



# PRACTICAL TRAINING REPORT

## UNIVERSITI TEKNOLOGI MARA

## KOTA SAMARAHAN

## FACULTY OF ADMINISTRATION SCIENCE & POLICY STUDY

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## PRACTICAL TRAINING REPORT

## BY

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# AT

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UNIVERSITI TEKNOLOGI MARA

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## RECOGNITION

" I admit that this report is fully done my me except certain sources that has been stated"

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## **REPORT RECOGNITION**

I certify that i have assessed to this Practical Training Report.

.....

(ENCIK KHAIRUL NAZLI JUNID)

PENILAI

PENGURUS STESEN PENYELIDIKAN

**MPOB SESSANG** 

# TABLE OF CONTENT

	TABLE OF CONTENT	
Items		Page (s)
AKNOWLEDGEMENT		1
CHAPTER 1	INTRODUCTION	
1.1	Introduction to MPOB	2
1.1.1	Logo	4
1.1.2 - 1.1.4	Vision, Mission, Policy	5
1.1.5	Function	6
1.1.6	The Board Members	7
1.2	Objective of Internship	8
1.3	Benefits Of Practical Training	9
CHAPTER 2	OFFICE MANAGEMENT	
2.1 - 2.2	Introduction of Office Management	10
	& Role Of Office	
2.3	Office Environment	11
2.4	Office Machine	14
2.4.1 - 2.4.2	<b>Definition &amp; Photocopy Machine</b>	14
2.4.3	Telephone "Direct Line"	16
2.5	Letter System	18
2.5.1 - 2.5.2	Introduction & Fax machine/	18
	Receiving Letter	

2.5.3	Letter In Record	20			
CHAPTER 3	TASK AND MINI PROJECT				
3.1 - 3.2	Mini Project introduction &	22			
	Benefits of 5S workplace				
3.3	5S Implementation	23			
3.3.1	Example ( Labeling ) ,during practical period	26			
3.3.2	Example (Label/Logo)	28			
CHAPTER 4	CONCLUSION	30			
CHAPTER 5	REFERENCES	31			
CHAPTER 6	ATTACHMENT	32			

#### ACKNOWLEDGEMENT

In the name of Allah, The Most Gracious, The Most Merciful, All praises and thanks to be to Allah, the Lord of the 'Alamin, The Most Gracious, The Most Merciful. The only owner of the day of Recompense, You (Alone) we worship and You (Alone) we ask for help, Guide us to the straightway, The way of those on whom You have bestowed Your grace, Not of those who earned Your anger, Nor of those who went astray.

First of all, I would like to thank my Allah Almighty Who gave me the courage, health and energy to accomplish my industrial training in due time and without those help this industrial training which required untiring efforts would have not been possible to complete.

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I am grateful to my friends for their support and help especially while helping me during the training period and report writing. Hopefully that all of you will be success in the future. Not forgotten, friendly staff at MPOB Sessang Saratok to help in explaining all the process and work need to be done.

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1

# CHAPTER 1 INTRODUCTION

#### 1.1 Introduction to Malaysian Palm Oil Board (MPOB)

The Malaysian Palm Oil Board (MPOB) is a government agency responsible for the promotion and development of the palm oil industry in Malaysia.MPOB is one of agencies under Malaysia's Ministry of Plantation Industries and Commodities.

The Malaysian Palm Oil Board (MPOB) was established in 1998 with the passing of the Malaysian Palm Oil Board Act, which led to the merger of two pre-existing agencies, the Palm Oil Research Institute of Malaysia (PORIM) and the Palm Oil Registration and Licensing Authority (PORLA). The resulting organisation was named the Malaysian Palm Oil Board and officially began operations in May 2000. The first Director-General of the MPOB was Yusof Basiron who served until 2006.

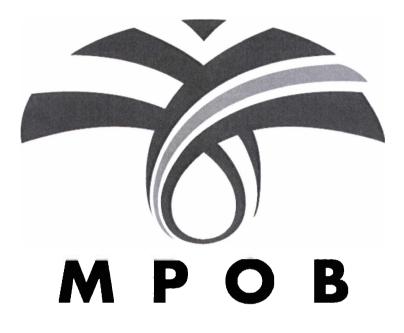
The MPOB is an agency of the Ministry of Plantation Industries and Commodities and is funded by palm oil industry taxes and through government grants for research. The current chairman is Shahrir bin Abdul Samad, and the director general is Choo Yuen May. According to the organisation's official website, the MPOB is headquartered in Kuala Lumpur and operates additional offices both within Malaysia and abroad, including offices in China, Brussels, Pakistan, the United States and Egypt. The MPOB requires all businesses involved in the palm oil industry to be licensed through the organisation. The organisation's activities include research, publication, development and implementation of regulations and the promotion of the palm oil industry in Malaysia. The MPOB oversees all stages of palm oil production in Malaysia, from planting to exporting. It publishes several journals, including the Journal of Oil Palm Research. The MPOB also oversees the Tropical Peat Research Institute, an organisation that conducts research into the effects of planting palm oil on peat land.

In 2012 and 2013, the MPOB has focused on supporting palm oil smallholders by making available funds and additional services for palm oil producers with fewer than 2.5 hectare of land. These growers are eligible for government assistance intended to help smaller producers compete with larger plantations.

The MPOB supports the development of new products including biodiesel and alternate uses for palm biomass, the organic waste produced when processing oil palm trees. The research into biomass has led to the development of wood and paper products, fertilisers, bioenergy sources, polyethylene sheeting for use in vehicles and other products made of palm biomass.

The MPOB has worked in partnership with several universities on research and development projects, including a project with Beijing University that developed animal feed usingoil palm kernels. The organisation has also partnered with the University of London and Copenhagen University. In 2009, the MPOB pledged to increase their partnerships with private sector businesses, announcing partnerships with Sime Darby and the Genting Group's research department. Since then the MPOB has also announced research partnerships with WarisNove, C.H.E. Metal Works and Nippon Palm Corporation.





The LOGO of the Malaysian Palm Oil Board (MPOB) resembles oil palm fronds, and an outline of an oil drop. The out-flung formation of fronds represents the diverse functions of MPOB which range from research and development to commercialization, registration, licensing, technical advisory and consultancy.

The logo's green stripes also represent MPOB's R&D guiding strategies; maximum exploitation of palm oil, complete utilization of the non-oil components and full-utilization of the land under oil palm. The golden stripe signifies the "golden crop of Malaysia".

The logotype in black is symbolic of the strong and bold character of MPOB. The golden stripe and the rounded base of the logo signify a perpetual dynamic state of the Board characterized by energy and progress.

#### 1.1.2 Vision

To become the premier Nobel Laureate - producing research and development institution, providing leadership and impetus for the development of a highly diversified, value-added, globally competitive and sustainable oil palm industry.

## 1.1.3 Mission

To enhance the well-being of the Malaysian oil palm industry through research, development and excellent services.

## 1.1.4 Policy

- To adopt strong market and industry-oriented research and development programmes.
- To aggressively undertake transfer of technologies and commercialisation of research results.
- To forge an active partnership in technology development and utilisation with the private and public sectors.
- To strengthen international linkages and research collaboration in selected areas.
- To promote global awareness, appreciation and demand for Malaysian oil palm and products.

#### 1.1.5 Functions

- Implement policies and development programmes to ensure the viability of the oil palm industry of Malaysia.
- Conduct and promote research and development activities relating to the oil palm industry.
- Regulate, register, co-ordinate and promote all activities relating to the oil palm industry.
- Develop, promote and commercialise research findings as well as provide technical, advisory and consultancy services to the oil palm industry.
- Develop and maintain markets for oil palm products as well as promote efficient marketing.
- Liaise and co-ordinate with other organisations inside or outside Malaysia to further enhance the oil palm industry of Malaysia.
- Plan and implement training programmes and human resource development in line with the needs of the oil palm industry.
- Be the resource and information centre of the oil palm industry including the publication and dissemination of information on oil palm as well as other oils and fats.

## 1.1.6 The Board Members

Members of the Board which comprises a Chairman, representatives from the government and the industry, and the Director-General of MPOB are appointed by the Minister of Plantation Industries and Commodities. The Board plays a leadership role in giving direction to the organisation. Several committees serve the Board in the following areas:

- Research (Programme Advisory)
- Finance & Development
- Tenders
- Establishment
- Registration & Licensing
- Audit

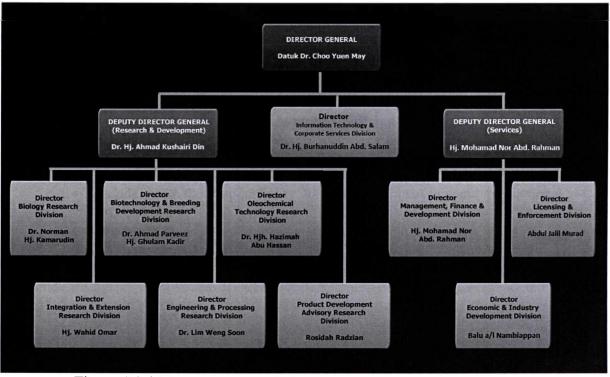


Figure 1.1.6 (a) The Programme Advisory Committee

### 1.2 Objective of Internship

The faculty of Administrative Science has its objectives to prepare students for professional pursuits of business, industry and government. Apart from this, the internship was completed with the objective of getting practical knowledge in the related department of Malaysian Palm Oil Board (MPOB)

More specifically, the objectives of the internship were as under:

- To compare the theoretical knowledge given by the college with the practical experiences.
- To gain ideas from the experienced people working in the related department.
- Clarify personal interests, skills, and competencies, and student implementation toward development of career goals.
- To understand the different types of training provided to the employees.
- To understand the challenges faced by the department.
- To develop personal standards of professional and ethical behaviour required in the workplace.
- To understand the responsibility for continued learning and professional development.

8

## **1.3 Benefits Of Practical Training**

#### Improve learning

Theory provides the groundwork for learning about anything, but you can't just learn by reading a concept; you actually have to see the concept in play to completely understand it. Real-life practical training gives a new learning experience and allows the knowledge to stay in your mind longer. For example, if you're studying to become a massage therapist or a nail technician, learning to perform remedial massages or manicures, respectively, is not only necessary, but also helps you learn the techniques described in theory better.

#### Improves skills

Aside from improving learning, practical training adds another dimension and complements the theoretical knowledge that you need for your chosen career. Practical training helps you acquire the specific techniques that will become relevant when you start working in your chosen field. Learning the theory of beauty therapy is necessary, but actually designing and applying beauty treatments for clients is much more relevant in a real-life setting. Same goes for massage therapy and nutritional medicine.

#### Get the career you want

Practical training is a great way to learn about what you like, what you want to do and what you can do, as well as learn more about other training and development opportunities available. Students would also often be working part time, casually or doing work experience alongside their studies, giving them an opportunity to better understand the day-do-day routine for their chosen career. Successful placements and practical training can even sometimes help you get jobs. Practical experience helps you get in contact with the right employers and create contacts and networks that can help you land your dream role.

#### CHAPTER 2 OFFICE MANAGEMENT

#### 2.1 Introduction of Office Management

Office is a place that plays an important role to help the process flow in order to make the the procedure effective and efficiently. Office also a place that control and determine the successful of the whole process that help to achieve goals and organization activity.

#### 2.2 Role of Office

The office performs the following functions so that the business can effectively and efficiently achieve its mission, vision and strategic goals.

#### (i) Production

The office coordinates the production process, bringing together the resources that are needed to produce the goods and services that satisfy the needs of customers.

(ii) Distribution and Exchange of Goods and Services

When an order is placed, the office directs the distribution of goods and services to the customers. The office receives and records payment in exchange for the goods and services that are provided.

#### (iii) Collection, Processing and Preservation of data (manual)

The office collects data from a variety of sources within and outside the organization. Data that is protected and preserved manually includes written and printed documents such as Trade magazines and journals, reports, employee records , memos

#### (iv) Collection, Processing and Storage of data (electronic)

The offices of many businesses now use Information and Computer Technology for the electronic collection, processing and storage of data. Some examples include the use of a computer database to store employee and customer records and electronic stock control systems using the barcodes that are printed on most products.

#### (v) Dissemination of Information

The office is responsible for the dissemination or distribution of information both within and outside the business. The information must be accurate, timely, understandable and relevant to the needs of the recipient.

## 2.3 Office Environment

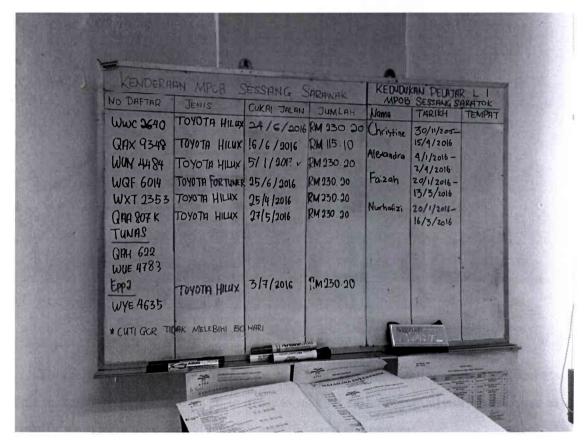


Figure 2.3 (a) Company Car List of MPOB Sessang, Sarawak.

This shows that the employee,officer or driver can find out when they need to renew their roadtax. Thus, mainly the company car are Toyota Hilux and this is because Toyota Hilux are easier and suitable to be used for entering the sites and worksites.



Figure 2.3 (b) MPOB Official Form

This is the official form of MPOB such as vehicle form, meeting room form and etc. This rack has been structured well in order to make it easier especially the employees to identify what form they should take for specific used and process.

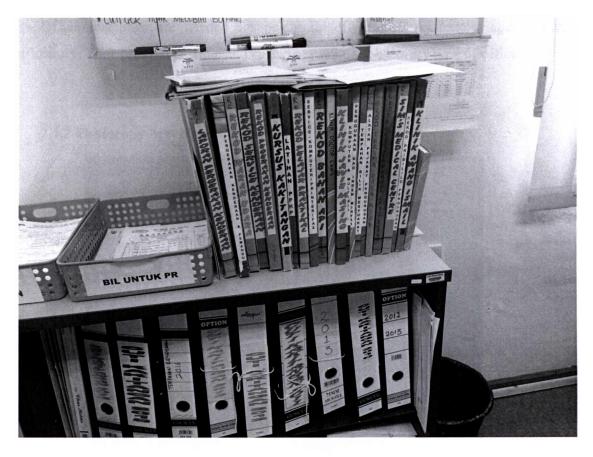


Figure 2.3 (c) Record Book

Record book are important element in the office because every activities and work by staff are recorded into the record book. This is because in administration management, record is used to ensure that the staff are doing the right things and not for personal use, thus by having the record book we can check the older record by staff. Record book that used are such as Medical record, vehicle fuel, and practical student record.

## 2.4 Office Machine

### 2.4.1 Definition

Office machines are needed for performingoffice jobs accurately, speedily and efficiently. They have labor, time and cost. They are used by every type of office.

#### **2.4.2 Photocopy Machine**



Figure 2.3.2 (a) Photocopy Machine

A lot of offices will be mostly portrayed by scenery where everyone is busy trying to accomplish a certain tasks. In some cases, there might be a little confusion and frustration if equipment such as an office photocopier isn't put in place. This doesn't mean that the whole solution to reducing commotion around any office solely relies on getting the latest photocopier. It simply means that things will be far much easier if one is put in place to facilitate essential office tasks.

A photocopier can duplicate a normal sized copy into a variety of other sizes such as A3, A4, A5, B4, B5 and others. This is a feature that isn't available in common printers. This means that the equipment can resize everything on the document, including font and any image that might be present. It does so without altering the quality of the end product. The management can use this aspect to enlarge documents that they can use for a presentation. You can also size down a large document to store into a file for future reference.

The productivity of the workforce in any office is often seen to rise steadily if there is a photocopier in place. A lot of time is also saved when using this machine. The time saved can be used to work on other departments that might require attention. An office photocopier will prohibit your worker from having to outsource for the services every time they need to make extra copies of documents.

It should be noted that the latest photocopiers come equipped with a scanner similar to that found in computer printers. This is a bonus feature that improves that convenience of the equipment thus enforcing the need to have it in the office. Other features that are equally appealing include a fax function.

A photocopier that has functions such as printing, copying, scanning and faxing will without a doubt help the company reduce costs. It will also help employees save a lot of time. This is more than enough reason to go and purchase a photocopier seeing that it can only bring well to you company and those working in it.

#### 2.4.3 Telephone "Direct Line"



#### Figure 2.4.3 (a) Telephone

Telephone are an important thing that has been used in all government sector to connect and communicate with everyone to deal with. With this telephone, it is easier to do an office management such as delegating information to everyone that is related with. "Direct Line" telephone is a phone used in office to make a call to other office by using "direct line" that can sent the call to other unit or department. In MPOB Sessang, they are using "Direct Outward Dialing". Direct Outward Dialing (DOD) is a service of a local phone company that allows subscribers within a company's private branch exchange (PBX) system to connect to outside lines directly. Using DOD, a company can offer each person or workstation within the company the ability to dial numbers direct, without the need to go through an operator or dial other numbers first. In MPOB Sessang office, the operator will click "transfer" button and dial other department number then they can directly receive the call and communicate.

Receiving calls is an important things for the operator in order to ensure the communication be more effective and efficient. Thus, communication or receiving calls from other need several ethics in order to get accurate and right information to delegate within the organization. In MPOB Sessang office, the operator will say "Good morning/Good evening...MPOB Sessang..". Besides, this shows that the company wanted to ensure that they get an a good feedback from the caller ensure that the customer satisfied with the operator.

## 2.5 Letter System

## 2.5.1 Introduction

Letter system are system that operate to restructured all letter that has been receive and letter out.

## 2.5.2 Fax machine/ Receiving Letter

Every letter that has been received should be respond immediately. If not, the letter must be stamp with received letter stamp to show that the letter has been received on the day and recorded into record book. Then, the letter must be handed to the officer or staff.

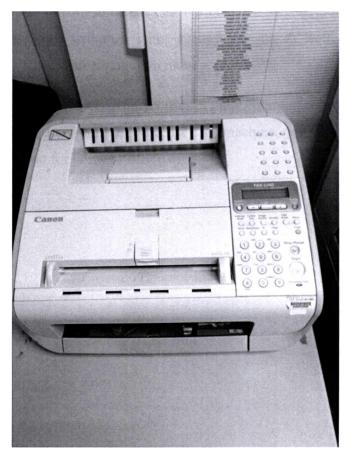


Figure 2.5.2 (a) Fax Machine

The staff can send them to other fax equipments for quicker delivery of documents. All you have to do is dial the number that you are going to send it to and slip it in. It scans it and you keep the copy. It also allows other people to transmit documents. They allow you to receive faxes in the very speedy and secure manner. It comes in handy especially if you need signatures for an important document and so forth.

There are also those that find that the fax device can be used for other things as well. One of functions of most of the modern day fax machines its usage as a copier and scanner. Most of today's machines are multifunctional. Then, there is one last thing that it can be used for. It can be used as a printer in a way. You can send faxes from your computer which will then make a copy for you as well. This can be quite economical for some who are tight on money.

So, as you can see, there are many uses of these communication devices other than faxing. Looking at the overall functions of a fax machine, you will find that they really are useful and great for home or office use.

## 2.5.3 Letter In Record

Letters that has been received must first be stamp and recorded into Letter In Record book. The steps are:

- I. Recording the date of the letter, reference number, date of letter send, sender name, letter tittle and type of letter either through fax or shipment.
- II. Letter that has been received must be stamp with receive stamp then send to the officer that is related.

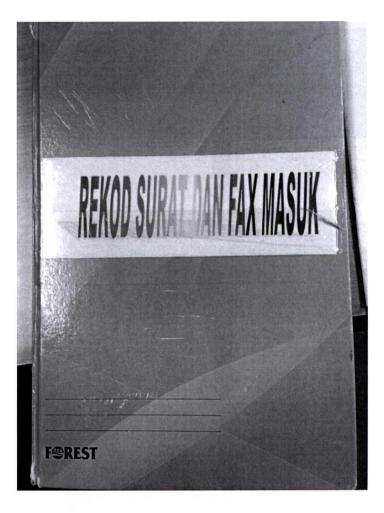
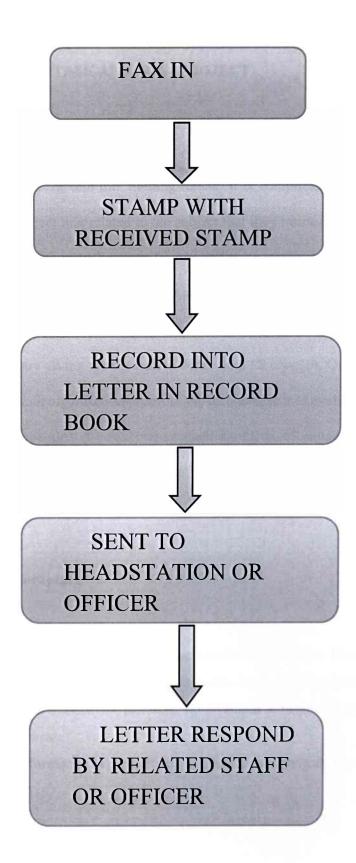


Figure 2.5.3 (a) Letter In Record book



#### CHAPTER 3 TASK AND MINI PROJECT

#### 3.1 Mini Project introduction

In order to complete this training lesson, it is compulsory for the student to done a mini project that related to the subject that they trained at the organization. The topic was discussed between trainee and their supervisor. This is to trained student to be more creative, proactive and responsible once they were assigning with project that need their extra attention.

Manager are giving me the task to done some 5S concept. One of the methods of determining an organisations approach to its business is to evaluate its workplace organisation capability & visual management standards. 5S engages people through the use of 'Standards' and 'Discipline'. It is not just about housekeeping, but concentrating on maintaining the standards & discipline to manage the organisation.

#### 3.2 Benefits of 5S workplace

- Improved safety
- 5S becomes a fundamental business measure & key driver for Kaizen
- Forms a solid foundation upon which to build continuous improvement
- Employees gain a sense of ownership, involvement & responsibility
- Reduction in waste
- Improved performance in productivity, quality & morale leads to increased profitability

#### 3.3 5S Implementation

While in the MPOB Sessang office, they already applying several 5S concept such as File Tracking and File Labeling. For file tracking, the file are already having a specific title and every file that are taking out will be recorded into the record book. Everyone within the organization have to record file title, file number, date and staff name. This is because whoever other staff wanted to find the file, they can check the record book and find out the staff that taking the file out. Having this type of system can make the process within the organization more effective and the task or job can be done easier. Example of the implementation of 5S by the MPOB Sessang office are:-

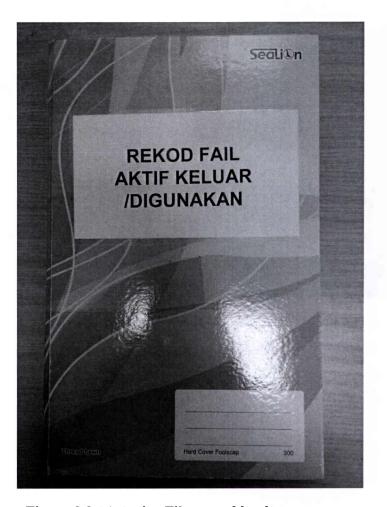


Figure 3.3 (a) Active File record book



Figure 3.3 (b) File Labeling ( Pink )



Figure 3.3 (c) File Labeling (Orange)

Based on the file labeling, the organization or staff can identify and find the correct file based on the labeling. For this, the file are divide into pink label and orange label. Pink file label are the information about general file and activities of the organization. While orange label file are private file of each unit or department of the organization.

# 3.3.1 Example ( Labeling ) ,during practical period

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Figure 3.3.1 (a) Before labeling

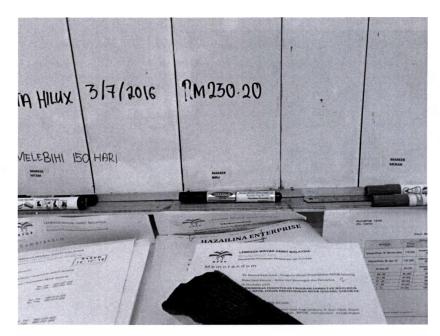


Figure 3.3.1 (b) After labeling

By doing this labeling it can ensure the workplace to look clean and well structured. Thus, by having a clean workplace the staff and the task can be done effectively and less stress. However, the staff should also have to keep and maintain the implementation by keep the things on the right places.

# 3.3.2 Example (Label/Logo)



Figure 3.3.2 (a) Tray ( before )

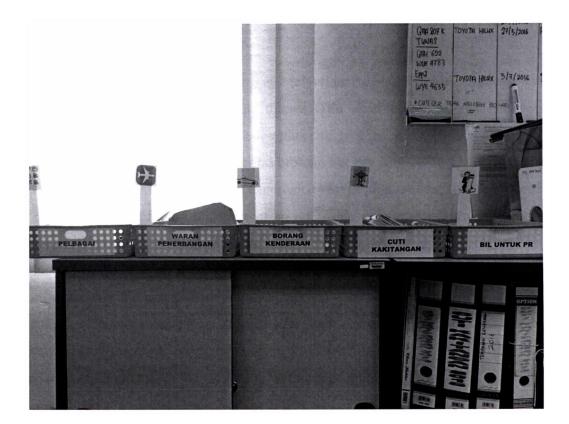


Figure 3.3.2 (b) Tray (After)

By doing this, by adding the logo on the tray can make the staff easier to locate the form or keep the things on the right place. They just can easily see the logo directly to locate or find the right form or information. Besides, the organizational goal could also be achieve by having a clean and structured workplace and keep maintaining the implementation.

#### **CHAPTER 4**

#### CONCLUSION

Having an industrial training at Malaysian Palm Oil Board, Sessang was a great experience and opportunity to the trainee. The welcoming staff that were very friendly and willing to share the knowledge plus can give the student the opportunity to done their project there. The training period brought out my strength and quality to work within this industry. Other than that, the experience also brought out the area that I need to work more on it. The primary objective of an internship is to gather a real life working experience and put their theoretical knowledge in practice. During my training, at first it was blur and nervousness that come to mind, but along of learning session i have gained my confidence and courage to work with the staff and to increase my communication level with guest and management. Here student also learn about time management and how important it is to have critical thinking to solve the problem urgently. Other than that, being an trainee, it is important for the student to be independently and able to mix around with other people and at the same time take care of themself. Being apart from home and family teach us how to manage our life by ourself. As a trainee, I strongly recommend this place as a training venue for the next generation.

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III. About Us.( 2003, February ). Retrieved from <u>http://www.mpob.gov.my/</u>

# CHAPTER 6

# ATTACHMENT



Figure 6 (a) Offical MPOB Stamp

Amerika Alika - Pritra - Safara Bayan Anda - Anda - Safara Bayan Anda - Anda - Safara Papata Postawa - Safara Papata	KERAJAAN MALAYSIA WARAN PERJALANAN UDARA A	WAM	atta atta atta	5220	and the second
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Figure 6 (b) Flight Airlines Warrant

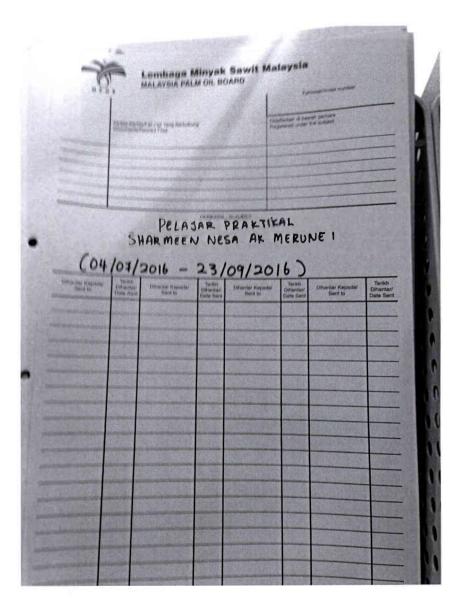


Figure 6 (c) Practical Student File

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Adelah disahkan ta Pe	engesahr : <u>A</u> : <u>4</u>	an Kenderaan			Pegawai	i Penyella
Adalah disahkan te Pe Nama Pamandu No, Kandarean Jana Kencerak t	engesahr : <u>A</u> : <u>4</u>	an Kenderaan Narw Dwc 2840		Tandalangan Nama	Pegawa : :	i Penyella
Adelah disahkan ta Pe Nama Pamandu No, Kanderaan	engesahi : <u>A</u> : <u>4</u> : -	an Kenderaan Narwu Dwic 2840 Teyota Hilly		Tandalangan Nama	Pegawa'	i Penyella
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Figure 6 (d) Vehicle Applying form

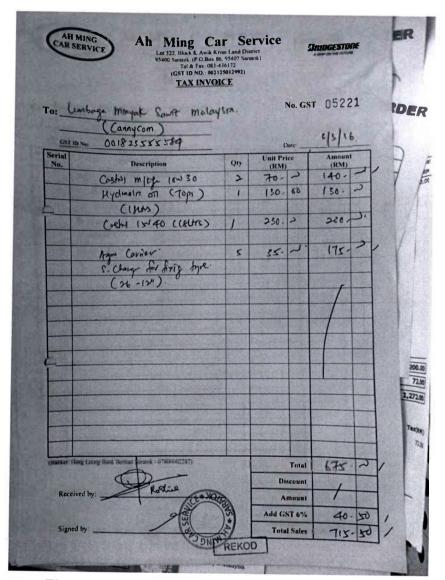


Figure 6 (e) Bill for PR

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*(i) *(ii)	Seya sahkan bahawa saqala sebarum hurung ahun tetapi babanyai han si perturan peraturan 21 perat hadapasi Saya membuat peraklam bah baki cufi rehat dibawa ke tahu Tandatangan Nama Pegawa Atasan Tankh	dak dapat dhabekan kerana damyak _ han dibena uran-peralturan pencen. 1980 awe penama di atas tidak dibe n hadapan dangan alasan-ala: KHAIRUL NAZLI BIN Pengurus Stesen MPOB Sessang, Sa	kepentnyan pernu rikan dikumpulkat manakala sebanya enarkan untuk men- san berikut - TJUNID	n bagi raetaan ga ik han lagi gumpulkan cuti bagi l Tandatangan	innan cuti renat dien dibenarkan dibawa ke t laedah gantian cuti reha	igikut Lahun
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*(i) *(ii) Pen Meng perat	Seya sahkan bahawa saqala sebaran hurung ahun tespa bebaran kurung ahun tespa perstaran persturan 21 peral hadapae Seya membuat perakuan bah bak cutarehat dibawa ke tahu Tandatangan Nama Pegawa Atasan Tarikh gesahan Bahagian Peng	dak dapat dhabekan kerana damyak han dibena uran-peraturan pencen. 1980 awe penama di atas ludak dibe n hadapan dengan alasan-ala: KHAIRUL NAZLI BIN Pengunus Stesen MCB Sessang Sa urusan Kewangan & Pir Alasan dan Pengarah Baha MPOB (Bab C), maka baku	kepeningan perna rikan dikumpulkat manakala sebanya enarkan untuk men san berikut -	i bag insetan ga jumpulkan cuti bag i gumpulkan cuti bag i Tandatangan Tankh	ntan cuti reha itien abenarkan dibewa ke l laedah gantian cuti reha Pengarah Bahagian	igikut Jahun It dan
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*(ii) *(iii) Pen Meng perat cutor Kep Perm	Seya sahkan bahawa saqala sebaran hurug ahun tespa h sebaran hurug ahun tespa h nadapasi Saya membuat perakuan bah baki culi rehat dibawa ke tahu Tandatangan Nama Pegawa Atasan Tankh gesahan Bahagian Peng juku perakuan dan Pengawa Juku perakuan dan Pengawa Juku perakuan dan Pengawa Juku perakuan dan Pengawa Juku perakuan dan Pengawa Juan 14. Peratuan Kakitangan Inta dan sebanyak ha	dak dapat dhabekan kerana banyakhan dibena uran-peralturan pencen. 1980 awe penama di atas ludak dibe n hadapan dengan alasan-ala: KHAIRUL NAZLI BIN Pengunus Stesen MPOB Sessam Sa urusan Kewangan & Pi Alasan dan Pengarah Baha MPOB (Bab C), mak babu c m di bawa ke lahun hadapan. r (Penjawatan)	kepennyah pernu rikan dikumpulkat manakala sebanya enarkan untuk men- san benkut -	bag medan ge khan lagi gumpulkan cuti bagi Tandatangan Tankh ebab kepenbingan phan bolehlah dik Tankh	ntan cuti reha fiten abbenarkan dibawa ke l laedah gantian cuti reha Pengarah Bahagian perkhidmatan setaras o umpulikan bagi faedah g	igikut Jahun It dan

Figure 6 (f) Staff Leave Form



Figure 6 (g) Stationaries

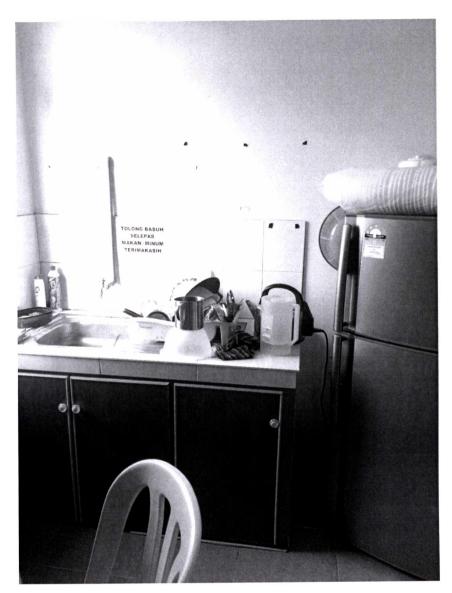


Figure 6 (h) Office Pantry