

**UNIVERSITI TEKNOLOGI MARA
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



PRACTICAL TRAINING REPORT

**WISMA BAPA MALAYSIA,
JABATAN KETUA MENTERI
*STATE IMPLEMENTATION MONITORING UNIT (SIMU)***

**MOHD SHAFIZZUDIN BIN AHMAD SAIFI
2010570715**

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THE DECLARATION

Declaration

I hereby declare that the work contained in this report is original and my own except those duly 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,

Mohd Shafizzudin bin Ahmad Saifi

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Assalamualaikum W.B.T. & greetings. Alhamdulillah and praise to Allah S.W.T. for his blessing all of us. To have the opportunity for internship at State Implementation Monitoring Unit at Chiefs Minister Offices Sarawak is truly an immense experience. Undoubtedly, the stay was great. It had taken my thoughts to a great level far beyond my perceptions. Above all, it is in line with my course, Bachelor in Administrative Science (Hons).

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MOHD SHAFIZZUDIN BIN AHMAD SAIFI

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

Universiti Teknologi MARA, Kota Samarahan.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 INTRODUCTION

SIMU in short term represent State Implementation and Monitoring Unit. It is introduce in November 2000, first by the name of Project Implementation and Monitoring Unit (PIMU) it is born to established consequent to the Restructuring of the Chief Minister's Department. On the 7th December 2000, PIMU became operational in monitoring and evaluating implementation, by which all approved state funded projects in 8th Malaysian Plan developments projects.

On 10th April 2003, *Majlis Mesyuarat Kerajaan Negeri* (MMKN) renamed PIMU to State implementation on Monitoring Unit (SIMU). In 25th November 2004 SIMU merge with the Special Projects Unit (SPrU), with the approval of merger by *Majlis Mesyuarat Kerajaan Negeri*. Thus, the effective merger is what symbolised SIMU from 2nd January 2005 till today. SIMU has been recorded one of the effective unit in monitoring the well being of the state projects and giving an optimum efficiency by abandoning the fail state funded projects.

In conjunction with this process, all state projects can be move forward in maximum level. Either it is the mini rural project to the state development project, overall view; SIMU is responsible for monitoring the development of the states well-being.

In the word of En Bakrie bin Zaini, the newly appointed Director of SIMU, "This unit will be an operational in effective and efficient state developing medium,

parallel with the Chief Minister's vision to make Sarawak as the developed state by 2030"

1.2 STATE IMPLEMENTATION MONITORING UNIT

This unit located at level 5 of *Wisma Bapa Malaysia, 93050, Kuching, Sarawak*, and the Chief Minister's Office. This unit is being known to monitor and implement state funded projects, initially for the 8th Malaysian Plan. Being strategies upon the 5 year development program, this unit has shown much potential in keeping track of the project that being made in the Sarawak state.

Hence, the functions of this SIMU unit are:

- i) To monitor the performance of State Development Plan Implementation and to facilitate in its implementation.
- ii) To assist in the monitoring of Federal Development Plan Implementation and to facilitate in its implementation.
- iii) To process State MRP requests and monitor its implementation.
- iv) To report the Status of Project Implementation to the State Secretary and State Cabinet.
- v) To coordinate the Outcome Evaluation Study of completed projects.
- vi) To coordinate and facilitate Micro Monitoring Meetings and Site Visits to problematic projects.
- vii) To be the Secretariat to the State Development Monitoring Committee (SDMC).

- viii) To be the Secretariat to the *Jawatankuasa Perancangan Rekabentuk Bangunan Negeri (JPRBK)*.
- ix) To be the Secretariat for *Jawatankuasa Delivery Management Office (DMO): New Native Customary Rights (NCR) Land Initiative*.

1.2.1 VISION

A high performance agency spearheading effective monitoring of development project implementation in Sarawak

1.2.2 MISSION

Monitor and resolve issues to facilitate the efficient and effective implementation of development projects in Sarawak

1.2.3 OBJECTIVE

1. Making sure that the programme and projects is finish according to the schedule, the scope and within budget
2. Report on the progress of the project or programme
3. Coordinate and monitoring implementation of research outcome and impact
4. Optimise the usage of budget given
5. Managing the Mini Rural Project (MRP) effectively
6. Improving the monitoring and evaluating system annually

1.2.4 MOTTO

F – Focus (We are committed to excel in M&E)

A – Assertive (We are determined and firm in executing our duties)

S – Systematic (Our M&E methods, procedures and processes are simple, precise, concise and strictly adhere to)

T – Timeliness (We strive to undertake our tasks and deliver outputs on time)

E – Effectiveness (We endeavour to create impact and positive results)

R – Reliable (we can be trusted upon all time integrity and credibility is our hallmark)

1.2.5 Values that being practiced at SIMU:

1. Quality, creativity and innovation
2. Customer Focus
3. Research and developments capabilities
4. Consultancy service
5. Culture change
6. Capacity building

1.2.6 The core values of SIMU:

1. Integrity
2. Kind and caring
3. Professionalism
4. Sense of urgency and ownership
5. Team spirit
6. Result oriented

1.2.7 SIMU implemented Customer Value Proposition

This can be shown in this table below;

STAKEHOLDER	ROLES AND EXPECTATION	CVP
State Agencies	<ol style="list-style-type: none"> 1. Fast and reliable services 2. Efficient Advisory and consultancy services 	<ul style="list-style-type: none"> • To monitor State Development Plan Implementation • To facilitate in State projects implementation
Employees	<ol style="list-style-type: none"> 1. Conducive working environment 2. Career development 3. Security 	<ul style="list-style-type: none"> • To assist employees to achieve Work Life Balance • To equip employees with Job Competency and Job Enrichment • To reward and recognize employees • To promote Life Long Employability
State Secretary	<ol style="list-style-type: none"> 1. Fast and reliable services 2. Practice SCS Shared Values 	<ul style="list-style-type: none"> • To provide reports of State projects implementation

ADUNs	1. Effective administration of Minor Rural Projects (MRP)	<ul style="list-style-type: none"> • To process MRP applications efficiently • To monitor MRP effectively
Cabinet	<ol style="list-style-type: none"> 1. Fast and reliable service 2. To provide accurate and timely data on State project implementation 	<ul style="list-style-type: none"> • To provide timely reports of State project implementation

*based on the scorecard that have been finalised in the early this 2013; the rate of customer satisfaction is in top rank. Most of the SIMU customer is much pleased with the service and work done by the unit in implementing and monitoring the state funded projects. Plus, the strategic being practiced make the unit to work more efficient and effective towards achieving it vision which is becoming the high performance agency spearheading effective monitoring of development project implementation in Sarawak.

1.3 THE CLIENT CHARTER

SIMU client charter is functional to give the effective and efficient service towards the client for the beneficial of the unit and the satisfaction of the client itself; win win situation. The charter that being practiced by State Implementation Monitoring Units is:

1. To submit MRP warrants to district offices after approval – 7 Working Days
2. Processing of claims paid after the bill received – 14 Working Days
3. To report financial and physical performance for state of development projects under the five-year Malaysian plan *Majlis Mesyuarat Kerajaan Negeri (MMKN)* – 4 Times A Years
4. To organize the state development monitoring committee (SDMC) meeting – 2 Times A Year
5. To organize meeting for monitoring coordination committee a division level – 2 Times A Year
6. To conduct site visit to ensure that the projects implemented smoothly and according to the schedule and planning – 1 Time A Month
7. To process the application of state MRP projects proposal for Yang Amat Berhormat Chief Minister – 7 Working Days

1.4 SECTION IN SIMU

State Implementation Monitoring Unit (SIMU) is divided into two part which is the *Bahagian Pemantauan Projek* and *Bahagian Gunasama*.

Bahagian Pemantauan Projek

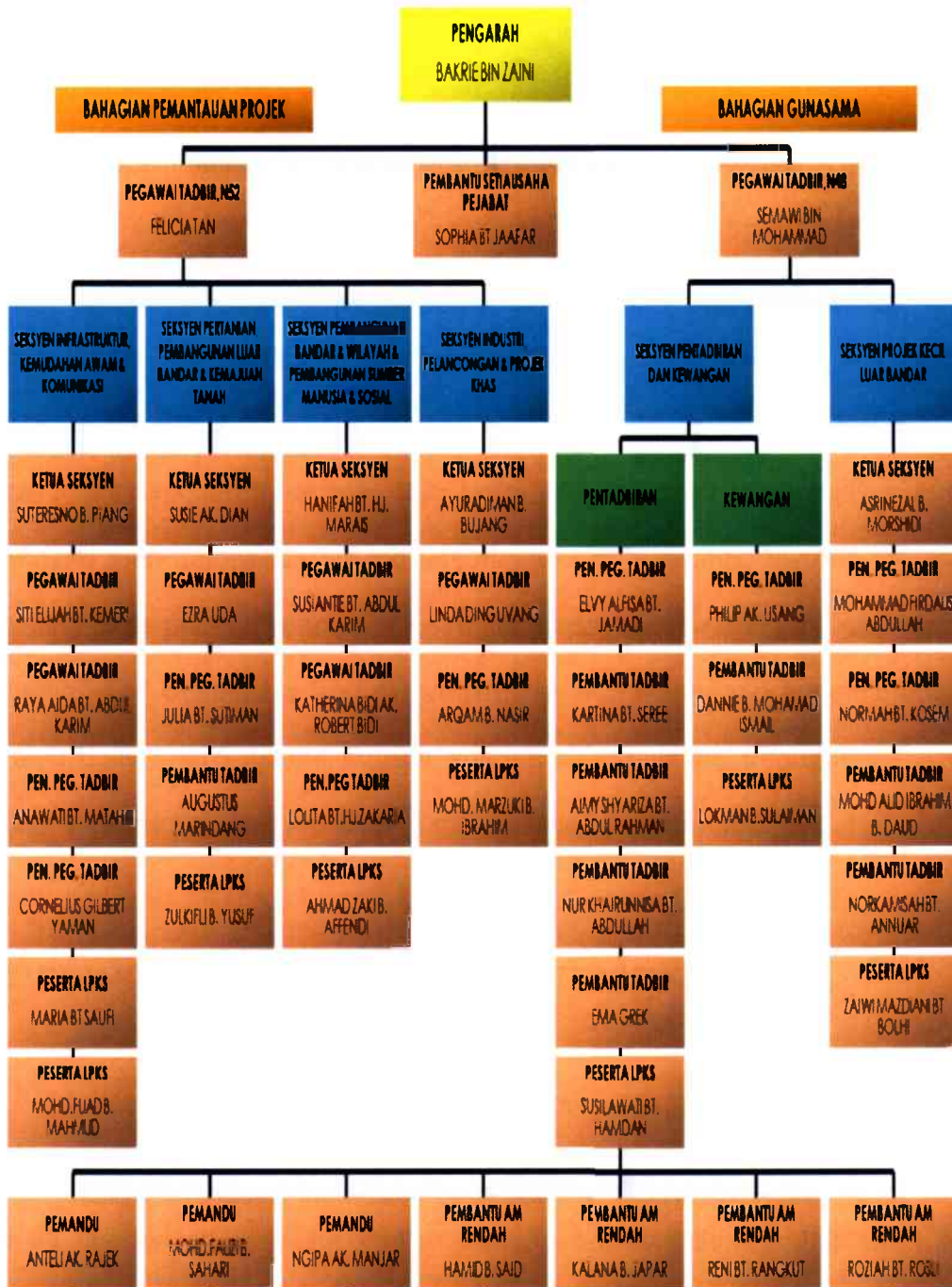
1. Infrastructure, Public Goods And Communication Section
2. Agriculture, Rural Development And Land Section
3. State And City Development, Human Resource And Social Development Section
4. Industrial, Tourism And Special Projects Section

Bahagian Gunasama

1. Administration And Finance Section
2. Mini Rural Project Section

Each section is given their own responsibility and task to achieve the SIMU vision and mission according to the rule and regulation given. Each of this section have their own section leaders and they play important role to communicate with the top management level as well as the subordinate below.

SIMU's ORGANIZATION CHART



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

I undergo my practical training at Wisma Bapa Malaysia under the Chief Minister's Office, from 22nd July until the 30th August 2013. I was assigned to the State Implementation and Monitoring Unit or in short term SIMU offices to assist the section leader, Mr. Asrinezal bin Morshidi as he is one of the administrative officers in the SIMU unit. Through my one month internship at Chief Minister's Office, I was exposed to several daily tasks. My daily tasks are including updating the master plan details, answering telephone calls, arranging files on the cabinet according to its priority, years of closed file, codes, colour and type of files, assist in opening and closing file, and record minutes of meeting and appointments. We are also daily brief with the current agenda accumulating throughout the Chief Minister's Office from the top level to the lower level of management.

2.1 SUMMARY SCHEDULE OF PRACTICAL TRAINING

On the first week (22 July 2013 – 26 July 2013), I was introduced to my place of work by Puan Elvy Afisha binti Jamadi. I was then instructed by her, to read all the file about State Implementation and Monitoring Unit for a better knowledge and performance for my work task and a need to know basis about the current situation of my workplace. My first given task of the week is to do a Star Rating on the State Implementation and Monitoring Unit and Chief Minister's Offices. It is the same as an evaluating performance of the workplace for auditor to

audit the units, but my task is only for the pilot test of the Star Rating. After that, I was to change position from the administrative section to the project section, where I work under a few officers from the project section. On my second day of internship, I started with doing the filing of closed file. I was instructed by Puan Aimi Shyariza binti Abdul Rahman to arrange the file according to alphabetical order, codes, years and priority of the file, and because of my course is administrative science and policy studies, Puan Aimi wants me to arranged the file using the 5S principle to ease my work task. I was instructed to do the filing all throughout the week. Only on Friday, then I was asked to join up with the meeting of the SIMU family day. I was immediately become a member of the Family day committee as the game planner.

On the second week (29 July 2013 – 2 August 2013), the first task that being given to me is to distributing the “Hari Raya” card to all employees at Chiefs Minister’s Offices. The next task is on recording leave for administrative and finance staff. The leave is categorised as “Cuti Rehat”, “Cuti Tanpa Rekod”, “Cuti Gantian”, and “Cuti Sakit”. The number of leaves for all of the employee need to be calculated and if the leaves are categorized as “Cuti Rehat” the amount of their leave need to be deducted because the employees are entitled to certain amount of leave per year. For “Cuti Sakit” it can be categorized as panel or non-panel. For panel, it represents the Medical Certificate (MC) that their obtained are from the clinic that has the link with Chiefs Minister’s Office. The example of the clinic that has link with is Clinic Ibukota or Kotaray Clinic at Satok Area, Kuching. Nowadays, if the clinic has the status of “PM Care”, the MC from that clinic is considered in panel category. For non-panel category, the MC that obtained by the employees does not have the link with Chief Minister’s Offices. I also learned the civil law

cases concerning CM offices whereby the employees claim for the compensation because the company said to neglect their responsibility to pay their benefits. Then, I was asked to join a meeting called "Morning Prayer", although the name is "Morning Prayer", but the time of the meeting was held after 2 o'clock in the evening. It was supposed to be held in the morning at 8 o'clock but because of the Director had a meeting with the Chief Minister, the meeting was postponed. So, "Morning Prayer" is like ritual developed by the SIMU director, Dr Razali Abon at that time, to communicate with all level of management in his units, to be updated on the current issues of the units and sometimes, he teaches his staff on what format should they used when writing a letter, it is the same as motivating the employees for the greater good of the units, so that, they can perform their task more effective and efficient. After the meeting, I continue my work to record the staffs leave. On the second day, I've was asked to do new labelling for the filing unit. The labelling of file is to ease the searching of file. I arranged the file according to the past label done by Puan Aimi before this. Because the filing room is change from the front room to the back room, I have to do a new labelling which in case, I come up with a system where, every 10 years closed file is being put at the bottom of the cabinet and the newest one are put above for better search of file. Then, the file is sorted according to it's section, for example, the finance section is put in one cabinet only for finance file, and same goes for all other section in SIMU units. On the third day, a new director checks in replacing Dr Razali Abon. The new director comes from the Human Resources Unit, En Bakri. The new director was then introduce to all the staff and me by En. Asrinezal Morshidi. As the new director immediately perform his obligation by changing the environment of the offices for better communication and efficient workplace. After

the staffs introduce themselves, I continue my work doing filing. On the fourth day, I receives a memo to attend the 5S principle meeting with En Muhammad Firdaus bin Abdullah the “Ketua Jawatankuasa Amalan 5S”. I then, did a reading on the 5S principle being practiced in the SIMU units, it was divide into section and each section have their role in keeping the 5S quality in check. Later that same day, I was asked to join meeting for National Key Rural Area with Miss Katherine Bidi the Project Officer for NKRA of SIMU at level 19 with one of the Chiefs Minister’s secretary. I jotted down the minutes of meeting and did the report on the meeting. On the fifth day, I took emergency leave.

On the third week (5 August 2013 – 9 August 2013), the offices was a little empty as the eid is coming nearer. I started to continues my report on the NKRA meeting. Then, I was asked to do another filing and labelling of file, it was on the finance section. Later that day, I join the meeting for Family Day of SIMU units. On the second day, I did some new filing and labelling on the National Key Rural Area section, checking information about the state departmental in agriculture and tourism for En Ezra Uda, from the Agriculture, Rural and Land Development section. The next day, it the Raya leaves, where we were given leaves of 3 days of leave for Eid day.

On the fourth week (12 August 2013 – 16 August 2013), I am asked to join a meeting with Mr Charles Siaw, the editor for “50th Sarawak Independence” books. At first I was asked only to jotted the minutes of meeting, but after a while I join in the conversation of the meeting, Mr Charles seems to be attracted to the idea given to be put in the book. My idea was to put in the benefits of development of Sarawak in the past 50 years and what Sarawak have achieved that are not yet achieved by other state in Malaysia. The next day, Mr Charles asked me to join

again the meeting to edit the 50th Sarawak Independence book, this time he want me to come up with a new and more viral introduction of the book. I give a few ideas on what to put in the introduction. The idea that being agreed by me, Puan Felicia Tan and Mr Charles is that, the speech of Pehin Sri Taib Mahmud, on the “akhiri zaman mansang”, the speech is well built to put in the introduction of the book. We edit and re-edit the introduction till the end of the day. The editing of the book still keep going until the end of the week, in between those time, Mr Charles asked me to go and find information about Sarawak stadium and Sarawak Palm Oil Plantation. Then, I find my own initiative to find the information by going to the Pejabat Belia dan Sukan Sarawak and Sarawak Stadium Offices at Kuching Stadium Petrajaya, Kuching. i got some neat information about Sarawak Stadium, when it was built and what event has took place at the Stadium in the past years after it has being built. Afterwards, I call the Sarawak Palm Oil Plantation to get some info on the area of palm oil that had being planted in Sarawak. On the Friday, I finish up my information gathering and give to Mr Charles for him to put in the 50th Sarawak Independence book. After that, before it can be printed in the book, Mr Charles and I go and see Dato' Ose, the State Secretary to discuss on the contain of the 50th Sarawak Independence book at level 19 of Wisma Bapa Malaysia, Dato' Ose then, approved with the contain of the book after reading the book outline.

On the fifth week (19 August 2013 – 23 August 2013), I am assigned to do the units report (Report Jabatan) whereby, I need to search the background of the units and its function and contribution towards the State of Sarawak. I found out that, State Implementation and Monitoring Unit (SIMU), is important to keep check the financial development of Sarawak. Every project that being done by the

Ministers, YBs, even the Tuan Yang Terutama must be approved by the SIMU units. SIMU function is to monitor and implement state funded projects, initially for the 8th Malaysian Plan. Being strategies upon the 5 year development program, this unit has shown much potential in keeping track of the project that being made in the Sarawak state.

Hence, the functions of this SIMU unit are to monitor the performance of State Development Plan Implementation and to facilitate in its implementation. To assist in the monitoring of Federal Development Plan Implementation and to facilitate in its implementation. To process State MRP requests and monitor its implementation. To report the Status of Project Implementation to the State Secretary and State Cabinet. To coordinate the Outcome Evaluation Study of completed projects. To coordinate and facilitate Micro Monitoring Meetings and Site Visits to problematic projects. To be the Secretariat to the State Development Monitoring Committee (SDMC). To be the Secretariat to the Jawatankuasa Perancangan Rekabentuk Bangunan Negeri (JPRBK). To be the Secretariat for Jawatankuasa Delivery Management Office (DMO): New Native Customary Rights (NCR) Land Initiative. Furthermore, I also encountered on the quality that this units use for keep check the level of total quality management at optimum level. This SIMU unit practiced the 5S principle and Star Rating to evaluate the service it gives to their client. Their clients include the ministers, Chief Ministers, YBs, TYT, businessman, contractor and anyone that include in the State Development process. Plus, the unit also practice the Balanced Scorecard, it is a strategic management process, whereby, it is used to keep score on the projects and services that have to be accomplished within the units status and aims. It is also to show to the clients which project is needed to be prioritized. Balanced scorecard is

also need to be update, whereby, every project done must be informed to the SIMU unit to keep check whether the project is running smoothly or there are some faulty preferences that need to be sorted out, because each project need to be done within the given time, so, that the project is not wasting the state fund and functioning well. I was also join in the “mentoring”, it is a program that was developed by the Chief Minister of Sarawak himself, whereby, every once a month, the director of the units need to mentor his staff on any topic which help the offices to work more efficient and effectively, in this case, the director of SIMU, En Bakri bin Zaini teaches all staffs on making formal letter more easy and simple, neat and clean. After that, he talks about some global issues that occurring in the world today and shows his concern towards what is happening in the offices. All and all, his mentoring techniques is differ from Dr Razali before this, which give all the staff a freedom to communicate with the director directly, he changes his internal offices call to be directed one on one with all the staffs, including myself. That is much different from the director’s approaches before this. The next day, I’ve join in the course for quality environment or in other word, 5S principle method, which being conducted by Puan Zaiwi Mazdiani binti Bolhi, the “Ketua Jawatankuasa Latihan”. In the course I’ve learn more clear on the usage of 5S principle, its function and its benefits. Whereby, 5S is built up of 5 way to improve the organization efficiency and effectiveness. 5S consists of SEIRI (sorting), SEITON (straightening), SEISO (sweeping), SEIKETSU (standardizing) and SHITSUKE (sustaining). All this 5s principle is important to keep the offices clean work more efficient.

On the sixth week (26 August 2013 – 30 August 2013), this is my last week on my internship, there are much work needed to be done before I finished it,

hence I was once again asked to do the labelling and filing and to do report jabatan. I finish up my report jabatan, then asked Puan Elvy Afisha to check my report before I give it to the En Bakri for evaluation. Then later, I was asked by Puan Aimi to explain to her about the filing that I had done and the system that I come up with for the benefit of the staff before I finish my internship. I explain her about the system of filing, every 10 years closed file is being put at the bottom of the cabinet and the newest one are put above for better search of file. Then, the file is sorted according to it's section, for example, the finance section is put in one cabinet only for finance file, and same goes for all other section in SIMU units. On my second last day of internship, I was asked to follow En Ezra Uda the officers of Agriculture, Rural and Land Development section to a meeting. Delivery Management Office the title of the meeting, that was chaired by Dato' Misnu the State Secretary of Administration. The meeting was about the Tanah Orang Asli in Marudi whereby, the native land is to be develop by the end on 2015. Later, I did some follow up on the meeting agenda and do the report for En Ezra. The day after, I finish all my report on meeting, my filing system and my report jabatan and leaving SIMU units with a smile.

There are many new experiences that I gained from one month internship at SIMU, Chief Minister's Office, Wisma Bapa Malaysia. They have many sections and department that internally govern the whole State Office. One month of internship is a short period of time to gain many experience at SIMU. Two of the practice that caught my attention at SIMU is they have their morning briefing every Monday and the "mentoring" program are best way to keep communication between upper level management and lower level management at ease, plus all of the employees are required to attend the briefing to keep them update on the

current situation happening around the organization, hence giving them, the opportunity to talk with upper level management directly. The experiences that I gain from this place will be a good guidance for preparing myself in the future.

CHAPTER 3

ANALYSIS: FILING SYSTEM

3.1 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.

3.2 Task Analysis

Throughout the five weeks of my practical training, I have done many types of tasks such as filing, meeting preparation, in- charge of the counter service and HOTLINE, handling public complaints, performing clerical tasks and so forth. But as for this chapter, I will highlight on the area of filing as I found that filing tasks as one of the most frequent tasks I had done in PERBINDA. I choose filing as the area to be analyzed as in my opinion, PERBINDA needs an effecting filing system. Without proper filing, the whole process in PERBINDA will not run smoothly as it needs proper way to keep the records of letters, files and other type of documents. As a student of Administrative Science, I had learnt that filing is one of the important aspects in record management in the scope of Office Management. Hence, by performing the filing tasks, it will able to reinforce and relate what I had learnt in the field of Administration Science, particularly Office Management to the real workplace. I believe that theory and practical complement each other as by

only being good or excellent in theory will not make oneself a good employee. The principles of systematic filing should be practice in every office according to the suitability.

3.3 Definition of filing

According to S.K. Sharma (2008), in modern business offices, everyday many letters are received ad many letters are sent out. It is necessary that the incoming letters and copies of outgoing letters have to be kept safe for future reference. This method of keeping the letters safe is known as 'Filing'. On the other hand, as stated by J.N. Jain and P.P. Singh (2007), filing means arranging papers in a systematic manner so that they can be quickly and conveniently located. Papers are the memory of the office. A large numbers of papers relating to different transactions, plans, decisions, obligations and other matters have to be kept in every office.

3.4 Qualities of Good Filing System

According to J.N. Jain and P.P. Singh (2007) the efficiency of an office depends on the quality of filing system. A good filing system should possess the following qualities:

i. Indexing

If there are a large number of files, the filing system should be supplemented by a well-designed index system. The index will help in quick location of files.

ii. Proper classification

Proper classification helps in putting the document in proper files. It also facilitates in locating them in case of need. Systematic classification of records reduces the chances of misfiling. Number of miscellaneous files should be restricted to minimum.

iii. Ease of location

It is better to place current records at some nearby place and old records at obscure place. In many big offices, a separate room or a hall under the charge of a supervisor is allocated for storing old records in a systematic manner. To know about the whereabouts of files take out should be placed in the racks / shelves from where the files have been take out.

iv. Economy

According to M.A. Shewan (2008), the filing system should not be too expensive to install or too costly to operate. The cost of installing and operating the filing system should match with benefits from it. There is no use of having an elaborate and expensive system of filing when a simpler one can be used. As a measure of economy, old records which are no longer in use should be destroyed. Space is quite costly, so big department should use such equipment with less space.

v. Elasticity

The system should be capable of expanding and contracting with the needs of the organization. An elastic filing system is costly when the needs of business increase. So it has to be substitute by a new filing system (M.A.Shewan,2008).

vi. Accessibility

Quick accessibility to records is very essential. Records should be within the reach of users. Required information should be available within reasonable time. Filing system should allow writing on the papers contained in a file without disturbing their arrangement (J.N. Jain and P.P. Singh, 2007).

vii. Safety

According to J.N. Jain and P.P. Singh (2007), it is necessary that records should be kept in such a manner that they remain safe from dust, insects, weather, and theft fraud and mishandling. Certain documents – like title deeds of the property have to be preserved throughout the life of the organization, stored in fire proof cupboards.

viii. Cross Reference

A good filing system should permit cross referencing. Sometimes one letter may be concern with different files, so arrangements should be made to place a copy of such letter in every relevant file.

ix. Simplicity

The filing system should be simple to understand and easy to operate. An office should adopt a system suitable for it but efforts must be made to make it simple.

x. Adequacy

It is essential that the filing system should be adequate for the purpose it is to be used for. The system should meet the requirements of the organization. An over elaborated filing system and sophisticated filing equipment may lead to waste for a small office. Over crowded drawers or

cabinets or shelves indicate clearly about inadequacy of existing system of record keeping in the organization.

3.5 Classification of Files

According to J.N. Jain and P.P. Singh (2007), by proper classification, the required files can be located quickly and conveniently. Accessibility to documents highly depends on how they have been classified. They are five broad methods of classifying records:

- i. Alphabetically*
- ii. Numerically*
- iii. Geographically*
- iv. Chronologically*
- v. Combinations of different methods*

In PERBINDA, they practiced combination of different methods such as alphabetically, numerically and geographically. For example, in the Registry Section, all of the files and letters were classified according to the index number. Some files were classified numerically such as according to years.

3.6 Advantages of Filing

According to S.K. Sharma (2008), the advantages of filing are as follows:

- i. **It removes mutual misunderstanding:** With the help of filing, business letters are kept safe, therefore if in future there is mutual misunderstanding, and then it can be removed by making the customer or businessman satisfied by showing him the concerned letters or copies thereof.
- ii. **As evidence in court:** If all business letters are kept safe in files these can be produce as evidence in the Court.
- iii. **Helps in compliance with the previous order:** If the customer repeats the previous order, the order can be complied easily from old references in the files.
- iv. **It reminds customer regarding payment:** Such customers whose payment is due from a very long time can be reminded by showing the letters as evidence.
- v. **To write follow-up letters:** It helps in writing follow-up letters by referring to the previous letters.
- vi. **It keeps the important documents safe:** Within the rules of the government it is very useful to keep important letter safe for long period.
- vii. **It helps in planning:** Important information is collected from old letters and records and future planning for business is done.

3.7 Modern Methods of Filing

As now we are in modern era, most of the organizations including PERBINDA are practicing the modern methods of filing equipments which are more convenient and easier to use. Among the modern methods of filing are as follows:

i. Vertical Filing

This is the most modern system of filing. Under this system the papers are kept in special type of thick paper folders. The envelopes are arranged in drawers of cabinets in vertical upright position according to different methods of classification. There is no need to remove folders from drawers so it avoids the risk of misplaced folders. It can be locked too.



Fig. 2 Vertical Filing

ii. Open-shelf Filing

Open-shelf cabinets can be made from metal or wood. The shelves do not have shutters but provision can be made for them. The files are generally arranged in numerical orders and the outer edges of files show

the titles or serial numbers. The files are arranged just like books in library. This method of filing is lack of safety because it is too opened and anyone can take the files. However, it permits more visibility, provide compactness and help in doing the filing work faster.



Fig. 3 Open-shelf Filing

3.8 Centralized Versus Decentralized Filing

According to J.N. Jain and P.P. Singh (2007), Centralized Filing implies the location of the filing equipment and personnel in a single section or area of the office which is easily accessible to all departments. The main advantages of this arrangement are to avoid duplication of filing works, to save space, save cost of

filing equipments, enables uniformity and standardization of filing system and methods and the works can be done by a specialized staff.

However, centralized filing may cause great delay in bringing records to those who need them, especially when the distance of different departments in the office is far from each other. The central filing has to rigidly follow the rules of filing and this may cause inconvenience to the management in departments and most importantly it is impossible to operate a centralized filing if the records are needed frequently across different departments in the office.

As for the Decentralized Filing, it implies the location of filing equipments and staff in each departments, not in one specific section as stated by J.N. Jain and P.P. Singh (2007). The difficulties involved in Centralized Filing can be avoided by departmental filing.

As for PERBINDA, they have been practicing the Decentralized Filing. Under the Decentralized Filing system, each department or division of the organization made its own arrangements for filing. Every department or division maintained their own filing equipment and staff to operate the system. This type of filing system enabled prompt action as the relevant files were within easy reach of the users. It is also able to keep the secrecy of documents and information in each different department. However, I noticed that this type of filing also had disadvantages in term of duplication of works, redundancy, not able to follow same standards and uneconomical. When comparing the Centralized Filing versus Decentralized Filing, there is no such thing as perfect filing system but in order to decide which is the most appropriate to be used, refer to the basic principle which

is ' files should be located in such a position that they can be readily available where and when wanted'.

However, regardless of the disadvantages, the Decentralized Filing still served as the most suitable filing operation for PERBINDA because it suits the nature of works in PERBINDA whereby different sections or units has its own documents which must be easy to be accessed.

3.9 Reflection and Experience

Throughout my five weeks of practical training, I was able to reflect the theory of filing which I have learnt in the Office Management during my diploma level to my real working environment. Previously, I only learnt it in theory and could not imagine how it would it being implemented in the real working environment. Based on my experience in performing my practical training in PERBINDA, filing was one of the important tasks to perform in order to ensure the whole working process run smoothly.

The filing system being used in PERBINDA is a simple one. For example, in the Registry Section, every file was provided with the form to record the file content. In the form, we must write the file number, file name and there were five columns in the table to be filled in. The first column was the folio number, means the sequence of the letters or documents in the files from the oldest to the latest, followed by the column of from and to whom the letter was written to. For document received from outside PERBINDA, it must be recorded according to its location (sender) while document within PERBINDA itself will be recorded

according to the subject of the letter in accordance to the index number. Next column was the reference number and the date and the last column was the number of pages.

Thus, my task was to check every file to make sure that every file has the form, and to update the file content list in the form. However, all files had the form and those files which had the form also not being updated even though there were many latest documents and letters coming in.

In the Licensing and Advertisement Permit Section, I noticed that the files were put inside the metal vertical cabinets. From what I had learnt in Office Management, this type of modern filing method has many advantages. With that type of file storage, it ensure the safety in which the files are kept in strong folders which are generally kept in steel drawers hence the papers remain safe against dust, weather and insects. The drawers also can be locked to avoid theft of important or confidential documents. This type of vertical filing cabinet is also economical as more files can be stored in less space. Even though the initial cost of the equipment is quite expensive at first but due to its long life and economy in space will ultimately work out to be cheaper.

As for the other sections, they are also using the open- shelf cabinet to store the files. For open- shelf, they stored the Lever Arch Files (hard cover file) in it. They used the wooden open-shelf cabinets. The files were arranged in alphabetical and numerical orders with the outer edge of files showing the title of the files. Open-shelf filing allowed more visibility and help in doing the filing work faster. But, I think that this type of files storage is less of safety and confidentiality as it was put in the open space where anyone can reach it.

While doing the filing works, I also able to learnt from the staff on how to open up new files by referring to the Index book. In the Index book, we need to write down the details of the new file such as the title, reference number, edition and many more. Every file need to be recorded in the Index book for reference.

One of the good filing system qualities is to serve as ready reference and I can relate this principle when I understood that many things need to be referred to the information in the files. My experience was when I performed my practical training in the Registry Section meanwhile one of the staff in the other sections was assigned to prepare a letter whereby he needs to know the previous reference number of the same type of letter so he asked my help to look through the relevant files and search for the reference number according to the index book. I also helped him to photocopy the letter in order to be kept in the file as a reference in the future. With the proper record of the previous data in the file, it was not very difficult for me to do the task as I can refer to the example in the file.

While I was arranging the files in a more proper and systematic method, I noticed that many documents were too old. It had caused too many old files need to be kept in the office in which it took up more space.

Thus, as a conclusion, I would say that filing is not an easy task even though it may sounds simple. All the planning is done based on information of past which can be obtained from record in the files. Filing should be treated as an important aspect of office management and the top management should train and remind the staff of every department on how to do proper filing.

Chapter 4

Recommendations

4.0 INTRODUCTION

This chapter highlights the strength and weaknesses of job or task assigned during training as discussed in chapter three that is filing system. Furthermore, this chapter also will provide solution for improvement in the future. Based on training at SIMU office, the filing system has many rooms for improvement. They also has shown that they also trying their best in following the filing procedure. The employee willing to learn the filing process and they did not refuse to learn or accept the new things.

4.1 STRENGTH OF FILLING SYSTEM AT SIMU.

The first strength of filing system at the organization is it uses the manual filing system. A manual filing system cannot be destroyed by an accidental power loss. Also, the computer hackers cannot access a manual filing system from another computer. This helps in security issue of the company. According to the setup in the office, the filing has its own filing room whereby it can be locked to prevent any person to steal the private document such as personal records. The example is if the file is being recorded in the online system, if there are power losses such as the electricity down at certain time, it may lead to the loss of the information and the employee has to redo their data recording. It may consume much time and it lead to low employee motivation to do their work. If they are using manual filing system, they can easily continue their work even though there is power loss happened. The manual filing system also did not require any internet

connection whereby if they are using internet connection, any interruption such as server down can affect their work. If they are server down happened, it will disturb the whole employee task. Certain employees might not be able to do any work because his or her job may require internet connection such as filing work. Manual filing system also teaches the employee the actual filing system that will give them a very worthy experience. They need to learn the manual filing system because theoretically, filing system is based on manual technique that requires hard copy of all documents. The example of manual filing system is keeping the records in hard copy whereby they need to keep all the records in filing room and keep them updated. By using this way, the employee will always need to deal with the records and keep them familiar to the jobs done. Even though the technology keep evolving nowadays, the manual filing system still a very preferred methods chosen by all of the organization.

Secondly is the employee at SIMU are very familiar to the filing methods that they use. They are the senior employees that have very preferable experiences at filing methods. They know exactly what should they do to keep the records updated. With the training that they undergo, they have good skills at keeping the records safely and updated. For example is Puan Elvy Afisha. She has a very good memory at where the records located and she exactly know what are the procedure needed to be taken before filing process can take place. From my personal experience, before doing the filing process at the organization, the first step is to differentiate the letter according to department. Second step is to differentiate it according to the type of letter which means it is located into claim, pension, salary or many other categories. Each of the categories has their own number to locate which drawer or locker is needed to keep the letter. Categorizing

the letter is not an easy way because we need to read the letter carefully because any misplace of the records will lead to missing of records. During my training, I was asked to find the missing records with the help from the employees. With their expert skills, they manage to find the missing records. Puan Aimy is the one who responsible to keep the records according to categories and he also have the good filing skills. The employees at SIMU have the good skill at filing system and they also willing to learn new skill because they are fully motivated by the environment of the office.

The third strength of filing system at SIMU is they have the limit of authority to view the document in filing room. Only the heads of section have the authority to the filing room. Before other staff want to view the records in filing room, they have to consult the heads of section to access the records. This is to prevent any of the records are missing or used for other purpose. Puan Aimy are also the person who are responsible to keep the filing room are in neat and tidy condition. The limit of authority to view the document is also to protect the private and confidential document form outsider and any other threat. For example is the personal file of the employees. If this document is misused and the employees use this document for irresponsible purpose, it might harm the organization itself. The irresponsible acts are such as the employee adding certain training course into their personal records for the career development purpose. This will bring big trouble to the department to trace back their training course and this will affect the performance of the department.

The fourth strengths are they are also using color code filing system whereby the file is clearly distinguishable and easily retrieved. By using this methods, filing process is fast and easy and the work environment more pleasant.

It creates efficient and well-organized filing system for the department. Color-coding systems provide a variety of labels that make it easy to organize and consistently maintain file order, identify special sub categories, and create a uniform system. The connection between color and letters and numbers makes it easy for anyone to use. By putting these colors letters, numbers and designators in a particular position on a file folder, file pocket, etc., a color or block pattern is formed. When these patterns of color are broken, a misfile has occurred. In retrieving a file, color recognition reduces look-up time. It also saves presorting time and reduces filing time. In fact, color coded filing can reduce filing and retrieval time by up to 50%. Color coding can save money that is spent on non-color coded files. Misfiles are virtually non-existent in color coded files because of the ease of spotting a file when it is out of order. Memorization of colors is not necessary; the color works as a flag which identifies position or meaning in a file sequence. A good color code system can work for the files and in most cases pays for itself in less than a year due to the time saved in filing and retrieval without misfiles. Most of the employees are familiar to the filing system that is being practiced here and they understand well on their organization policy to keep all of the records updated and private and confidential documents are always preserved. Color coding is now used in any organization since it give enormous impact on filing system and it is easy to be practiced and suit in any business of organization.

4.2 WEAKNESSES OF FILING SYSTEM AT SIMU.

The first weaknesses are the unnecessary documents are still being kept at the filing room. For many years, the unnecessary records are not yet sent to

archive and this cause the filling room is full of pointless documents. It also cause the file is harder to find because the room is full and getting smaller and might not have the space to keep the updated records. According to the company policy, the documents that are older than seven years can be sent to archive except for personal file. The problem is the document is not yet sent to archive and the department should take this as serious problem. In the near future, the current documents are more important and it keeps the room neat and tidy. The organization should be selective on what they should keep. The employee that responsible to the filling room takes the great workload and this might lead to dissatisfaction in term of jobs done. Even though the task is not done by one person, but the person who are responsible to take care of the filing room taking heavy workload to ensure the file are in correct order and tidy.

The second is the organization did not have the e-filing system that might help them to locate the file more accurately and reduce time consume to find the records. It is considered as technological globalization whereby the organization should be up to date to current technology. E-filing system is using of technology to speed up the process of finding file. The records are being recorded into the e-filing system in order to locate where exactly the file is located in the filing room. For example is to find expenses document by financial section. The employee just need to key-in the number of letter and the system will give you where the file is located in the filing room. By using this system it cut the finding time in filing room as used in many government agencies nowadays. They need to learn to remember where the certain file is located. Currently the staffs already remember where the file is but if they employ new employee, it might cause longer time for the new employee to get use to the environment. For the senior employees, they

would also need to teach the new employee and this might cause work overload to them. Based on my personal experience, it is hard to remember all of the records and where it is located. It takes a lot of time to get use to the filing room because it is considered big and many files located at the room. Every day, they also need to keep the records in the filing room and they need to take the required records for their job requirement. It takes a little longer time compare to the senior employee there because I have to read where the file is located at the filing room. Perhaps on installing e-filing might help to reduce the time for searching the records.

The third is the condition of the filing equipment. The condition of the equipment is not satisfying whereby it looks a little bit old and outdated. For example are the file folders. The file folders are very old and certain of the file already broken. Some of the file folders need to be tied up with nylon rope. What concern me here is if the audit is ongoing, it may be difficult to open up the file folders and search for the records. Some of the file folders are also worn out with tear and it is still used for the filing equipment. The records in the filing room are kept in old fashioned filing equipment. Apart from the condition of the filing equipment, the filing room also is not in tidy condition. The person responsible to keep the room clean and tidy is waiting for the old records are being sent to archive to ensure the room can be clean up. It is not in a clean and tidy condition because the room is full of filing equipment and the old records and plus, the filing room is also being crowded by inventories such as stationary, utensils even canned food. It seems that the filing room is also the storage room. This also makes it difficult sometimes to find certain folder with all other stuff lying around. It makes the room look untidy and it is give the room becomes smaller and harder to find the records. They need to do something about this mess to ensure the

effective and efficient filing room is produced. Based on my personal experience, the other departments are also using this room to keep their things. For example is UPPQ department are sharing the same filing room with SIMU department and also keeping their staff belongings such as shirt and other equipment. This might cause security issue whereby the person who enter the filing room may take the private and confidential records. This issue should be solved promptly to ensure anything bad will not happened.

Fourth is the file may be misplaced. It is the disadvantages of alphabetical filing system whereby the human may misplace the records. It cannot be prevented because all humans may make mistakes. This issue is related to the type of filing system chosen by the organization. In order to prevent this from happening, they need to use combination of filing system such as the use of colors to differentiate the files. Yet the problem still occurred because this problem cannot be avoided. It takes a good and efficient employee to prevent this problem. It also can lead to easier untrained employee to access and manipulate data. Anyone can look at through alphabetical filling cabinets to find a file. But for locating and manipulating an electronic database may require technical training and user errors can result in unintended alteration or data loss. Another weakness is in term of editing the records. The organization use hard copy to keep the records and send information to others. Paper files cannot be edited directly, forcing users to make new copies to update old file. This might lead to waste of paper and waste of money. The organization need to stock up their paper in the inventory store for future use. This will also lead to waste of money whereby a lot of papers are required to update these records. Their expenses will also increase due to the high usage of paper. Not yet to be considered the printing machine

such as photocopy machines, printers, and scanners. Instead of money, the employee job are also increased because of the updating the file might take longer time and longer procedure. During my training, each of the section is allocated with certain amount of papers and they are advised to reduce the amount of paper used.

4.3 RECOMMENDATION

The first recommendation that I would like to suggest is they should invest in proper filing cabinet. A filing cabinet is office furniture used to store paper documents in file folders. In the simplest sense, it is an enclosure for drawers in which items are stored. At SIMU they are using lateral files cabinet whereby all of the equipment are stored in filing room. They might consider enhancing their filing equipment to ensure the filing system look proper and neat. It is also to ensure that the records can easily be find and it reduce the percentage of misfiling whereby the records are visibly clear and easy to track. The equipment such as filing cabinet in SIMU is not enough to keep all the records safe and all of the important documents are sealed. The main problem here is the organization has short of filing equipment and they should consider upgrading their filing equipment. For example is to use the filing equipment that is fireproof and waterproof from potential hazards like fires and floods.

The document such as personal file should be placed into locked cabinet to ensure the potential hazards can be avoided. Lateral cabinets quantity should be added because it takes up less vertical space. Besides, it can stand firmly against the wall. Filing equipment that they should consider to upgrade is the use of paper file folder. The paper file folder are easily worn out or torn if the files are full or

handle by rough employee. They should standardize their file folder to black lever arch folder because this file folder is tough and can keep more documents than paper file folder. This black lever arch folder also can easily be arranged at the cabinets. It can be labeled in colors to enhance the filing system. This is to ensure all of the file can be kept according to its categories and enhancing their filing systems.

The second recommendation is integrate more proper records management system such as using of e-filing. This technology can be integrated into filing system whereby the technology is easy to use and increase the accuracy and prompt service by the employees. The e-filing system that can be applied is the use of software to find the records in filing room. The most important things to fulfilled in this types of filing system is to ensure all the records in filing room are correctly arranged into categories and SIMU's already arrange all of the file according to its categories. They just need to hire contractor to do the software installation or internally develop the software to make this system works. This system operate in which the employee of the organization just need to key-in the number of reference of the letters and the software will show where the file is located at filing room. They do not need to manually find the required documents or records and it encourages prompt service and save much time. The employees just need to maintain the filing room in neat and proper condition.

E-filing also increases the security of the document whereby only the trained employees are the one who can access the file or records. They are the one who know how the software works and the records are much safer. A study by Missouri Department of Revenue says that, electronic field returns have 13 percent fewer errors than paper returns. It shows that the employee can reduce

the misplace problem and this is very crucial to effective filing system. The employees will be given the authority to certain document depends on his or her position and only certain people will have full access to locate all of the documents or records. In this measure, it can increase the security of the private and confidential document because when it deals with tender document, it is very highly sensitive to the competitors.

The third recommendation is to get rid of the useless records in the filing room. The filing room at the organization is nearly full and they should do something to deal with these matters. The filing room of SIMU and UPPQ department should be differentiated from each other to avoid security issue. From my observation, the organization seems to share the filing room between department and this make the filing room look untidy and full of other office equipment. This should not be happening because some of financial and NKRA file is highly confidential and so does other department. In the future, they should have differentiate their filing room to avoid any unwanted situation happened. For every department to have their own filing room, maybe it need longer time to implement due to the shortage of space. But what is the most important is to get rid of any unwanted equipment in the filing room.

Another crucial issue is on the old records that need to be sent to archive. At SIMU's filing room, it is full of old records that is been transferred from their old building since the 90s. They still keeping the records and this make the room full of unwanted document. They are also lack of attention to the filing room cleanliness whereby the file are not arranged well even though it is already been categorized. The old records should be sent to archives to ensure they are having enough space to keep the new records which is more relevant. In addition, the employee

cannot do anything to send the file to archive because the order comes from top management. They are the one should be aware of the filing room that are getting smaller in term of its space.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

This internship was very fruitful to me because I had to cover many different fields. I have learned new concepts and new ways of working. Besides that, I have learned and experience in doing tasks that has never been taught in the class or any other subjects. This is a great rewarding experience for me. Below are the conclusions that I've made during my internship.

5.1 CHAPTER 1

During my internship, I learn that SIMU office is a unit that offers approval of project throughout the Sarawak State with primary importance to satisfied their client needs.

There are several section in these office and each of the departments has their own responsibilities and specific jobs. My focus is on the section that I undergo my practical which is the project section and administration section. Under the governance of the Chief Minister, this SIMU office has being rated as the best units in the Chief Ministers Office from the year 2007 to 2010.

5.2 CHAPTER 2

Chapter two describes the flow of tasks that had been done during the five weeks of practical training. The chapter consists of description of tasks done by day and summary of the tasks by week. By viewing to the table in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. We can see in the chapter that most of the tasks that had been done are mostly related to the subjects learned in class. This is because the office's objective is giving satisfaction to their client and managing the project financial, thus, most of the models and approaches used are related to the subjects learned such as in total quality management, introduction to public administration and management, including strategic management and service management.

Through the schedule, we can also detect whether the office misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas and photocopying. These types of tasks are called clerical works which are not suitable for the practical student. Practical training is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the schedule in this chapter, we can see that the company fully utilizes the practical students by giving me tasks which are suitable with my capabilities. The office does not take advantage from the practical student by giving the practical students unnecessary tasks. Moreover, the company does bring me to the real management environment for my experience.

5.3 CHAPTER 3

Chapter three shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, we identifies which area of the

tasks that had been done relate with the tasks given. The relationship can be in various fields of subjects.

During the practical training, the task that I have done is much relates to the procedures learned in records management that is filing system. The procedures used are more towards preparing the document or records and it is dealing with filing system because each time I need to prepare a document, filing system element is not missed whereby I need to access to the filing cabinet to take the required records.

At SIMU office, Chief Minister's Office, the filling method that they implement is alphabetical system. It is the use of conventional filing systems where paper documents are filed in filing cabinets. The organizations also use numerical filing system. The uses of numerical filing system are being used to differentiate the file between SIMU financial and SIMU project section and other units that shares the same filing room such as the UPPQ . The most department using filing system is project section. In the offices, the section leaders are the only people being given the authority to view all the file in filling room.

The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made me understand on how the theories work and how to use it. This has given me deeper knowledge in the theories.

5.4 CHAPTER 4

In everything that we do, there are always its strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be

eliminated. Recommendations also need to be identified to help the organization improving the weaknesses of the system. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task given and to recommend ways on how to strengthen and eliminate it.

The strength of filing system at the organization is it uses the manual filing system, employee at SIMU office are very familiar to the filing methods that they use, they have the limit of authority to view the document in filing room and the use color code filing system whereby the file is clearly distinguishable and easily retrieved. This will become the key to a successful organization because filing system is not an easy task and need extra attention by the employees.

The weaknesses are the unnecessary documents are still being kept at the filing room, is the organization did not have the e-filing system that might help them to locate the file more accurately and reduce time consume to find the records, the condition of the equipment is not satisfying and the file may be misplaced. These kind of weaknesses need to be improved from time to time. Perhaps the organization may implement new strategies to help in improving these kinds of weaknesses.

The recommendation that I can give is to invest in proper filing cabinet, integrate more proper records management system such as using of e-filing and get rid of the useless records in the filing room. These may help in term of organizing the proper filing records in the filing room. These may help in term of organizing the proper filing system and accurately give what the customer need promptly.

All in all, the experience of working and learning at the same time in such a reputable organization is awesome. The flexible working environment makes the employees love working at the company. The working environment that is relaxing and the friendly employees makes the company more fun to work at. It will be an unforgettable experience of my life where I learnt the way to behave and polish my abilities at the organization level, had the experience and exposure of performing and handling tasks, supervisor and subordinate relation. This experience has made me fully utilize my knowledge.

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APPENDIX



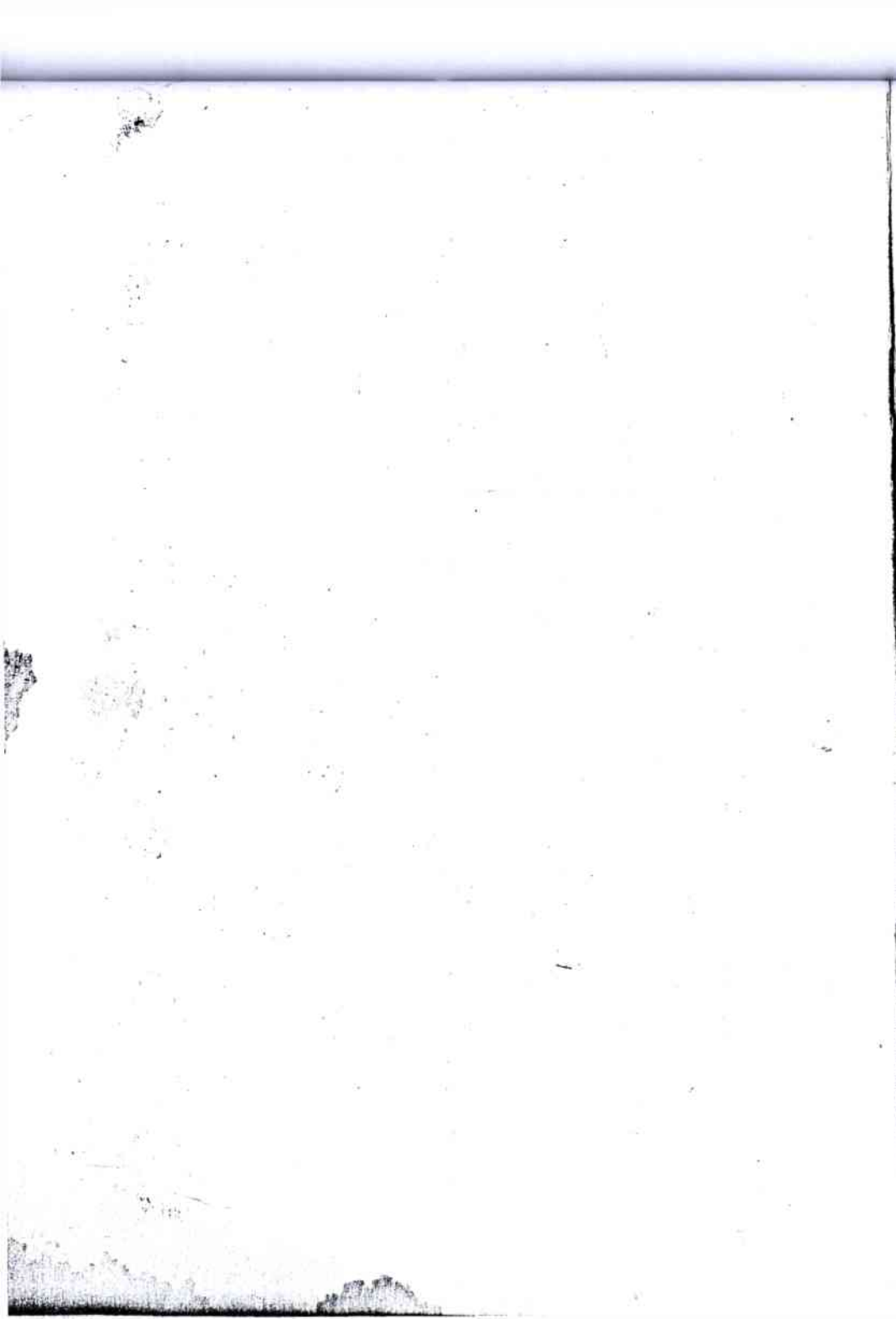
Figure 1 SIMU Morning Prayer



Figure 2 Meeting on NKRA



Figure 3 5Star Rating Team





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 under taken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: MUHD SHAFLIZUDIN B AHMAD SAIFI
2. Date & Place of Birth: 01 JANUARY 1991 / HOSPITAL UMUM SARAWAK
3. UiTM No.: 2010570715
4. Program: AM228 - ADMINISTRATIVE SCIENCE AND POLICY STUDY
5. Year: 2013 Part: 5
6. Home address: 83, JALAN JAWA KAMPUNG PINANG JAWA,
93050, PETRA JAYA, KUCHING, SARAWAK
7. Address during practical training: 83, JALAN JAWA KAMPUNG PINANG JAWA,
93050, PETRA JAYA, KUCHING, SARAWAK
8. Place of training: UNIT PEMBANTUAN PELAKSANAAN NEGERI
747 5 WISMA BARRA MALAYSIA, 93050, KUCHING, SARAWAK
9. Name of Supervisor in-charge: EN. ASRINEZAL B. MORSHIDI
10. Duration of training: From: 27 JULY 2013 to 30 AUGUST 2013



FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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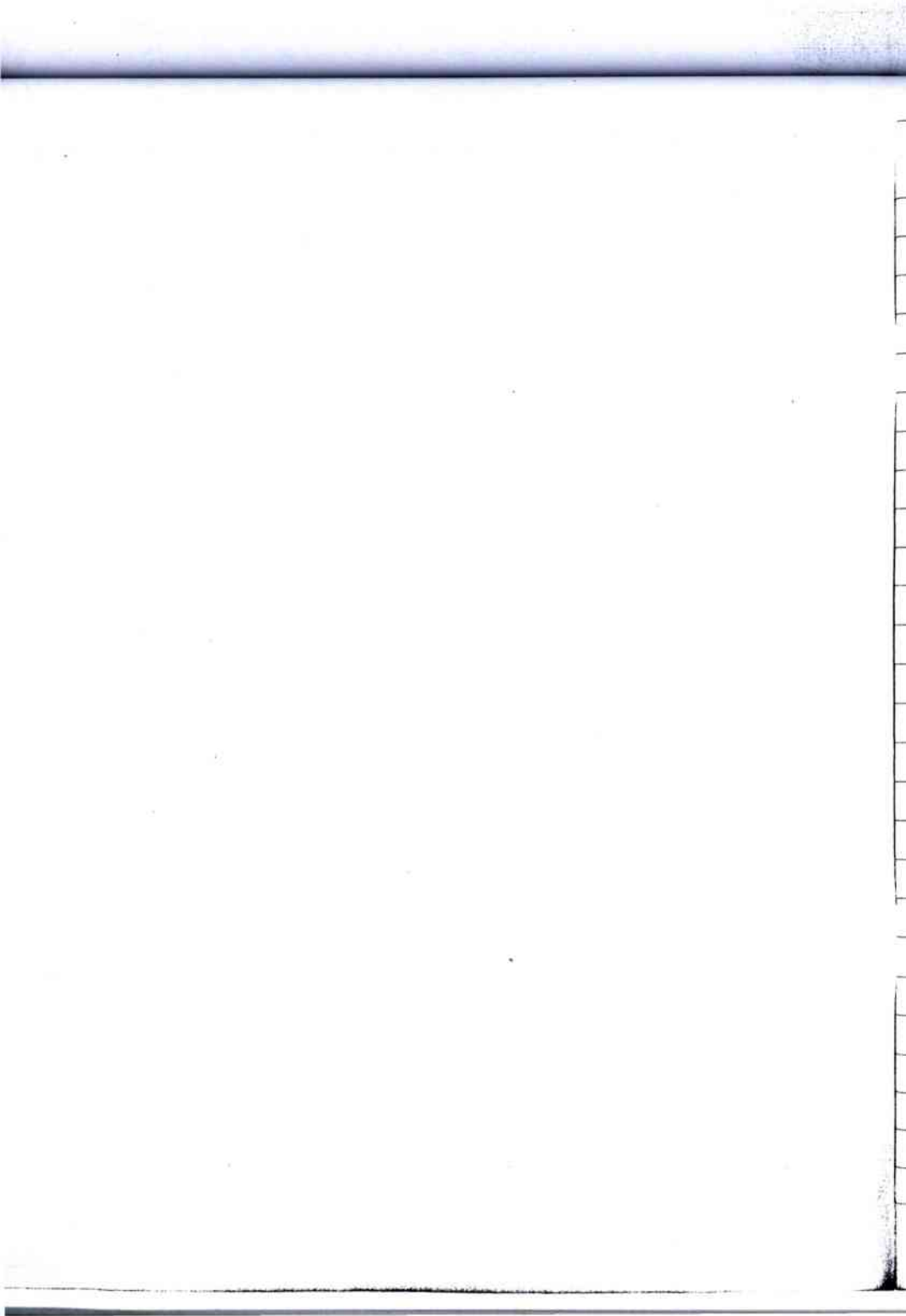
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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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2009

EXACT NATURE OF WORK DONE

SUPERVISOR'S REMARKS

Today, as usual I do my filing and labeling. Today, filing is almost done. But still ~~many~~ many filing fr. to be done. - The nature of work here is the same with other government agencies, that is bureaucracies. However, the fellow employees here manage to finish their work early than expected.



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/ 2013 s day)	<p>- Today I did some new filing and labelling in NARA section</p> <p>- check checking information about state departmental in agriculture and tourism</p>	
	<p>* tomorrow is Raaga Holiday</p>	

DATE


EXACT NATURE OF WORK DONE


SUPERVISORS REMARKS


13/8/2013
(Tuesday)

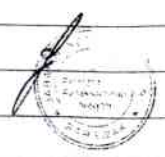
- Today I finish some filing
and labeling on new stock of
file
- Then, when for a meeting
with Mr Charles Saw, to edit
an introduction for 50th Sarawak
Independence Book.





DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
8/2013 Wednesday)	- today still with Mr Charles Siew and others on editing	
	the 50th Singaporean Independence Book.	
	- later that day, there nothing else to do in the office.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/ 2013		
Friday)		
	<p>- Finishing up on the gathering of information of Sarawak Palm Oil Plantations and Sarawak Spout facilities.</p> <p>- After Friday prayer, I and Mr. Charles went to see Dato' Ose again to discuss on the content of 5th Sarawak Independence book. Dato' Ose approved it for Sarawak after reading the outline of the book.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>14/8/2013 (Monday)</p>	<p>Today I was assigned to do the units report (Kawasan Jabatan)</p> <ul style="list-style-type: none"> - I search the background of the units, its function and contribution towards the state of Sarawak. - I also encountered on the quantity that this units use for keep check the level of pH is optimum level. - This unit used S₁ and S₂ for trying to evaluate the result that it give to clients. - Plus, the balanced scorecard is to keep ^{score} track on the units projects and services that have to be accomplished within the units stated and aims. 	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>21/8/2013 (Wednesday)</p>	<p>- Today, any day start with the "mentoring". It is a program where the Director, Mr. Balne Zini teaches the all staffs how to do do jobs more efficient. The topic is on making formal letter more easy and simple, neat and clean (format of letter)</p> <p>- Then, he talk about some global issues and shows his concern towards his employees</p> <p>- Then at later evening, my lecturer supervisor came to evaluate on my practical training. Then I was asked when to speak with the supervisor which then, replace by Miss Kaitheine to find out what is the units and how well I did in the units.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
27/8/2013 (Tuesday)	<p>Today my day started normal working on the of report jabatan then, I used my time to start with my practical training report.</p> <p>- Then, Mrs Amy call for me to explain to her the filing I did a few weeks back.</p> <p>- Then, it came to mind that the filing system is a hell of mess.</p> <p>- I with the help of Mrs Amy and Miss Maria, we rearrange the filing unit in synchronize order for easy reaching.</p> <p>- After that, I continue with my practical report</p> <p>pls: be need to tag new label for boxes tomorrow</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>28/5/2013 (Wednesday)</p>	<p>- Today I made a follow-up on my filing.</p> <p>- Finish up my labeling the whole morning till lunch.</p> <ul style="list-style-type: none"> reorganized the file room according to type of file, case, and section <p>- After lunch, I join with the ^{other} trainee at HRM department in their presentation and toastmaster ceremony.</p> <p>- In the late afternoon, I continue with my report journal.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
29/3/2013 (Thursday)	<p>- Today, I follow Mr Emu from the agriculture, rural & land development section to a meeting. Delivery management office, which being chaired by Doto discuss the some state secretary of administration.</p> <p>- later, I do some follow up on the meeting regarding on the attendance and minutes of meetings.</p>	