of disposed the old files that are going to be send to the “Arkib Negara” and kept in their storage.

While on Wednesday, I handle the counter service again. I was assigned by my supervisor to give a hand on the counter service because the staffs that in charge were in leave. For this task, I help the other staffs in the department to make calls and connect the lines to the respective person whether they are the lecturers or the other departments. Apart from that in the file's room, I'm helping the staffs to record files that need to dispose in the required forms.

On Thursday, I was invited by my supervisor to attend a course that was organized by the department that I assigned to that was "Kursus Sehari Bersama Buku Rekod Perkhidmatan". The course was organized especially to the non-academic staff to enhance their knowledge on their service record book. Through this course, I learned about what is mean of service record book and the importance of it to the staffs. I also learned about the process of recording the details of their services in the government departments into their service record book or known as "Buku Rekod Perkhidmatan".

On Friday, I attend a short meeting that hold by the head of the department that also my supervisor for my practical training. In this short meeting, the staffs were advised on the presence of staffs in the office during the working hours especially for the customer service officers that deal with the hotlines. Apart that, he also gives his advises on the staff's responsibilities and their attitudes.

After that, I also continue my work with the filing system as usual. On this second week also, my visiting lecturer Ms. Noni Harianti also made a visit at my practical training place and check my log book.

Week 3 (30 July – 3 August 2012)

(Leaves)

On the third week, I was asked by my supervisor to learn about the process in making leaves for the staffs in the IPG from Mdm. Juliana. She was the in charge person that handle the leaves and holidays of the staffs in IPG. From this task that was assigned to me, I learned about the types of leaves that available for the staffs to be taken such as maternity leaves, overtime leaves, sick leaves and also emergency leaves. I also learned about the process in applying the leaves.

On Tuesday, I continue my tasks in learning about the government servants leaves. Today I learned about the process in approving the leaves, the applying letters and also approving letters. After that, I continue my day with filing the documents into the respective files.

The next day, I am still dealing with the filing system. I was asked by Ms. Hashimah to help her with opening the new files and record the documents into the files. I also was asked by Mr. Robert, one of the staff in the department to help in key in the data into the Microsoft Excel.

On the next day, I was invited by the staffs to attend a monthly assembly for the institution. In this monthly assembly, I was informed by the staff that it is a compulsory ceremony that must be held monthly. The highlights for this event was the open ceremony for the campaign of Independent Month or “Pelancaran Bulan Kemerdekaan” by the director of campus. It was an interesting event for me because it reminds me with the old schools days. After the ceremony, I continue my work with filing system.

Week 4 (6 August – 10 August 2012)

(In – Servicing Training)

Entering the fourth week, I still continue my work with the filing because there are always many documents have to be recorded. I'm enjoying my work with filing even though I do the same work for past few weeks. My work with filing system continue on Wednesday and Friday also that need me to open some new files as well as disposed the old files.

On the next day, I was asked by my supervisor to learn about the In-Service Training” for the lecturers of IPG with the help of Mdm. Hajjiah the person that in charge the In-Service Training. From this task, I was introduced to what is called In-Service Training for the lectures.

It was an interesting knowledge for me because I have learned about the process in applying the in-service training, qualifications and as well as course that being offered either by the government agencies or private agencies.

On Thursday, I continue my lesson with Mdm Hajjiah. Today, I have learned about the person that involve in organizing the training, the length of the course and the people that involve whether it was non-academic staffs or academic staffs.

After that, on Friday, I also help in doing the statistics of “jawatankuasa” for IPG Campus Rajang in the year of 2012 with the help of Microsoft Excel. For this task, Mr. Robert had guided me a lot because I'm still not familiar on using Microsoft Excel.

Week 5 (13 August – 16 August 2012)

(Reflexion)

Entering my last week of practical training, I continue my work from the last week. On Monday, I was given a task to restructuring and rearrange the numbers and arrangements of the files in the files cabinets. For this kind of task, I have to rearrange the all the files and files numbers in the cabinet because some of the numbers were be going to use because some of the files have been disposed.

The next day, I continue my work from yesterday besides record the documents that in and out. As for the last week it was a more relaxing days for me because I do not have much work to do. I spend my next days in handling the files because I'm already skilled with the tasks.

As for the last day, I was asked by Executive Officer, Mr. Dublin to help in key in the list of tender participation for the securities guard service for the campus because he was still not clear in using the Microsoft Excel besides he has many others important work to do.

From the first week to fifth week of my practical training in the campus and the department, I have learned a lot of interesting knowledge and experiences that will useful for my future career. During my period of practical training, the most tasks that I do are the filing system. Every week I learn a new thing about filing system that are used in the administration office to record all the documents that are used for doing business and interactions with other organizations. I was very thankful to my host supervisor, the staffs and also the lectures of the campus due to their willingness to help and guide me in finishing my tasks.

CHAPTER 3.....

ANALYSIS

ANALYSIS: FILING SYSTEM

3.0 Introduction

This chapter explains the analysis of the training specifically focuses on one area of task as covered in the practical training. This chapter also reflects the definition of concept and theoretical aspects, demonstration of practical aspects at the work place and how I transformed knowledge gained at workplace to reinforce understanding on the concepts learned in class. It also includes my personal experience during my practical training.

3.1 Task Analysis

During my practical period, I had been doing various types of tasks every week for example, counter service, filing system and others tasks. For this chapter, I want to highlight on the filing management that had been practiced by IPGKR to make their documentation more effective and efficient. I want to highlight the filing system because this type of task is the most tasks that I had been done throughout the week.

From my observation, filing management is the busiest place in the administration department. It is because; every day documents come in and out through the office and it's required the filing department to record all the documents so that it can be easy for a particular person to refer later when they need the documents. For example, when the auditor comes to make observation and audit, they need to refer to the filing documents so that they can know how effective and efficient the management of the organization.

Filing system also one of the elements in the subject that I had learnt that is in Organizational Behavior. From this practical training, I can apply the knowledge that I have learnt in the classroom into my task that is to file the documents into the related

files. All the documents and files that under the filing unit is very confidential for the staffs to enter. When particular staff want to borrow or take out the files, he or she must get permission from the in charge person before borrow the files. Before borrow it, the staff must fill the borrowing card first. As the practical student in the filing unit, I learn about the importance of responsibilities and accountabilities in handling all the files and documents.

3.2 Definition of Filing

Before we proceed with the filing system, we must know what is the meaning or definition of a filing system. A file is an organized unit of documents, accumulated during active use, that is, the period when records are used frequently, and kept together because they deal with the same subject or activity. According to Neuner and Keeling (1988), "Filing is the systematic arrangement and keeping of business correspondence and records so that they may be found and delivered when needed for future reference." While in the words of George R. Terry (1966), "Filing is the placing of documents and papers in acceptable containers according to some predetermined arrangement so that any of these when required, may be located quickly and conveniently." For Jain and Singh (2007), filing means arranging papers in a systematic manner so that they can be quickly and conveniently located.

3.3 Classification of Filing

Based on Janet (2012), there is several classification of the filing system.

3.3.1 Alphabetical Topical Filing Systems

Alphabetical topical systems classify information according to topic, and then file the topic labels in alphabetical order. Related topics are not kept together in this system. Usually this type of system is best when small amounts of information are involved. This type of filing and classification system is sometimes known as a "dictionary" system. When personal names

are being filed, last names are used as the primary sorter, with first names used only in the case of identical last names.

3.3.2 Alphabetical Encyclopedia Filing Systems

In an "encyclopedia" filing and classification system, information is first broken down by general category, with sub-categories being placed in alphabetical order. This type of filing system is particularly useful for handling large amounts of information because users of the system don't have to keep a particular file's name in mind to find it. Instead, they can start by looking for the general category and search within it to find the specific file they need.

3.3.3 Alphabetical Geographic Filing Systems

A subset of the encyclopedia filing and classification system is the alphabetical geographic filing system. In a geographic system, the major categories are broken down by locations. You can use any size or type of location, from countries to cities to field offices. Users of this type of system start by choosing the geographic area relevant to their search, then search alphabetically within that topic to find the specific information they seek.

3.3.4 Straight Numeric Filing Systems

Straight numeric filing and classification systems are very simple to use, since they generally start at the number one and label each file with the subsequent number. However, the use of this type of system is limited, as it often requires an index to help users find the files they seek, and high-activity files can become congested around the same numeric area.

3.3.5 Duplex Numeric Filing Systems

In duplex numeric filing systems, files are given numeric labels with several sets of numbers involved. This type of filing system can handle large amounts of data. The different sets of numbers can correspond to major categories and sub-categories, paralleling the encyclopedia system of filing and classification. One drawback to such a system is that an index is required to understand what each grouping of numbers refers to. A very familiar type of

duplex numeric system is the Dewey Decimal system, which most libraries use to catalogue their collections.

3.3.6 Chronological Filing Systems

Another subcategory of numeric filing systems are chronological systems, in which files are arranged by date. Typically files are first grouped by year, then by month, then by day. Correspondence files, such as email lists, are typically organized in this fashion, with the most recent pieces of data listed first.

3.3.7 Alphanumeric Filing Systems

In alphanumeric filing systems, information is classified by category in an encyclopedic system, but using both letters and numbers to denote categories. The use of both letters and numbers allows for a much greater field of categories than does the use of numbers alone. Thus the Library of Congress filing and classification system, which is alphanumeric, allows for a greater array of categories than does the Dewey Decimal system, which is limited to ten major categories.

3.4 Criteria of Good filing System

According to the Coombs and Redfern (2006), most of the department store their manual records in their office. However, there should be a systematic way on how to make their records use and stored with a high level of safety. There are several steps to be taken as below.

3.4.1 Responsibilities

The responsibilities of ensuring the security of the files lies not only on high level of management and staff of the filing system unit but also all level of members of the organization to build the sense of belonging toward the organization. The leaders of the organization should create a policy that encourages the use of a central filing system rather than each member of staff

having their own set of files. They should also ensure that all staff understands their responsibilities for record keeping and filing. This should be covered in the requirements of their job description. The explanation of the local filing system could be included in their local induction procedures. However, although all staff must be responsible for their own filing into the filing system, it is useful to ensure that there is overall management of the filing area to avoid chaos that is the staff of the filing system unit itself.

3.4.2 Storage of records

There is a limitation on the staff that needs to access the records storage. Even if the staffs are responsible for the security of the files, they still prohibited to go in and out of the storage room leisurely. This is to avoid any confidential information spread out outside the organization or even worst spread on the competitor's hand. Here are some steps that should be done by the filing system unit to ensure the safe keeping of the files.

The storage area should be clean, tidy, and away from water threats for example sinks, toilets, pipes, radiators and fire hazards such as electronic & kitchen equipment. Remember to not leave records on the floor. This is a health and safety hazard to leaves the records in greater danger for example if there is a flood the record could be sweep away by the water.

Old abandoned files also could encourages pests to live inside it and possible eat it pieces by pieces. Ensure that the storage area complies with manual handling and health and safety requirements. If the boxes are used, or shelves above head height are used, a manual handling risk assessment should be undertaken, as there are limits on the amount of weight staff should be expected to lift.

Be aware also that large boxes can become extremely heavy when filled with paper. Keep references or library material such as publications, magazines, manuals, "reading for information" are separated from important records like financial report and so on. The space taken up by files can be

reduced in various ways for example removing papers from lever arch files and using treasury tags or plastic binders “archive clips” to secure the papers. If the boxes are used, use the same size of box to make the best use of space.

3.4.3 Timing and Naming of Files

The proper filing system should have a documented, consistent titling system which all staff could understand. The naming or titling system should be clear enough to enable a new member of staff to easily locate the relevant file after a short explanation. File the records in a sensible order for example alphabetical or chronological. It is often useful to have a combination of the two systems such as complaint A-Z for 2010, complaint A-Z for 2011 and so on.

If only alphabetical filing is used, the file system can become too large and it is often difficult to identify and extract the older records when the time has come to destroy them. If reference codes are used, ensure that the codes are logical and that there is a document which enables you link the reference code to a full explanatory file title. In addition, avoid abbreviations in files titles. Mark file titles clearly on the files cover and never forget to include covering dates of the record.

3.4.4 Loaning / Tracking of file location

When files are removed from the filing system by a member of staff, ensure that this is recorded so that the location of records can be tracked. For example, leave pre-printed forms in the filing area which staff can complete when they remove a file, stating the name of the file, who removed the file and the date. This form should then be put in place of the file itself on the shelf. When the files are returned, the form of paper can be removed from the shelf. If an audit trail of access is required, file the pieces of paper together. If a more formal method of tracking/loaning is required, the Modern Record Management team can offer advice.

3.4.5 Retention / Disposal of Records

Files should be closed when the activity to which they relate has been completed. It is a good idea to open new files for each year. If a file becomes too large, close the file as volume 1 and volume 2. The Trust Policy on the Retention and Disposal of Records lists how long Trust records should be retained and what to do at the end of this period. When a file is closed it should be clearly marked as closed, with the covering dates of the file clearly shown. Mark the action date on the records in accordance with Trust Policy such as Destroy Jan 2007. This can be done on individual files or the closed files can be separated out from the current/ active files by putting those due for disposal at the same time in the same box.

In order to keep control of the storage area, it is important to regularly and routinely review and extract those records which can be destroyed or this can be sent to the archive for long-term storage. This can be done annually or if the storage space is very limited, whereby monthly may be possible for some records. If the destruction of records takes place this must be in accordance with the Trust records retention Policy and the destruction should be recorded for example, summary lists of what has been destroyed and when. Finally, the records should be destroyed as a confidential waste.

According to University Records Management, there are also some good filing criteria such as:

(a) Conducting the Inventory

Before beginning, it is very useful to create a map of each room to be inventoried. The map should identify individual filing cabinets, shelves, desks, computers, and other areas where information may be stored. For future reference, the files listed on the inventory should correspond to file locations identified on the map.

An inventory should list the title and dates of each file created within the office. Within each room, inventory the files in a systematic manner. Start at one end of the room and work around the perimeter of the room. Once the perimeter is

complete, inventory the files stored in the center of the room. Do not forget to inventory files on top of and under file cabinets, desks, shelves and other furniture. Finally, inventory each PC.

(b) Retention Schedules

A major consideration in the development of a filing system is the retention of the records. Record retention periods provide valuable clues for sorting files into the appropriate record series. Many times records with the same retention will belong to the same record series. Record retention periods are found on a Records Retention Schedule. Retention schedules clearly state how long a record must legally be kept and whether the record is archival. Retention schedules also provide guidelines for moving files to inactive storage and for purging obsolete records.

(c) Arrangement

Within each individual record series, files are arranged in an order best suited for rapid retrieval and disposition. A feature or characteristic of the record series is chosen as the basis for the arrangement. This feature is most easily identified by determining how various types of records are requested. Features may include subject, a name associated with the record, a number which identifies the record, a title. It is best to use an existing feature rather than creating something arbitrary.

3.5 Relationship between the Theories Learned with Practical Training Experience

The filing system that used by *IPGKR* is alphanumeric filing system that using both alphabets and also numbers to store all the documents. For example, the personal files are consisting of the name of the respective file and also the number of the file. It is much easier for the staff if they want to find the file because it has both alphabet and also number to identify the file. Each of the file cabinets has the numbers of file and also the names.

The staffs can refer to a table in front of the cabinet before get the file out. The files are arranged in vertical order according to the numbers and labels and placed in

segmentation. For example, the Personal files are in one cabinet and other management files are placed in another one cabinet. For my practical training experience, I can apply the theory that I learned in class to the filing management in the office. It helps me a lot to more understand the filing system that used by the government institution and allow me to feel the responsibilities in handling the files in the organization especially involving the confidential files.

Besides that, I also learned the process of dissolving the old files and send them to "Arkib Negara". From my experience, I feel that it is the most difficult and complicated task because it required me to do a lot of process such as arranging the old files into cabinet, arrange the files according to the types and categories and record it into a data. It was the first time I do such kind of job and it requires me to spend my most time in the files room to finish my task.

For conclusion, despite from my hardness, I had learned something new about filing system that I had not learned in class. I learned that although there were old files, but they still must be kept safely because it is the confidential files and important to the organization. It is not just a document but it also contains the memories of the organization.

CHAPTER 4.....

RECOMMENDATIONS

RECOMMENDATIONS

4.0 Introduction

This chapter highlights the strengths and weaknesses of the job or tasks assigned during the practical training.

4.1 Strengths of filing system in IPGKR

4.1.1 Systematic file storing

One of the strength of filing system that use by the management is their systematic file storing. All of the files are placed and arranged accordingly to the numbers that have been placed. When a personnel want to refer to the file, they only just refer to a list of files name and code, after that they just take out the file easily without consume much time just to borrow the files. The old files that not being use also placed in the filing storeroom so that it would not mix with the new files.

4.1.2 Flexible working hour

In IPGKR, they use the flexible working hour to enable the employees or staffs to choose the time that they want to start their work. The staffs may choose to start at seven thirty in the morning or eight in the morning. With the flexible working hour, the staffs can choose when they want to come to the office to do their work.

During my practical training, I also have the opportunity to choose whether to come at 7.30 a.m. or 8.00 a.m. With the flexible working hour, I also can do my work without any pressure because I have much time to finish my work and don't need to rush because when I'm dealing with the files, I have to do double work compared to the other department staffs.

4.1.3 Cooperation from the Staffs

During my practical training, most of the staffs are willing to help and give me enough about filing system. They always ask me whether I have any problem regarding my task and willing to help me if I have any problem especially the staffs from the filing department. Although they are busy with their job, but they still have time to help me when I have difficulties in doing my task. They also allowed me to participate in the events and meetings that they organized in order to expose to me about the environment in the IPGKR. Through this, I manage to adapt easily to my new environment and get a new knowledge about the real work life.

4.2 WEAKNESSES OF THE FILING SYSTEM

4.2.1 Too many files that have not been recorded

Despite the systematic filing system, sometimes there are problems appeared that cannot be avoided. One of the problems is too many files that have not been recorded. When my first time to enter the filing department, I have assigned to record all the documents into the respective files. It is a difficult to me because I have to record many old documents for example letters from the last 2 months, notice and also the old sick leaves. I spent a whole one week to finish in recording the file and arrange back the files to the cabinet.

4.2.2 Too many old file

Another weakness of the filing system in the organisation is too many old file that had not been dispose yet. During my practical period besides record file, I also asked to record and arrange the old files in the files storage room. From my observation, there are more than 1000 thousand old files that had not been record and arrange properly. It is because the staffs are too busy with their others tasks and have not enough time to handle the old files in the filing room.

4.2.3 Less of confidentiality and security

Another weakness that I noticed in term of filing in IPGKR is it was lack of confidentiality and security. I observed that the files storages were easily reached by anyone in the office, even practical trainee like me. The staffs were free to enter the filing section and open the file drawers to get the files without get someone's permission. Moreover, it was not locked. Some documents were confidential but it seemed that the superior trusted everyone in the office to take the files. I think this was their weakness in filing management as they supposed to consider the aspect of confidentiality and restricting the security in managing their filing matters. Because of that careless, some files going missing.

4.3 RECOMMENDATIONS

Due to some weaknesses of the filing management in the organization, I have come to some recommendation to improve the filing system.

4.3.1 Inventory Record

The inventory is a list of all records used in a company. The inventory is used to answer the questions such as how many records are there, what types of records, how old are they, where are they located, who are responsible for keeping them, how long they have to be kept and so forth. With the inventory, essential information about each department's filing and record-keeping practices can be gathered at the same time. Besides, it will keep track the files so that no files will be missing again in the future.

4.3.2 Retention Record

Record retention periods provide valuable clues for sorting files into the appropriate record series. Many times records with the same retention will belong to the same record series. Record retention periods are found on a

Records Retention Schedule. Retention schedules clearly state how long a record must legally be kept and whether the record is archival. Retention schedules also provide guidelines for moving files to inactive storage and for purging obsolete records.

4.3.3 Employees Responsibilities

Besides that, the organization must always remind the employees' responsibilities in handling their job. The upper management should do patrol in the office and always update with the employees' absenteeism to overcome the staffs' absenteeism problem especially the tasks that need the staffs to always present in the office like filing section and customer service section. The employees also have their responsibilities in arrange and disposing the old files because it have to be send to the "Arkib Negara".

CHAPTER 5.....

CONCLUSION

CONCLUSION

5.0 INTRODUCTION

This chapter will conclude everything from chapter 1 until chapter 4 and summarize everything about the practical training.

5.1 CONCLUSION

As for my conclusion, I want to summarize everything about my practical training. From my practical training in IPGKR, I have learnt a lot of new thing and knowledge especially on the real work life. In the real work life, it is more difficult and diverse compared to the university life. It is because I have to deal with different types of people, attitudes, ages and the environment in the office.

It is not easy to adapt with the new environment with lots of different kinds of people. Despite of my difficulties in dong my practical training, i have learnt many new things such as how to manage the filing system, dealing with clients, doing clerical work and also learn to be a responsible employee for the organization.

Throughout the five whole weeks, I have learnt new knowledge on the public service management style such as the organization chart, punctuality, the work culture, and the work norms. Some staffs have the problems on their absenteeism from their work, and some staffs facing on their attitudes in dealing with their work or their client.

From this, I have learnt how to handle my job properly without any mistakes and learn how to be responsible to my job. As a government servant, we should be a responsible staffs and always present to work. It is to avoid the excessive workload and delaying the work. It is because the public servant is the image of the government and they have the responsibilities in maintaining good governance.

During my practical training period, I have assigned to many types of job. For example, answer the phone call, record the old files, dealing with data have and also learn on the employees' remuneration. From that, I can apply my knowledge that I have learn in the class to my tasks. Although I still not familiar with the task at first, but finally I can perform my job very well and help the staffs with their work when the staffs are absent from their work.

From my practical training also I can make new friends among the staffs. Most of them are very friendly and willing to give their hands to help me in completing my practical training. Although there are different ages, positions and races, but i can make friends with them and learn some new things and knowledge from them. With the friendly environment, I can easily adapt and build my confidence level.

I also feel appreciated among them although I am not a permanent staff but only a practical student. They not easily ordering me to do their job although they have many tasks that they have not been done yet. In fact, I have to find the task from them and help them to complete their task on time. Indirectly I can learn on the team work spirit in the organization.

I am very glad that I have given the opportunity to do my practical training in IPGKR. Although it is only a short period of time, but I have learnt many new things and knowledge about the real work life of a public servant. I also can apply the theory that I have learnt in the class to my work for example the theory of Organization Behavior. It also can be classified as one of my working experience that can be useful when I enter my real work life in the future after my graduate.

I would also like to express my thankfulness to my host supervisor that always helps me in my practical training period. He helps me a lot in doing my schedule tasks and gives guidelines to me every week when I start my work. Through this, I can do my practical training orderly and properly throughout the weeks.

However, I think a month of practical period is not enough for me because I have limited of time to learn more the knowledge and experiences. If the practical period can be extend to three months or longer, I think I can get more experiences from the practical training and also learn more knowledge from the organization.

But I'm still feeling grateful because at least I have some experience of working in an organization and learn new knowledge rather than not getting any working experience. It is because working experience is very important element in applying the job vacancies in the future time.

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APPENDICES.....



Figure 1: Seminar on “Sehari Bersama Buku Rekod Perkhidmatan”



Figure 2: Launching Ceremony on “Perasmian Bulan Kemerdekaan dan Kampus Lestari IPGKR”

Sharelyne Bundai ak Jim,
UiTM Kampus Sarawak,
94300 Kota Samarahan,
Sarawak.

16 Ogos 2012

Pengarah,
Institut Pendidikan Guru Kampus Rajang,
96509 Bintangor,
Sarawak.

Tuan,

PENGHARGAAN DAN TERIMA KASIH

Dengan sukacitanya perkara di atas adalah dirujuk.

2. Terlebih dahulu saya ingin merakamkan ucapan setinggi-tinggi penghargaan dan terima kasih kepada Tuan Pengarah Institut Pendidikan Guru Kampus Rajang kerana telah menerima saya menjalankan latihan praktikal saya di institut ini.

3. Saya juga ingin mengucapkan penghargaan dan terima kasih kepada semua Staf Sokongan dan semua Staf Akademik institut ini kerana telah memberi banyak tunjuk ajar dan bimbingan dalam membantu saya menjayakan latihan praktikal saya selama sebulan di sini.

Sekian, terima kasih.



SHARELYNE BUNDAI AK JIM



Hak Milik : Sharelyne Bundai ak. Jim
2010331871



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

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

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

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

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

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

Recording

The log book should contain the following information:

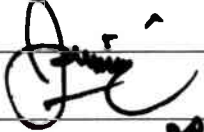
1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comments on the work being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

1. Student's name: Sharelyne Bundai ak. Jim
2. Date & Place of Birth: Hospital Sri Aman / 03 / 08 / 1989
3. UiTM No.: 2010331871
4. Program: Ijazah Sarjana Muda Sains Pentadbiran
5. Year: 2012 Part: 5
6. Home address: Tr. Bayai, Kpg Melaban, 95700
Betong, Sarawak.
7. Address during practical training:
8. Place of training: Institut Perguruan Pendidikan Guru
Kampus Rajang, Bintangor.
9. Name of Supervisor in-charge: En. Mohd Fariq Ariffin
10. Duration of training: From: 16 ^{Julai} ~~Ogos~~ 2012 to 17 Ogos 2012

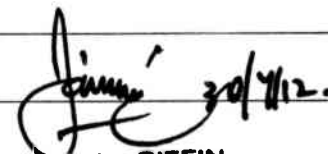
FOR OFFICE USE ONLY

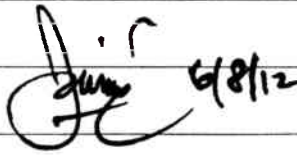
11. Remarks: (Dean/Course Tutor)
-
-
-
-
-
-
-

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
7/2012 (Isnin)	1. File management. ↳ document in / out.	
	2. Membuat surat rasmi ↳ HEP ✓	
7/2012 (Selasa)	1. File management ↳ documentation	
	2. Key in data student in microsoft word. ✓	
7/2012 (Jumaat) (Rabu)	1. Masukkan document ² ↳ dlm fail peribadi lecturers.	
	2. Key in data student in Microsoft word (PPG). ✓	
	3. Menutup fail & buka fail baru.	
7/2012 (Jumaat) (Jumaat)	1. File management ↳ masukkan document ² dlm fail ✓	
	↳ menyusun fail dlm kabinet	

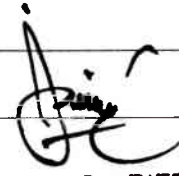
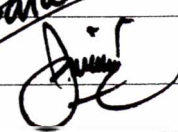
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/7/2012 (Jumaat)	File management ↳ masukkan document dalam fail yg berkaitan	
	→ counter service.	-bain. -telah diteliti
	↳ menjawab panggilan staf	 20/7/12
	↳ membuat panggilan	
	↳ menyambungkan talian.	
		MOHD FAHIQ ARIFFIN KETUA UNIT KHIDMAT PENGURUSAN IPG KAMPUS RAJANG 96509 BINTANGOR SARAWAK
23/7/2012 (Isnin)	→ key in data student PPG into Microsoft word.	
	↳ organise the name in order and according to class.	
4/7/2012 (Selasa)	→ filing system.	
	↳ buka fail baru & tutup fail - fail lama.	
	→ menyusun fail - fail lama di bilik fail.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/7 (abu)	<ul style="list-style-type: none"> - counter service. ↳ membuat panggilan untuk staf ↳ menyambung panggilan ke jabatan-jabatan lain. 	
	<ul style="list-style-type: none"> - filing system ↳ menyusun fail-fail lama ↳ merekod fail lama untuk dilupuskan. → recording of ↳ merekod dokument ke dalam fail yg berkaitan. 	<p>old file to be disposed.</p>
17/7 (hamis)	<ul style="list-style-type: none"> - filing system ↳ merekod fail-fail lama untuk dilupuskan. ↳ proses menghantar fail² lama ke Arkib. → proses of sending 	<p>old file to Arkib.</p>
	<ul style="list-style-type: none"> - memahami system gaji pekerja di IPGKR. 	
	<ul style="list-style-type: none"> - Kursus Sehari Bersama BRP Bagi Anggota Kump. Sokongan IPGKR. ↳ memahami Buku Rekod Perkhidmatan (BRP) 	<p>1 day course.</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/7/2012 (Khamis)	-kepentingan BRP utk penjawat awam.	
	- proses mencatat BRP	
7/7/2012 (Jumaat)	- short meeting y keberadaan staf di dlm → pejabat semasa hari bekerja. y peg. khidmat pelanggan. y tugas ² pegawai y attitude.	presence of staff in e office during working days
	- filing document.	
	y rekod document dlm file.	
	- visiting lecturer. y Miss Noni Harianti	
	- filing document	
	y rekod fail ² yg akan dilupuskan	 <p>MOHD FARIQ ARIEFIN UNIT KHIDMAT PENGURUSAN IPG KAMPUS RAJANG 96509 BINTANGOR SARAWAK</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
31/7/2012	- Penyediaan Cuti untuk staf IPGKR	
	- contoh-contoh cuti	
	- proses memohon cuti	
01/08/2012	- merekod dokumen ke dalam fail berkenaan	
	- proses meluluskan cuti	
	- surat permohonan cuti	
	- surat cuti diluluskan.	
2/08/2012	- Buka fail baru.	
	- Rekod document dalam fail yang berkaitan.	
1/08/2012	- Isi data ke dalam excel.	
	4 senarai AJK IPGKR 2012	
08/2012	- Perhimpunan bulanan	
	- Pelancaran Bulan Kemerdekaan	 MOHD FARIQ ARIFFIN KETUA UNIT KHIDMAT PENGURUSAN IPG KAMPUS RAJANG 96509 BINTANGOR SARAWAK
	- Filing	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6/8/2012	Filing system. ↳ document in & out. ↳ tutup file	
7/8/2012	Latihan Dalam Perkhidmatan - proses memohon KDPM - kelayakan - tawaran kursus	(in service training).
8/8/2012	- Filing system ↳ documentation ↳ buka file baru ↳ pelupusan file ² lama ↳ disposal file.	
8/8/2012.	- Latihan dalam perkhidmatan ↳ who incharge of LDP/KDPM ↳ length of course ↳ people that involve ↳ AKS / Academic staff.	
#8		

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
01/8/2012	- Filing system. ↳ documentation ↳ tutup file & buka file baru.	Baik.
	- doing the statistik of jawatanuasa IPGKR 2012 into excel.	 13/8/12 MOHD FARIO ARIFFIN KETUA UNIT KHIDMAT PENGURUSAN IPG KAMPUS RAJANG 96509 BINTANGOR SARAWAK
03/8/2012	Filing system. ↳ restructuring ē order of ē file	
04/8/2012	Filing system ↳ restructuring ē order of ē file ↳ continue yesterday work.	
05/8/2012	Filing system ↳ documentation → in / out.	
06/8/2012	Memasukkan data tender (senarai penyertaan tender) list of tender participation.	Baik.  16/8/12 MOHD FARIO ARIFFIN KETUA UNIT KHIDMAT PENGURUSAN IPG KAMPUS RAJANG BINTANGOR