

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



PRACTICAL TRAINING REPORT

**TECHNICAL SERVICES DIVISION
(SECRETARIAT UNIT)
ROYAL MALAYSIAN CUSTOMS, KUCHING, SARAWAK**

NOR DALILA MURTADZA 2011933211

DECEMBER 2013

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,



NOR DALILA BINTI MURTADZA

ACKNOWLEDGEMENT

First of all, I am grateful to Allah S.W.T for finally my practical report has successfully completed. To have the opportunity for internship at Royal Malaysian Customs Department Kuching, Sarawak is truly an immense experience.

I would like to express deepen appreciation to my Supervisor, Madam Arenawati Sehat Bt. Hj Omar for all her valuable guidance, support and encouragement in doing this practical report. She always motivated and assisted me in adapting my knowledge with the real work experience.

I would also like to extend my thanks and gratitude to the management of Royal Malaysian Customs Department, Kuching, Sarawak in particular to Technical Services Division for giving me the chances to undergo practical training in their division. Their guidance and assistance was greatly appreciated since the first day I started my internship in the organization.

My deepest thanks dedicated to my dearest parents for giving me support and encouragement throughout the internship. Not to forget to my classmates who are direct or indirectly contributed in giving me information and guidance in this practical report.

Nor Dalila Binti Murtadza
Bachelor of Administrative Science (Honours)
Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA, Kota Samarahan, Sarawak.

CONTENTS

CHAPTER 1 : INTRODUCTION OF THE ORGANIZATION

1.0 Background Of Royal Malaysian Customs	1
1.1 Objectives	3
1.2 Vision	3
1.3 Mission	3
1.4 Service Ethics	4
1.5 Organizational Culture	4
1.6 High-Performance Culture	4
1.7 Organizational Structure	
1.7.1 Technical Services Division	5
1.7.2 Royal Malaysian Customs Department, Sarawak	6

CHAPTER 2 : SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION	7
2.1 Summary Schedule Of Practical Training	8

CHAPTER 3 : TASK ANALYSIS

3.0 INTRODUCTION	14
3.1 Task Analysis	15
3.2 Definition Of Filing	16
3.3 Filing System In The Technical Services Division Of Rmcd, Sarawak	17
3.3.1 Methods of Filing System in Technical Services Division	17
3.3.2 Filing Equipments	18
3.3.3 Filing Processes	20
3.3.4 Types of Filing System	20

3.4 Filing Procedures Or Routine	22
3.4.1 Order to file	22
3.4.2 Classification and grouping	22
3.4.3 Indexing	23
3.4.4 Cross reference	23
3.4.5 Attaching a tickler	23
3.4.6 Sorting in files	23
3.4.7 Issue of files	24
3.4.8 Disposal of files	24
3.4.9 Microfilming	24
3.5 Methods Of Filing	
3.5.1 Alphabetical Classification	25
3.5.2 Numerical Classification	25
3.5.3 The Alphabetical-Numerical or Alpha-Numerical Classification	26
3.6 Decentralized Filing	27
3.7 Strength Of Filing System In Technical Services Division	
3.7.1 Manual Filing System	28
3.7.2 Increase the work effectiveness and efficiency	29
3.7.3 Limit Authority	30
3.8 Weaknesses Of Filing System In The Technical Services Division	
3.8.1 Outdated documents still being kept	32
3.8.2 Less updated to the application of advance technology	32
3.8.3 Filing room's Condition	33

3.8.4	Misplace of Records	33
3.8.5	Editing Records	35

CHAPTER 4: RECOMMENDATION

4.0	INTRODUCTION	35
-----	--------------	----

4.1 Qualities Of Good Filing System

4.1.1	Indexing	36
4.1.2	Proper classification	36
4.1.3	Ease of location	37
4.1.4	Economy	37
4.1.5	Accessibility	37
4.1.6	Safety	38
4.1.7	Cross Reference	38
4.1.8	Simplicity	38
4.1.9	Adequacy	38

4.2 Other Recommendations

4.2.1	Investment on proper filing cabinet	39
4.2.2	Proper records of management system (E-filing)	40
4.2.3	Destroy outdated records	41

4.3 Other Methods of Filing System

4.3.1	Geographical Classification	42
4.3.2	Subject wise Classification	42
4.3.3	Chronological Classification	43

CHAPTER 5: CONCLUSION

5.0 INTRODUCTION	44
5.1 Chapter 1	45
5.2 Chapter 2	47
5.3 Chapter 3	49
5.4 Chapter 4	51
REFERENCES	52
APPENDICES	

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 BACKGROUND OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT

Royal Malaysian Customs Department is a government agency that responsible for the administration of nation's indirect tax policy. They hold important roles in ensuring the implementation of tax policies could be done in an effective and efficiently.

In the era of Malacca Sultanate, the role of collecting the tax revenue was controlled by the Headman Treasurer. In the first document of legislative Customs, The Revenue Farms Enactment No.11, 1904, the Customs officers are given the responsibility of controlling the liquor import tax collection and opium sales through tax farming system.

When Malaysia has achieved independence, Royal Malaysian Customs Department continues its tradition but with an increasingly important function as a nation's revenue collector. This situation occurs as Malaysia was then free from colonialism and was highly dependent on the customs tax revenues to finance the development of the society. In recognition the roles of Royal Malaysian Customs Department towards the national economy, DYMM SPB Yang DiPertuan Agong has awarded JKDM the title 'Royal' on October 29, 1963.

Today, JKDM deal with the challenges of globalization and trade liberalization. Besides permanently deals with the implementation of tax policies of the country at the best interest, JKDM also bound by the demands and standards of practice which set by the World Trade Organisation (WTO), the World Customs Organization (WCO) and economic committees and the global trade that participated by Malaysia.

1.1 OBJECTIVES

- To collect indirect taxes with effectively and accurately in accordance with the development of effective policies and strategies of the nation's indirect tax.
- To help implement the development of the industrial and commercial activities in an efficient and effectively in terms of facilitating trade and industrial countries as well as regional and international cooperation.
- To enhance the activities of detecting and preventing the smuggling of dutiable export and import of goods contrary to the national interest in terms of security and social protection as well as to prevent the abuse results in an efficient and effective manner.
- To manage and develop the resources in the department which are the human resources, finance, effective and efficient equipment and facilities as well as legal and transparent procedures.

1.2 VISION

The vision of Royal Malaysian Customs Department is "To be a World Class Malaysia Customs Administrations by the Year 2015"

1.3 MISSION

"To Spur Economic Growth, Preserve National Security and Society's Well Being through Revenue Collection, Trade and Industrial Facilitations and To Ensure Effective and Efficient Legislative Compliance"

1.4 SERVICE ETHICS

Trustworthy services, sincere and dedicated (A.B.I.D)

1.5 ORGANIZATIONAL CULTURE

T – Togetherness

R – Respect

U – Understanding

S – Spiritual

T – Totality

1.6 HIGH-PERFORMANCE CULTURE

S – Speed

P – Professional

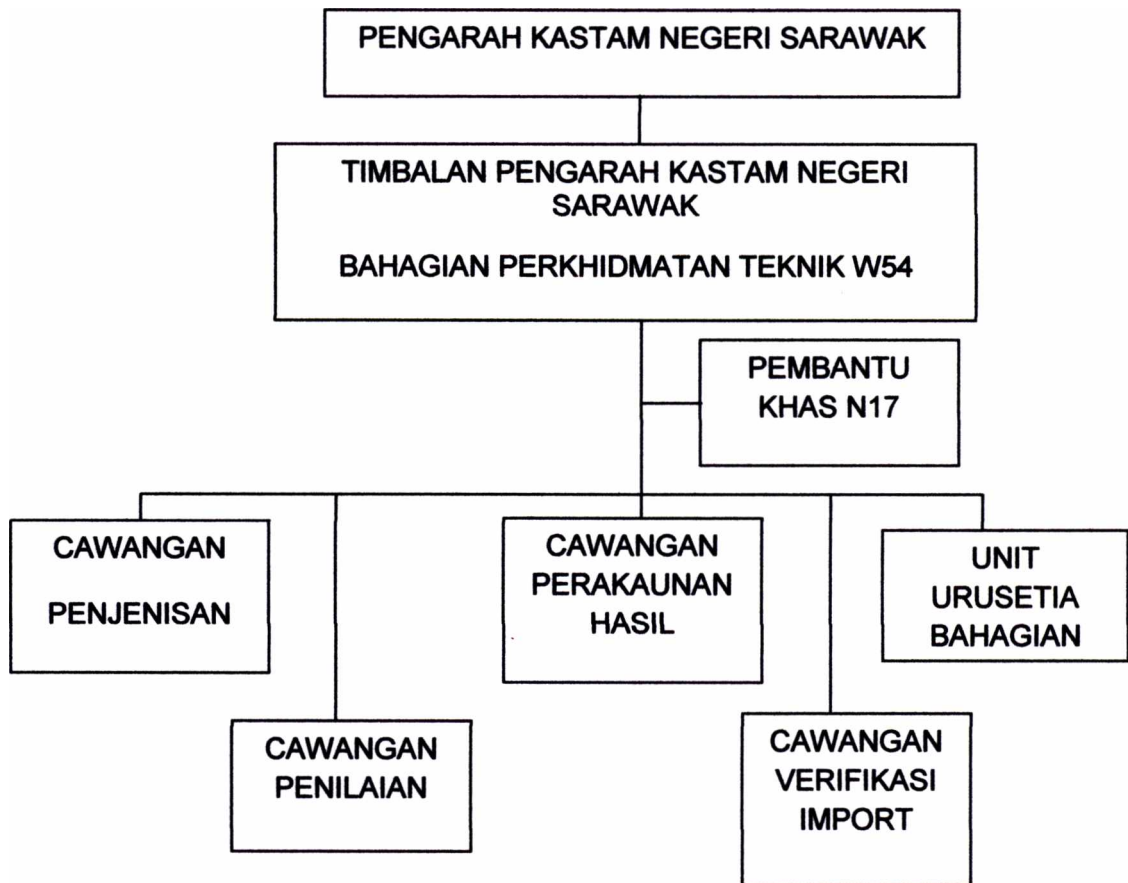
E – Efficient

E – Effective

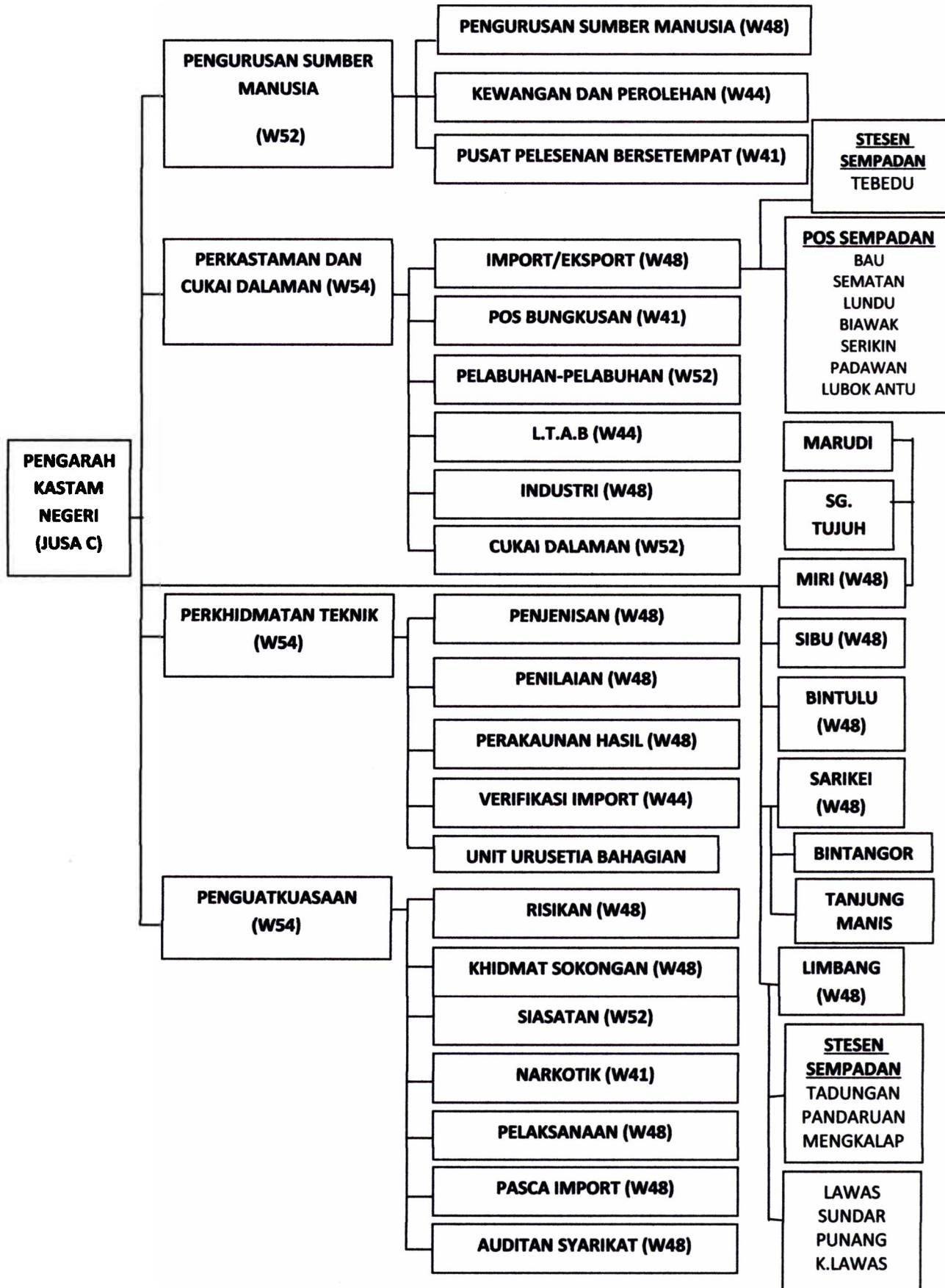
D - Dynamics

1.7 ORGANIZATIONAL STRUCTURE

1.7.1 ORGANIZATIONAL STRUCTURE (TECHNICAL SERVICES DIVISION/CAWANGAN PERKHIDMATAN TEKNIK)



1.7.2 ORGANIZATIONAL STRUCTURE OF ROYAL MALAYSIAN CUSTOMS DEPARTMENT, SARAWAK



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

I undergo my practical training at Royal Malaysian Customs Department, Kuching, Sarawak, from the 22nd of July until the 30th of August 2013. I was assigned to Technical Services Division to assist in Secretariat unit, under the supervision of Tuan Jamadil Bin Sujang. Throughout my one month internship at RMCD Sarawak, I was exposed to several daily tasks. My daily tasks are including register and record the letters received from other divisions, answering telephone calls, arranging files on the cabinet, filing letters for division's copies, updating the inventory list and so forth.

2.1 SUMMARY SCHEDULE OF PRACTICAL TRAINING

WEEKS/DATE	DESCRIPTION OF JOBS OR TASKS
<p>1st week(22nd July - 26th July 2013)</p> <p>22nd July 2013</p>	<p>Tuan Jamadil Bin Sujang (<i>Penolong Penguasa Kastam</i>) in the Secretariat Unit briefly explained the nature of their tasks or duties in that particular branch and work that was accountable for me throughout my practical training. I was assigned to assist in Secretariat unit which deal with the letters, filing, files disposal and etc. I was also attending 5S meeting in the meeting room which they were discussing on the improvement on certain aspects such as the arrangement of cabinets and so forth. I was exposed to how they come out with solutions on the 5S procedure and processes that will be carried out.</p>
<p>23rd July 2013</p>	<p>My next task was receiving letters from other divisions and record in "<i>Rekod Surat Masuk</i>". Then, the letters will be stamped with (RECEIVED/ACTION). After that the letters will be given to <i>Penolong Kanan Penguasa Kastam(PKPK)</i> for further action. I was also assigned to distribute the minute meeting to all the officers in the Technical Services Division regarding the 5S. The purpose of minute meeting is to ensure all the officers are aware of what will be discussed</p>

	during the meeting and who are required to attend the meeting.
24 th July - 26 th July 2013	I was also assigned to make a filing for the letters received either from other divisions in the same building or from other Royal Malaysian Customs Department in Sarawak. Once the letters has been received, we will wait for further actions from the PKPK and then make enough copies for the division. The letters might be distributed to other officers if needed and lastly by filing the letters. Before filing the letters, firstly it will be registered in a " <i>Rekod Surat Masuk</i> " for reference in future.
2 nd Week (29 th July - 2 nd August 2013) 29 th July 2013	I was also learned to update and organize files in the cabinet which there are few processes that need to follow first once the files has been received, the contents and folio number will be updated, next by keeping and organizing the files in the cabinet in order and preparing the references number in docket file and lastly by providing the references list on the cabinet. This will be easier for the officers to look for the files based on the reference number listed in the lists.
30 th July 2013	I was also attending talk on " <i>Malam Lailatul Qadar</i> " which was held at level 3, Wisma Kastam in conjunction with

	<p>Ramadhan Al-Mubarak. My next task was receiving letters from other divisions and record in <i>"Rekod Surat Masuk"</i>. Then, the letters will be stamped with (RECEIVED/ACTION). After that the letters will be given to PKPK for further action. I was also taught on the exact procedure how the letters will be sent out to other divisions or to other RMCD such as in Sibul, Bintulu, Miri and etc. The reference number of the letters will be wrote on the Despatch book. It is required because it will be easier for reference in future.</p>
<p>31st July 2013</p>	<p>I was also assigned to prepare and register the new files . The officers taught me on how to open a new files once the files has reached maximum files no. 100 which a new file will be opened. This is one of the procedure that need to be followed as to smooth the process of filing.</p>
<p>1st - 2nd August 2013</p>	<p>I was assigned to go to the filling room to retrieve the files needed. The required files can easily be retrieved because filling process is done according to the proper procedure and it is effectively done. The number at the letter should be correctly done to ensure that the filing process can be done effectively. It is also to ensure that if the letter is needed in the future, it can be retrieved easily.</p>

<p>3rd Week (5th - 6th August 2013)</p>	<p>My task is filing the letters for division's copies by ensuring the letter's reference number, title of the letter received, enter the folio number and using red ink for letter received and blue ink for letters sent out and finally record the contents in the minute sheet AM 6. Only the date and the reference number written in the minute sheet. The purpose of using different color of ink pen was to differentiate between the letters which was sent out and the letters received.</p>
<p>4th Week (13th - 16th August 2013)</p>	<p>As usual my daily task was receiving letters from other divisions and recorded in "<i>Rekod Surat Masuk</i>". Then, the letters will be stamped with (RECEIVED/ACTION). After that the letters will be given to PKPK for further action. The letters will be given back to the officers and followed what actions that asked by the PKPK. For example, in the ACTION stamp there will be few boxes which indicate the actions that need to be taken such as filing the letters, make a copy for the division and etc. As different branches have different type of letters, my task was to arrange the letters according to the branches for example for Verification Import, Revenue Accounting and so forth and then gave the letters to the Custom officers.</p>

<p>5th Week (19th - 23rd August 2013)</p>	<p>I was learned on sending the letters by Pos Laju and recorded in a book . My next task was to update the store inventory list. The store inventory should be the same as stock balance detail report. If the store inventory did not match the stock balance detail report, it is considered as missing item. Any of the officers that need to take the inventory from the store need to update the inventory list so that the item can be match with the balance detail report. For example is if the employees want to take one box of papers, they need to deduct the quantity on the list so that the people who are in charge to keep the store list updated will know that the item has been taken by the other employees. I was also assist in arranging files and cabinet for preparation for audit process by MAMPU which was held on the sixth week of my practical training.</p>
<p>6th Week (26th - 31th August 2013)</p>	<p>I was assigned the duty for open and closing the files in which certain steps that I need to follow. First, prepare the file's cover, reference number and title, prepare the minute sheet AM 6, register in a record book, close file that has reached maximum folio number 100, register in a record book and fill in the date of file opened and final date of the file's contents. My task next is filing the letters for division's copies by ensuring the letter's reference number, title of the</p>

	<p>letter received, enter the folio number and using red ink for letter received and blue ink for letters sent out and finally record the contents in the minute sheet AM 6 and will be stamped with CLOSED FILES or <i>FAIL DITUTUP</i>. I was also assigned by Tuan Jamadil to type a reference list for the file's room so that it will be easier for the officers to look for the files based on the list provided for example Cabinet A for Revenue Accounting branch and etc. This is one of the actions that taken by them after the 5S audit process took place which there are certain standard that they need to follow. I was also assist in preparing the stall for '<i>Ramah-tamah</i>' ceremony which was held on the night of 30th August at Level 3, Wisma Kastam.</p>
--	---

In conclusion, throughout my practical training in the Technical Services Division under the Secretariat Unit, I was assigned a various tasks which need certain skills to accomplish the tasks. I have also learned on how the organization deal with its day-to-day operation and my daily tasks was more on filing processes.

CHAPTER 3

ANALYSIS: FILING SYSTEM

3.0 INTRODUCTION

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

3.1 Task Analysis

Throughout the six weeks of my practical training, I have done variety of tasks such as filing, attend meeting, 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 Technical Services Division, Royal Malaysian Customs Department of Sarawak. I choose filing as the area to be analyzed as in my opinion the Technical Services Division has certain aspects that needs an effective filing system. Without proper filing, the whole process in the division will unable to operate efficiently 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 learned that filing is one of the important aspects in management. Hence, by performing the filing tasks, it will able to reinforce and relate what I had learned in the field of Administration Science, particularly Office Management and adapt to the real workplace. I believe that theory and practical are interdependence as by only being excellent in theory are not sufficient without skills and expertise in handling certain tasks.

3.2 Definitions of Filing

S.K. Sharma (2008) defined filing in modern business offices, many letters are received and 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, J.N. Jain and P.P. Singh (2007) stated that filing means arranging papers in a systematic manner so that they can be immediately and conveniently located. A large numbers of papers relating to different transactions, plans, decisions, obligations and other matters have to be kept in every office.

Office records have to be preserved for the present and future reference. Papers and documents filed properly ensure their availability for the possible users or references at some future date. Filing provides means of preserving records of business transactions which involves keeping of records in a systematic manner.

Filing as stated by Dr. R.C. Bhatia in his book Principles of Office management, filing may be defined as the process of arranging and storing records so that they can be located whenever required. It means placing of the records of different categories systematically that is, classifying, coding, arranging and placing the records in storage, so that they may be found and delivered when needed for future reference.

3.3 Filing System in the Technical Services Division of RMCD, Sarawak

Throughout my six weeks of practical training, I was able to reflect the theory of filing which I have learned in the Office Management to my real working environment. Previously, I only learned it in theory and could not imagine how it would be implemented in the real working environment. Based on my experience in performing my practical training in the Royal Malaysian Customs Department, filing was one of the regular tasks that performed in a day-to-day operation which ensure the whole working process become effective and efficient.

3.3.1 Methods of Filing System in Technical Services Division

At Technical Services Division, RMCD of Sarawak, the filling method that they implement is alphabetical system. It is the use of traditional filing systems where paper documents are filed in filing cabinets. Alphabetical filing system is a type of system that is easy to learn and adapt. Documents are filed in alphabetical order typically according to the employees' name. Any employees will be able to retrieve a needed document as long as the needed employee name is known. At Technical Services Division, they were using filing cabinets to put all of the paper file folders. The paper file folders are categorized using the alphabetical system which they have their own filling room where all of the filing cabinets are located.

Besides using alphabetical filing system, the Technical Services Division also use numerical filing system. The uses of numerical filing system are being used to differentiate the file between Revenue Accounting, Verification Import, Classification and Valuation branches/sections. They are using straight number filing whereby the number start from 1. The name for the employee starts from A to D is located under number 1 so that if they want to find the employees name start from A-D, they can find at column number one. They are using color to differentiate each divisions to ease the process of filing. These filing folders are the most important to the daily task of certain employee because these file contains the leave records and claim information.

3.3.2 Filing Equipments

The filling equipment used at the division are file folders, file boxes, drawer filing, shelf filing, and much more. They exactly follow the theory in filing system whereby the uses of this specific equipment are practiced. My daily tasks were mostly related to filing system and within a month internship I was able to adapt with the filing system at Technical Services Division, RMCD. From my experience, their filing systems were very effective and efficient as they manage to utilize the filing system in executing their job accurately. Even though there are cases of misplace of records, eventually the files are still could be found. They did search for the records in all of the filling equipment and the previous procedure before filling the records are being revised. The success of a business largely depends on the good filing system because it acts as a tool in the hands of the management. A good filing system is not only

concerned with records storage but also concerned with their systematic arrangement so that these can be used for future reference. A good filing system increases efficiency in operation, helps in formulating company policies and provides a protection to valuable records.

3.3.3 Filing Processes

As the definition of filing system stated that all the incoming letters and copies of outgoing letters have to be kept safe for future reference, the division were utilized the current technology by using Microsoft Excel for registering or recording letters received from other divisions in the RMCD either from the whole Sarawak or from the Headquarters which is Putrajaya . This was done for the purpose of keeping the records of the letters received and outgoing letters for easy reference. The steps are first, the 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 references number, date and from whom the letters was received and its position. Then the subject of the letters and actions taken by whom for example by the *Penolong Kanan Pengarah Kastam* for Revenue Accounting branch. Then the letters will be collected according to its branches and distributed to the officers for further actions.

3.3.4 Types of Filing System

For every sections/branches in that particular division, I noticed that the files were put inside the metal vertical cabinets which located in a room. Each cabinet will have its own reference number lists so that the officers could easily search for the files. From what I had learned, this type of modern filing method has certain advantages. 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 missing documents and secure the confidential documents. This type of

vertical filing cabinet is also economical as more files can be stored in less space. Even though the cost of the equipment is a bit expensive at first but due to its long term use and economy in space, it turned out to be affordable and reliable.

In this division, they also applied the open shelf filing which it was used for keeping the documents and the files may be kept vertically or horizontally in a way that heading of the files can be seen clearly from a distance. 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 retrieve the files. However, it permits more visibility, provide compactness and assist in doing the filing work more faster.

Thus, as a conclusion, I would say that filing system should not be taken as an unimportant matter even though it sounds simple but yet it measure the effectiveness of the organization in keeping their records systematically. Without a proper filing method, the information in present and past record might not be kept securely for future references.

3.4 FILING PROCEDURE OR ROUTINE IN THE TECHNICAL SERVICES DIVISION

Filing is a form of record keeping in files for future reference. It provides a means of preservation of business records for reference at a future date. The processes of arranging and storing records so that they can be located when needed. The routine which helps in smooth and systematic arrangement handling of files is called filing routine. A filing routine consists of receiving paper and documents and placing them in files and issuing files for future reference. These are the filing routine that I deal with almost everyday throughout my practical training. It consists of the following steps:

3.4.1 Order to file

Responsible officer will issues necessary order to file records. On the receipt of such order the filing clerk is authorized to perform necessary work on filing.

3.4.2 Classification and grouping

The papers and documents received by filing section are classified on the basis of the system adopted by the organization. The heading of the file should be clear to avoid confusion. The function of classification should be done by a trained filing clerk to avoid misfiling.

3.4.3 Indexing

A code mark on the paper is given to indicate a particular heading which is helpful for preparing an index of records. Proper index to file is attached for easy location of letters at the time of reference.

3.4.4 Cross reference

Certain documents are required by more than one file and in such a case a cross-reference card is attached on the file indicating that it has been transferred to some other file. Instead of this, a number of copies of such records are kept in different files.

3.4.5 Attaching a tickler

The documents which require further processing are called follow-up-actions. A follow up file is maintained to facilitate follow-up action on these letters. To facilitate follow-up action a tickler or follow-up slips are used.

3.4.6 Sorting in files

After the above steps are maintained papers are filed in chronological order to facilitate easy indexing of letters.

3.4.7 Issue of files

When a file is needed by an officer he sends a requisition note. The filing clerk prepare out guide card which indicates the where about the file. The file is issued to the concerned office after preparation of our guide cards by the filing clerk.

3.4.8 Disposal of files

The existences of outdated files are no longer required by the firm and these will be destroyed. The officer should give instruction for destruction and he should be present at the time of destruction of records.

3.4.9 Microfilming

Some vital records are retained for a great long time. These are retained by microfilming the documents.

3.5 METHODS OF FILING

In order to make files promptly available, it is necessary that they should be given proper titles and classified or grouped according to some fixed basis. Classification is the process of selecting headings under which documents are grouped or classified on the basis of common characteristics before filing takes place. In Technical Services Division, there are few methods of filing that their organization has applied:

3.5.1 Alphabetical Classification

Under this system, the letters are filed in the alphabetical order of the names of parties, for instance, according to the name of a person or a firm or a subject. This classification is the most commonly followed of all. The telephone directory is an example, whereby all of us are familiar to this system. Files containing letters are arranged; according to the alphabetical order. The first set of files may contain the papers of employees whose names begin with A; those having their names beginning with B, in another file and so on. If there are more names under A, dictionary method will be followed.

3.5.2 Numerical Classification

In this system, a number is allotted to each customer and the same number is put on all papers or documents relating to transactions with him. The file is also numbered and the papers are filed on the basis of numbers. Thus, the number

allocated to each correspondent becomes his file number. If one file contains records of more persons, decimal system may be used e.g., 1.1 denotes one person; 1.2 denotes another and so on. And these are file No. 1. To locate a particular file, it is necessary to refer to an index. Therefore index cards are prepared and the file numbers are written on them and arranged in alphabetical order in a safe place or drawer. Whenever a file is needed, one will consult the index card, obtain the number of the files and then take out the file required.

3.5.3 The Alphabetical-Numerical or Alpha-Numerical Classification

This system is a combination of the alphabetical system and the numerical system whereby each letter or sub-letter is given its own number and an index card is placed behind the guide card for each alphabetical section. The names and numbers of all the folders are mentioned in numerical order behind each card. The colored guide cards are used to sub-divide for folders into groups to facilitate their speedy location. For instance, all files are arranged alphabetically and the first group is Aa-Ag. The folders of ABC process, Claim are first and second in order within this group; the first folder will bear the number C/1 and the second folder will bear the number C/2 and so on.

3.6 DECENTRALIZED FILING

In Royal Malaysian Customs Department, they were practicing a decentralized filing system which 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. 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 specialized officers 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 divisions. There will be also less chance of folders being misfiled as the records for specific division can be easily search and locate.

However, this type of filing also had disadvantages in term of duplication of works, redundancy, not standardized and uneconomical. As each division need their own filing cabinets, it incurred a huge cost to buy them. 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'.

In the task analysis of filing system in this division, I have identified few strengths and weaknesses of its filing system:

3.7 STRENGTH OF FILING SYSTEM IN TECHNICAL SERVICES DIVISION

3.7.1 Manual Filing System

A manual filing system cannot be destroyed by an accidental power loss. The advantage of this manual filing system is the data could not be hacked or access from another computer. This means the information that were kept under the manual filing system are secure and could not be stolen by the computer hackers. This will contribute to the security issue of the organization's data or information. According to the arrangement in the office, the filing has its own filing room whereby it can be locked to prevent any irresponsible person to steal the confidential document such as personal records of the employees and so forth. This advantage could be illustrated through the storage of file for example, if the file is being recorded in the online system and if power losses happened such as the electricity shut down at certain time, it may lead to the information loss and the employees has to redo their data recording. It is a time-consuming for the employees to do the same tasks over and over again and may lead to a lower employee motivation in doing their work.

When using a 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 there are no internet connections, it will distract the whole work process. Some employees might not be able to continue their work because his or her job may require internet connection. 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. In this way, the employees will keep dealing with the records and make them familiar to the jobs done. Even though the evolvement of technology is getting wide, the manual filing system stills very preferred methods chosen by some of the organization.

3.7.2 Increase the work effectiveness and efficiency

Second strength of filing system is it increases the effectiveness and work efficiency of the employees as they were very familiar to the filing methods that they use. Some of them are the senior employees who are having more experiences at filing methods. They know exactly what they should do to keep the records updated and where they could retrieve the files. For instance, one of the Customs officers has a very good memory of where

the files located and the procedure needed to be taken before filing process can take place. From what I have learned, before doing the filing process at the organization, the first step is to differentiate the letters according to the branches and secondly is to categorize it according to the type of letter which means either it is located into claim, salary or many other categories. Each of the categories has their own coding number to locate which drawer or locker is needed to keep the letters. Categorizing the letter is not an easy way as we need to read the letter carefully because any misplace of the records will lead to missing of records and could reduce the efficiency of work flow. This filing system could increase work effectiveness through the immediate responds or actions taken by the officers when they deal with the customers. This is very important as time-effective is one of the important elements that need to be practiced while delivering the services to the customers. When the employees are used to the filing system and memorize the location or coding of the letters, the officers could easily retrieve the files needed in the filing room.

3.7.3 Limit Authority

The third strength of filing system at this organization is they have the limit of authority that was authorized to view the documents in filing room. Each branch has its own filing cabinets and there are officers who are authorized to supervise the files. Before other officers want to find the records in filing room, they have to consult the person who was in-charge to access the records. This is to prevent any of the records are missing or used for other purpose. For example if the officers under the Revenue Accounting branch to look for the

files which under the Classification branch, he or she must ask permission from the person so that later there will be no problem arise due to any missing records and etc. They might do not know where the records are located and misplace the records after using it. Limit of authority also deal with financial limit whereby certain position or authority are responsible for dealing with the certain limit of financial approved. With the dedicated staffs at the organization, they are always aware on this matters because any misplace of the records will brings trouble to them. The limit of authority to view the document is also to protect the private and confidential document from outsiders and any other threat. For instance the personal file of the employees which contains the detailed of the employees must be well secured. If the document was misused for irresponsible purpose, it might harm the individual reputation and also for the organization itself.

3.8 WEAKNESSES OF FILING SYSTEM IN THE TECHNICAL SERVICES DIVISION

3.8.1 Outdated documents still being kept

The first weakness of filing system is 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 has cause the filling room are bombarded with outdated documents. According to the company policy, the documents that are more than seven years can be sent to archive except for personal file. The organization should be selective on what files they should keep to save up more space for new files. Even though the task are not done by one person, but the person who are responsible to take care of the filing room will burden with tasks in order to ensure the files are properly arranged and tidy.

3.8.2 Less updated to the application of advanced technology

The second weakness is the organization did not fully adapted with the current technology which is by using electronic government that is the e-filing system. At The Technical Services Division, they have to remember where the certain types of document are located and it needs more experience and time for the officers to recognize and get used to the filing system especially for the new officers. For the senior employees, they would also need to teach the new employee and might cause work overload to them. Based on my personal experience, it is difficult to remember all of the records and where it is located.

In a day-to-day operation, they need to keep update the records in the filing room and they are mostly deals with filing process.

3.8.3 Filing room's Condition

The third is the condition of the filing rooms. The condition of the equipment is not satisfying whereby it looks a little bit old and outdated. For example the file folders are very old and certain of the file already broken. What concern me here is if the audit process took place, it may be difficult to open up the file folders and search for the records. Some of the file folders are also worn out but still used for the filing equipment. Apart from the condition of the filing equipment, the filing room is also not in a neat condition. This might cause security issue whereby the person who enter the filing room may take the private and confidential records.

3.8.4 Misplace of Records

Fourth is the files may be misplaced. It is the disadvantages of using alphabetical filing system which cause of the human error. 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 which it can lead to the untrained employee to access and manipulate the data. Misplaced of files could be minimize by using e-filing system, however it will arise another problem whereby the user errors will result in unintended alteration.

3.8.5 Editing Records

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 and this forcing the users to make new copies to update the old file. This will lead to waste of paper and reduce the budget that has been allocated. The organization needs to stock up their paper in the inventory store for future use and this eventually increase the expenses for stationeries.

To conclude, through identifying the strength and weaknesses of the filing system practiced in this particular division, the organization could improve better in future in providing excellent services to the customers.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

This chapter highlights on the solutions or recommendations for improvement in the future. Throughout my practical training in the Technical Services Division at Royal Malaysian Customs Department of Sarawak, the filing system has many rooms for improvement. There are few recommendations of filing systems based on theory that I learned in Office Management.

In improving the filing system in Technical Services Division, I would recommend these 9 qualities of good filing system as mentioned below:

4.1 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:

4.1.1 Indexing

If there are a large number of files, the filing system should be supplemented by a well-designed index system. The index will assist in quick location of files. It determines the location of the files which it could reduce the time for searching the documents.

4.1.2 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.

4.1.3 Ease of location

The documents and papers should be easily located whenever it is required. 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 where the files take out, it should be placed in the racks / shelves from where the files have been take out.

4.1.4 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.

4.1.5 Accessibility

Quick accessibility to the records is very essential. It should not take much time to search for the documents and 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).

4.1.6 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, 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.

4.1.7 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.

4.1.8 Simplicity

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

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

4.2 OTHER RECOMMENDATIONS

Other recommendations that can be proposed for an effective filing system are:

4.2.1 Investment on proper filing cabinet

A filing cabinet is the 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 this division, they are using lateral files cabinet whereby all of the equipment is stored in filing room. They might consider enhancing their filing equipment to ensure the filing system look proper and neat. The equipment such as filing cabinets is inadequate to keep all the records safe and all of the important documents are sealed. The main problem here is the organization is short of filing equipments and they should consider upgrading their filing equipment. For example, they could upgrade the filing equipment into a fireproof and waterproof which could avoid from potential hazards like fires and floods. The documents such as personal file should be placed in a locked cabinet to ensure the potential hazards can be avoided. Lateral cabinets quantity should be added because it takes up less vertical space and 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 folders are easily torn out if the files are too thick or handle roughly by the employee. Black lever arch folder could be use as this file folder is thick and can keep more documents than the paper file folder. This black lever arch folder can be easily arranged at the cabinets and labeled in few colors for an effective filing system. This will ensure all the files can be kept according to its categories.

4.2.2 Proper records of management system (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. E-filing can helps to locate the file more accurately and reduce time consume to find the records. It is considered as technological globalization whereby the organization should updated to the new technology. E-filing system can speed up the process of finding file by searching using code number and it will provide lists where the files are located. For instance, if the officers want to search for certain documents, they could just key in the file's name or code number and the system will give you where the file is located in the filing room. By using this system it reduced the searching time in filing room as used in many government agencies nowadays. The most important element to fulfilled in this types of filing system is to ensure all the records in filing room are correctly arranged into categories and internally develop the software to work this system. E-filing also increases the security of the document whereby only the authorized employees are the one who can access to the file or records. It shows that the employee can reduce the chances of files missing and this is

very crucial to an effective filing system.

4.2.3 Destroy outdated records

The filing room at the division was almost packed and they should do something to solve these matters. Due to the shortage of space, it is important to get rid of any unwanted equipments in the filing room. The old records need to be sent to archive so that they are having enough space to keep the new records which is more relevant and updated.

4.3 METHODS OF FILING SYSTEM

In methods of filing system, there are few other methods that this organization could apply for instance:

4.3.1 Geographical Classification

Geographical filing is an arrangement of countries, towns, other areas in an alphabetical order. It is convenient to use the geographical system for major groupings and then introduction of alphabetical order. The area over which the activities of a firm are spread may be divided into a number of regions and the papers are filed on the basis of locality. This is applicable when a firm has many branches or business throughout a country and generally profitably used by banks, insurance, departmental stores, etc.

4.3.2 Subject wise Classification

In this method, the records are filed according to the nature of their subjects or contents. This system can be profitably adopted by a concern which may classify correspondence into well-defined groups. A subject folder may contain any combination of correspondence, bulletins, clippings, pictures, statistics, trade journals and other printed information relating to the subject. Papers on a particular subject are arranged and put together, rearranged alphabetically or numerically and filed accordingly. It is considered the most difficult method of filing and expensive to maintain.

4.3.3 Chronological Classification

Chronologic filing is filing by date. This system is necessary to file items according to the day/date received such as applications for permits or licenses or the dates when vehicles in a company fleet were services. Various records are identified and arranged in strict date order and according to time of the day. For examples, newspapers, current prices, market reports etc. It is a useful system if dates are known but it is time-consuming to access data held in a manual filing system.

In conclusion, the recommendations that I suggested are they should invest in proper filing cabinet integrate more proper records management system such as using e-filing system and destroyed the old records in the filing room. In addition, this organization could also apply the good qualities of filing system, other methods and types of filing which benefits them. These may help in terms of service delivery to the customers through an organized and proper filing system which they can respond promptly to the customers' needs.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

This internship was very fruitful to me because I have gained new knowledge and experienced a real working environment. I have also learned new concepts and procedures in certain work fields. Furthermore, I have learned and experienced in doing tasks that has never been taught in the class or any other subjects. This is a great rewarding experience for me and below is the conclusions for each chapter that I have made during my internship.

5.1 CHAPTER 1

Chapter one describe on the nature of the organization whereby I have learned that behind the successful of Royal Malaysian Customs Department, there was a history that developed since the era of Malacca Sultanate until today. The organization is a service provider in which they serve few functions and they also contribute to the national income. The organizational culture that was practiced also shows that this organization is very concerned on their work efficiency and effectiveness. For instance, they rely on the TRUST culture which shows how the customs officers should adapt themselves in a changing environment.

Through the organizational structure of RMCD Sarawak, it can be describe that there are many Customs Department which operate in Sarawak for instance in Miri, Sibü, Sarikei, Bintulu and etc, which further divided into certain districts in the town area. The organizational culture describes the hierarchy or flow of responsibilities from the top management until the front liners. Even though there are different divisions in the organization but they are interdependence whereby certain tasks or job are related to other divisions. For example, Technical Services Division deals with the verification of import or export and they still needs to communicate with Customs and Internal Tax Division for certain tasks or duties.

Royal Malaysian Customs Department of Sarawak also practicing high performance culture whereby they practice SPEED which S stands for Speed in delivering services to the customers, P – Professional in doing their job without the interference of personal matters, E – Efficient in utilizing resources , E – Effective in providing services and lastly D - Dynamics in fulfill their responsibilities. This high-performance culture will ensure that the organization could achieve a high standard of work performance and eventually realize its vision in becoming a world class customs administration by the year 2015. All customs officers must bear in mind that every tasks or duties assigned to them must be aligned with the high performance culture practiced by the organization. This will determine the work effectiveness and efficiency of the Customs officers in delivering the services to the customers.

5.2 CHAPTER 2

Chapter two describes the flow of tasks that had been done during the six weeks of practical training. The chapter consists of description of tasks done day by day and summary of the tasks by week. By viewing to the summary of schedule training, we can see whether the tasks that had been given relates to the subject learned in class. Most of the tasks that had been done are mostly related to the subjects learned in class. In providing excellent services, most of the procedures and approaches used are related to the subjects learned such as in the subject of organizational behavior, management and office methodology. As my task was mostly on filing procedure, I learned that it determines the effectiveness of how the organization adapt to the current environment.

In this chapter, it also shows that there were certain procedure or steps that need to be followed in ensuring the tasks could be done effectively. For example, in receiving letters from other divisions, the letters should be given immediately to the branches as some of the letters were urgent and need a prompt reply. That is why the letters should not be left without being stamped received so that it will not arise any difficulties for other officers to execute their job. I was in charge under the receiving letters and I must ensure that the letters must be delivered to them. As some of the letters were received via fax, I must also alert with any incoming fax which need an urgent actions.

Chapter 2 also describes the task that assigned to me was aligned with the theory that I learned in class. Throughout my internship, I was able to adapt what I had learned in the class to a real working environment. Through the schedule, we can also detect whether the company misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas and photostating. These types of tasks are called clerical works which are not suitable for the practical students. As the practical training is provided for the students so that the student can apply the subjects learned in class to the real working environment. By analyzing to the schedule in this chapter, we can see that the organization fully utilize the practical students by giving the tasks which are suit with my skills and capabilities.

All in all, this chapter briefly explained the duties or tasks that were assigned to me were aligned with my abilities and also reflect with the theory that I have learned in class.

5.3 CHAPTER 3

As in Chapter 3, I could conclude that the task analysis shows the definitions, elements, characteristics, types and methods of filing system which an organization should possessed. It shows the relationship between the theories learned in class and the tasks that were given to me. In this chapter, I have identified which area of the tasks that had been done related with the theory given.

During the internship, the most common task that I did among the various tasks that was assigned is related to the filing system. From dealing with the letters received or sent out, records until updating the filings. The procedures that I was learned in the division were more towards preparing the documents and record the letters for future reference.

At Technical Services Division, it can be conclude that the filling method that they implemented was alphabetical system. They were also practicing the traditional filing systems whereby all the files and documents were placed in the filing cabinets. This division also uses numerical filing system which it was used to differentiate the file between Revenue Accounting, Verification Import, Classification and Valuation branches/sections. As in Royal Malaysian Customs Department were practicing decentralized filing in which each divisions have their own filing system, it enables autonomy in the division to control all the filing process but still according to the same procedure.

As stated in the chapter 3, the qualities of good filing system were also possessed by this division in which they have a simple filing system, proper classification according to its categories, ease of location and so forth. It can be describe that the division has fulfilled certain qualities of good filing systems and has applied a different methods of filing processes which aims to enhance its filing system.

5.4 CHAPTER 4

This chapter conclude on the recommendation due to its strengths and weaknesses of the filing system in which it could provide a picture of what need to be improved in future. The strengths could become the opportunities for them to become much better and weaknesses have to be eliminated from the recommendations that has been suggested in order to assist in effective and efficient filing process in the organization. This chapter gives me the opportunities to provide few recommendations on how to increase the effectiveness of filing system.

In conclusion, filing system at the organization is it uses the manual filing system, the officers at RMCD are very familiar to the filing methods that they use, limitation of authority in viewing the documents in filing room whereby the files are 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. However, these strengths should be more upgraded from time to time so that it suits with the current work environment.

REFERENCES

Books

J.N. Jain & P.P. Singh.(2007). *Modern Office Management: Principles and Techniques*. Regal Publication, New Delhi.

M.A. Shewan.(2008). *Office Management*. Sonali Publication,New Delhi.

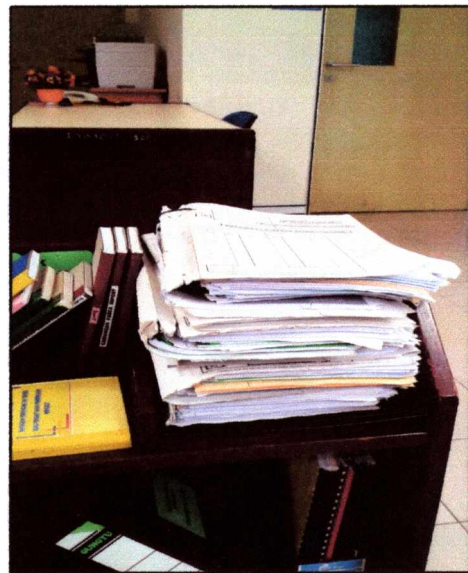
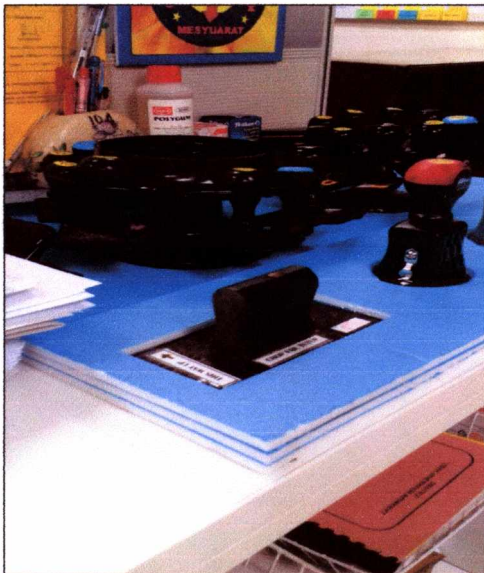
S.K. Sharma. (2008). *Handbook of Office Management: A Modern Approach*.Shree Niwas Publication, Jaipur.

Internet Websites

Retrieved September 15, 2013, from Royal Malaysian Customs Department Official Website: <http://www.customs.gov.my>

APPENDICES

APPENDICES



APPENDICES



BILIK MESYUARAT



BILIK MESYUARAT



STOR ALAT TULIS



STOR ALAT TULIS



BILIK FAIL



BILIK FAIL



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

1. Student's name: NOR DALILA BINTI MURTADZA
2. Date & Place of Birth: 05 DECEMBER 1991 / H.U.S
3. UITM No.: 2011933211
4. Program: AM228
5. Year: 2013 Part: 5
6. Home address: NO. 17 KPG. STAKAN MELAYU, 94300
KOTA SAMARAHAN
7. Address during practical training: NO. 17 KPG. STAKAN MELAYU, 94300
KOTA SAMARAHAN
8. Place of training: ROYAL MALAYSIAN CUSTOMS DEPARTMENT,
KUCHING (CAW. PERKHIDMATAN TERNIK)
9. Name of Supervisor in-charge: TUAN SAMADIL BIN SUJANG
10. Duration of training: From: 22 July 2013 to 30 August 2013

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

.....

.....

.....

.....

.....

.....

.....

EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
Brief description of work tasks by the Customs officers (Cawangan Perkhidmatan Teknik)	
Record all the incoming letters using mic. Excel.	
Meeting ES at meeting room	
Record / register the letters (mic. excel)	
Distribute minute meeting to all the officers in Cawangan Perkhidmatan Teknik	
Type the letters	
<div style="border: 1px solid black; width: 100px; height: 50px; display: inline-block;"></div> receive letters (in/out)	
<div style="text-align: center;">↓</div> <div style="border: 1px solid black; width: 100px; height: 50px; display: inline-block;"></div> record the letters	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/7	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	

the letters
(Cop TERIMA/TINDAKAN)

give to PKPK for
further action

receive order from
PKPK and distribute
for

Filing the incoming letters for branch's
copies

receive the letters

ensure further actions
from Pen. P. a. K W3T

make enough
copies

distribute to officers
if needed

filing for branch's
copies

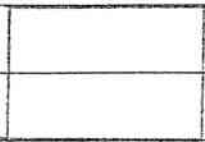
Mohd. Jamail Bin Sujang
20/7.13

MOHD. JAMAAIL BIN SUJANG
PENOLONG PENGURUS KASTAM W3T
URUSETIA
PERKHIDMATAN TEKNIK
KUCHING

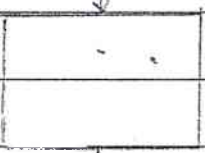
EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

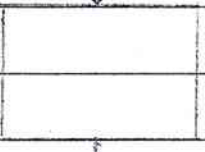
Update and organize files in the cabinet



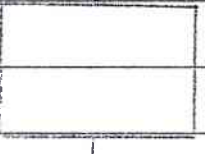
receive file



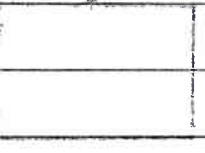
update the contents
and folio number



keeping and organizing
systematically in the
Cabinet in order



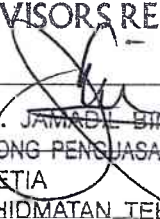
Preparing the references
number in docket file

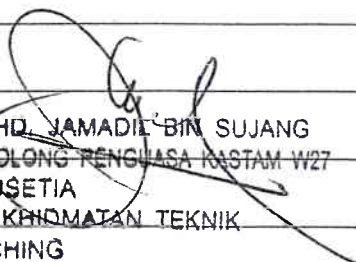


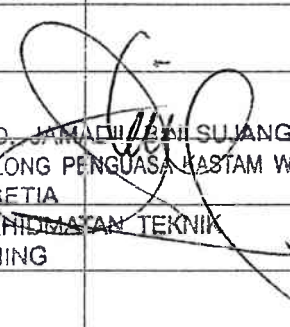
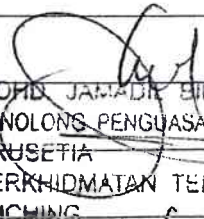
Prepare the reference
list on the cabinet

Record the letters received / sent out
in M/c. Excel

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
30/7	Attend talk	
	Record letters received / sent out	
	Write in Despatch book the letters that	
	need to be despatch to other divisions	
17	Prepare and register new files.	
	Replace active files that has reached	
	max. files no. 100	
	Record letters received / sent out	
	using mic. Excel.	
8	Record letters received using mic. Excel	
	Record files the letters in the files	
	Recording Retrieve the letters in filing room	
	according to the reference number	

EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
Record letters received / sent to other divisions	 MOHD. JAMADI BIN SULANG 2/8/13 PENOLONG PENJAJA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING
Recording leave for the officers in the system which called HRMIS	
Filing the letters for division's copies	
Ensure the letter's reference number	
↓	
Title of the letter received	
↓	
Enter the folio number	
↓	
Use red ink pen for the letter received	
↓	
Blue ink pen for letters sent out	
↓	
Record the contents in the minute sheet AM 6	
Record letters received	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	receive letters	 MOHD. JAMADIL BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING
	↓	
	record/register the letters	
	↓	
	stamped the letters (TERIMA/HINDAKAN)	
	↓	
	give to PKPK for further action	
18	Updating files in the cabinet :	
	Receive files	
	↓	
	Updating the contents and folio no.	
	↓	
	Keeping and arranging the files in the cabinet in order	
	↓	
	Preparing the list of file's referenc in the cabinet.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/8	received letters from other divisions	
	↓	
<small> ALI HUSNAN PERKHIDMATAN TEKNIK KUCHING </small>	<small> CINCIN PERKHIDMATAN TEKNIK KUCHING </small> record/register the letters received	
	↓	
<small> ALI HUSNAN PERKHIDMATAN TEKNIK KUCHING </small>	<small> CINCIN PERKHIDMATAN TEKNIK KUCHING </small> stamped the letters (TERIMA / TINDAKAN)	
	↓	
	give to PKPK for further actions	
		<div style="text-align: center;">  MOHD. JAMADIR BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSSETIA PERKHIDMATAN TEKNIK KUCHING </div>
/8	filing the letters for division's copies	
	Ensure the letter's reference number	
	↓	
	Title of the letter	
	↓	
	Enter the folio number	
	↓	
	Red ink pen for the letter received	
	↓	
	Blue ink pen for letters sent out	
	↓	
	Record the contents in the minute	
	sheet AM6	
		<div style="text-align: center;">  MOHD. JAMADIR BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSSETIA PERKHIDMATAN TEKNIK KUCHING 16/8-13 </div>

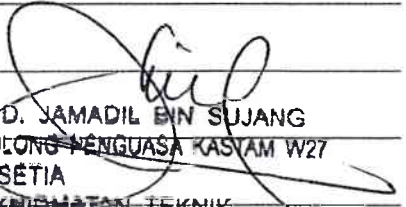
EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

Learned sending the letters by
Pos Laju and record in a book

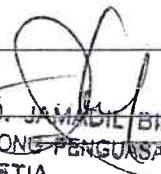
Received letters from other divisions
and stamped with TERIMA / TINDAKAN

Give the letters to the branch such as
letters for Revenue Accounting Branch,
Customs Verification Initiative (CVI) and
so forth.

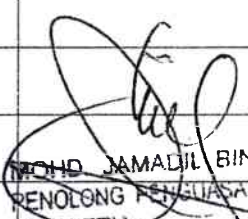
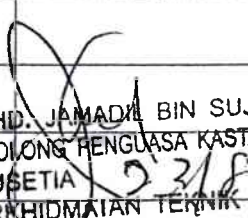

MOHD. JAMADIL BIN SUJANG
PENOLONG PENGUASA KASTAM W27
URUSETIA
PERKHIDMATAN TEKNIK
KUCHING

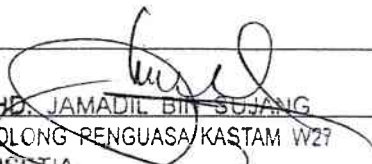
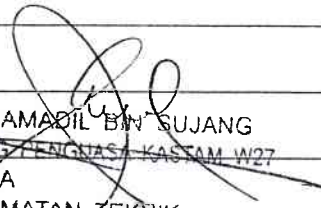
18/8.13

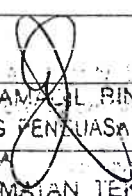
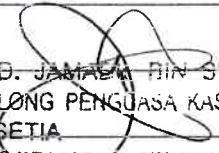

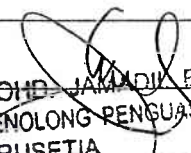
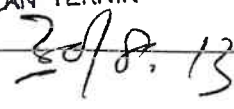
Record any stationaries which
took by the officers in the stationery
store according to the number
stated for each type of stationery


MOHD. JAMADIL BIN SUJANG
PENOLONG PENGUASA KASTAM W27
URUSETIA
PERKHIDMATAN TEKNIK
KUCHING

20/8.13

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/8	Filing the incoming letters for division's copies by entering the reference number, title of the letter, folio number, red ink for letters received, blue ink for letters sent out.	
21/8	Filing letters for division's copies by entering the reference number, title of the letter, folio number and ink pen to differentiate between letters received and letters that sent out to other divisions.	 MOHD. JAMALIL BIN SUJANG PENOLONG Penguasa KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING 26/8-13
1/8	Arranging files and cabinet for preparation for audit SS	 MOHD. JAMALIL BIN SUJANG PENOLONG Penguasa KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING 23/8
	Receive letters from other divisions	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/8	<p>Receiving letters from other divisions and register the letters using Microsoft Excel. Then, the letters will be stamped with (RECEIVE/ACTION). The letters will be given to PKPK for further action.</p>	 MOHD. JAMADIL BIN SUJANG PENOLONG PENGUASA/KASTAM W27 URUSEZIA PERKHIDMATAN TEKNIK KUCHING
8	<p>Open and closing the files</p>	
	<p>Prepare the file's cover</p>	 MOHD. JAMADIL BIN SUJANG PENOLONG PENGUASA/KASTAM W27 URUSEZIA PERKHIDMATAN TEKNIK KUCHING
	<p>↓ Reference number and title</p>	
	<p>↓ Prepare the minute sheet AM 6</p>	
	<p>↓ Register in a record book</p>	
	<p>↓ Close file that has reached maximum</p>	
	<p>folio no. 100 / thick</p>	
	<p>↓ Register in a record book</p>	
	<p>↓ Fill in the date of file open and final date the contents of the file</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/8	Filing letters for division copies by entering the reference number, title of the letter, folio number, red ink for letters received, blue ink for letters sent out and keyword in a minute sheet AM6.	 MOHD. JAMALI BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING
19/8	Assist in preparing stall for 'ramah-tamah' ceremony that held in the hall	 MOHD. JAMALI BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING
	Designing / typing the arrangement of files in the files room for 58 purpose	 MOHD. JAMALI BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING 28.13
1/8	Open and Closing files	
	Filing letters for division's copies	 MOHD. JAMALI BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING
	Type a reference list	 MOHD. JAMALI BIN SUJANG PENOLONG PENGUASA KASTAM W27 URUSETIA PERKHIDMATAN TEKNIK KUCHING 28.13