



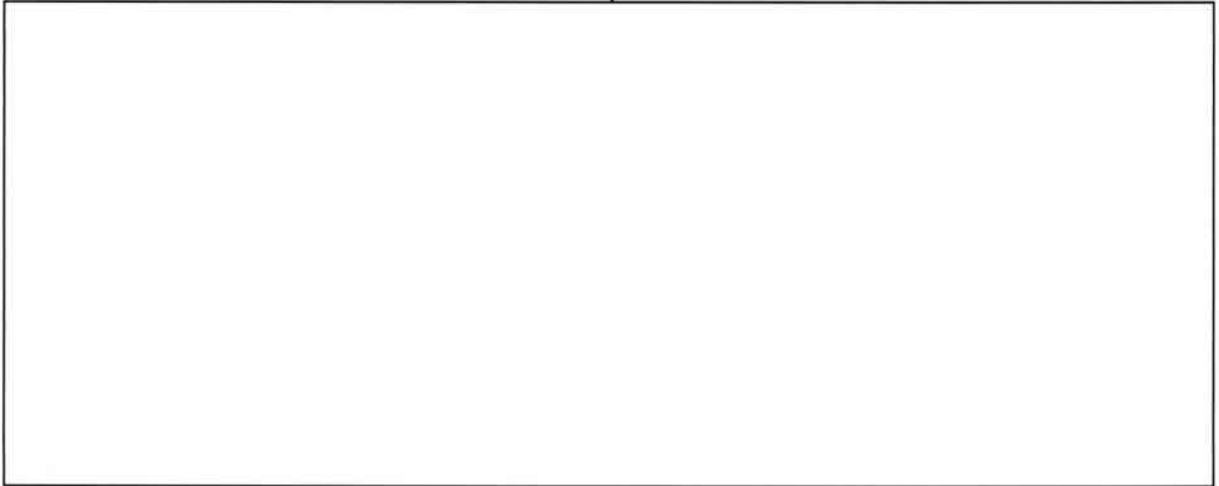
UNIVERSITI TEKNOLOGI MARA SARAWAK  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES  
BACHELORS OF ADMINISTRATIVE SCIENCE (HONOURS)

PRACTICAL TRAINING REPORT  
DARO DISTRICT OFFICE

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(2014387219)

SEPTEMBER 2017 – JANUARY 2018

**Supervisor's Comments**

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**Moderator's Comments**

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## **APPENDIXES**



## THE DECLARATION

### Declaration

I hereby declare that the work and information contained in this practical report is my own except which duly identified and recognized. If I 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

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Name: Fatin Najwa Binti Abdul Wahab (2014387219)

## **ACKNOWLEDGEMENT**

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CLEARANCE FOR SUBMISSION OF PRACTICAL TRAINING REPORT BY THE  
SUPERVISOR

Sharon Pearl Henry Serub

I have reviewed the final and complete practical training report and approve the  
submission of this report for evaluation.

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(Signature)

Date:

## **CHAPTER 1**

### **INTRODUCTION OF THE ORGANIZATION**

#### **1.1 INTRODUCTION**

This chapter explains about the background of the organization, the objective, vision, mission, quality base, core of business and organization chart.

#### **1.2 ORGANIZATION BACKGROUND**

Pejabat Daerah Daro was established on 2 April 1973 and known as Pejabat Daerah Matu Daro. However, on 5 May 1991 it known as Pejabat Daerah Daro due to the proclamation of Matu District at that time. In early 1 March 2002, Pejabat Daerah Daro was under the part of Sarikei administration. When Mukah was announced as the part of Sarawak state 11 on 1 Mac 2002, Daro District was replaced under the part of Mukah administration. While, Belawai District at that time was under the part of Daro administration. At that time, the main way to go to Daro District was passing the river whereby from Sibul to Daro and from Sarikei to Daro and passing by Mukah if using the main road. Whereas, by using air way, which connected Tanjong Manis/ Belawai with Kuching. District of Daro was inhabited of majority among Melanau community. However, there were also community of Iban, Malay, Chinese and others. The total population in Daro district which involved Belawai were 30, 671 at that time. Besides, majority of them work as fisherman and farmer.



Figure 1: Daro District Office

Source: Google image (September, 5 2017)

### 1.3 OBJECTIVES

Every organization may have their own objectives where these objectives will be used to measure their performance either they really follow or perform the objective in delivering their service. In Daro District Office, their objective is to manage and administer District of Daro which consistent with based and Malaysian government policy within the laws and rules in order physical development and human capital in order to create the district and community which competitiveness, successful and civilization to realize Wawasan 2020. Then, there have seven objectives in Daro District Office:

- Deliver friendly service, efficient, accurate and the quality service.
- To ensure the objective and the base of government can be understood by people.
- Generate good relationship that will be lasting between the government

agencies, statutory body, private agency and the public in effort to generate Daro District to be harmonic and more developed.

- To build suitable human resources with current demand. Then, the next objective is to generate united multiracial society.
- To generate knowledge, skilled, discipline and commanding workers in perform the task that has been entrusted.
- Coordinate and monitors every development project in Daro District so that it will give benefit to the target group.

#### 1.4 VISION

To be an excellent administration center in development management to improve the quality life of people and prosperity of people

#### 1.5 MISSION

"We are committed to give the service through the quality of working culture, efficient and permeable in order to bring the development and fulfill the customer's requirement".

#### 1.6 QUALITY BASE

Daro District Office created the quality base which consistent with quality base of Mukah administration.

"We are the staff of Daro District Office determined for ensconced the quality of management system which are embraced of human resource

and administration, law service, development service and financial service through the quality of working culture continuously in order to fulfill the customer expectation consistent with MS ISO 9001:2008.

## 1.7 CORE OF BUSINESS

Daro District Office is one of the organizations that provide multiple services to the people which each service will represent by different core business. So, there are four core businesses that are provided by Daro District Office:

- Administration
  - Office quality management : Which include 5s practices, customer's complaint, MS ISO, counter service and Balanced Score Card (BSC)
  - Human resource management: Includes leave for the staff, pensionable, GEMS system and service record.
  - Human resource development: Includes an award, promotion, performance and practices.
  - Office administration management: Includes maintenance and security of office building, confidential file and general file.
  - Service management: Includes issuance permits to buy ammunition, probate registration, adoption registration, trade license registration, renew the trade license and registration of property on shotgun.

- Development
  - Daro District Office monitors all the development projects in Daro District. It is include rural project such as “Projek Baik Pulih Rumah” (PBPR) , and “Program Bantuan Rumah” (PBR) . This rural projects are implement together with others agencies such as Jabatan Kerja Raya (JKR).
  
- Social
  - This core business is focus more on the people’s welfare such as sports, cultural, youth, women and family through JKKK, NGO and others those related agencies that may create an intelligent community and prosperous surrounding.
  
- Financial
  - Make sure all the payment vouchers for direct payment been paid and done within 7 days. They also responsible on LPO (Pesanan Tempatan) that applied by the officers and the staff. Besides, they will make sure all the queries from treasury department been answered immediately. All the information of staff and the supplier been update in the system which called ESPKB system to easier the financial staff to make a payment for staff’s travelling claims or purchasing the stuff for the office such as paper, ink or others.





## **CHAPTER TWO**

### **SCHEDULE OF PRACTICAL TRAINING**

#### 2.1 INTRODUCTION

This chapter is focus more on the schedule of practical training which may include the summary of daily task in the organization. The task of practical training may be explained by week to week, which there has 7 weeks of practical training. Besides, it may include all the activities and tasks given during the practical training.

## 2.2 WEEK 1 (25 JULY – 28 JULY 2017)

On the first day of internship (25 July 2017, Tuesday), the first task done was report duty to SAO Encik Mohamad Madzihi bin Mohd Musa, the Administrative Officer and who was my supervisor. After reporting for duty, Encik Madzihi introduced me as a trainee to the staffs at administrative unit and financial unit and explained briefly on what kind of services that they provided to public and about the job scope in general. After the introductory session, Encik Madzihi placed me at administrative unit and he asked to follow and be ready for any task that will be given by other staff.

Then, I was asked by SAO Jenna Anak Robert (Administrative Officer) to help them to prepare for the event “Sesi Dialog Bersama Yang Berhormat Menteri dan Ketua – Ketua Masyarakat Tempatan : Berhubung Cadangan Pembinaan Jambatan Muara Iassa dan Jamabatan Batang Paloh Bahagian Mukah” on 26 July 2017. She asked me to make tagging seat to ensure the VVIP guest know the seat which is proper for them based on their position. I also have been given task by SAO Diana binti Mahsen (District Officer Assistant) to do photocopy of tentative program for that event.

On the second day of internship (26 July 2017, Wednesday), I was assigned by the District Officer, DO Abg Mohamed Abg Turkey to participate in event “Sesi Dialog Bersama Yang Berhormat Menteri dan Ketua – Ketua Masyarakat Tempatan : Berhubung Cadangan Pembinaan

Jambatan Muara Iassa dan Jambatan Batang Paloh Bahagian Mukah” with other staff of Daro District office at Dewan Kemas Daro. At that event, I was given task by SAO Diana to distribute the tentative program to all the guests such as “Ketua Kaum”, “Penghulu Kampung”, “Pemanca”, “Kaunselor” and others who were attend the event. Next, after attending the event I was also given task by SAO Jenna to calling an officer for an approval about the duty on N43 Daro parliament election soon. So, at the same I can learn on how to deal with other people and improve my communication skill through phone call.

On the third day of internship (27 July 2017, Thursday), I had been asked by senior staff to handle in front counter and learned on how to deal with the customer with the proper ways, rules and regulation that provided by organization. Besides, in front counter, I also helped the customer to filling form if they did not know how to fill it. The form which provided by Daro District Office to the public are form of Program peningkatan pendapatan (PPP), Program Bantuan Rumah (PBR), Pendaftaran E – Kasih and Permohonan Bekalan Elektrik Luar Bandar.

On the fourth day of internship (28 July 2017, Friday). I helped the staff to key in the data of form Permohonan Pendaftaran E - Kasih into the system in the computer. Furthermore, I was also had been given task by SAO Jenna to find the closed file of N43 Daro previous election. After that, she asked me to check that file and take out the previous appointment letter for duty worker on Election Day.

### 2.2.1 REFLECTION OF WEEK 1

I selected this District Office also a part of my learning in the class which is in Human Resource Management subject. The Daro District Office recruited me to training as practical student after I applied by sending my resume. The supervisor placed me at the department that is suitable with my requirements. Starting from then, I have been trained to work just like on what I have learned in theory. There have two methods of training that I have learned before which are on-the-job training and off-the-job training. During my practical training, I have been trained by on-the-job training which means I am actually working and at the same time I was gained to improve my skill while carrying out the jobs. Besides, I learned the way to serve the customer either by face to face or through phone calls. So, I can improve my communication skill. This task is related to Public Relations subject where it really considered the relationship with customer as priority. In theory, public organization is the organization come out with their objective is to fulfill and satisfy the needs of customer.

### 2.3 WEEK 2 (31 JULY – 4 AUGUST 2017)

For second week, on 31 July 2017, I had been ask by SAO Cliff Willbroe to transfer and continue duty at sub treasury unit or more familiar as financial unit since there are many other trainees from other universities at administrative unit. So, he decided to transfer me to help the staff at the financial unit. Then, I had been given ask by Encik Azmil to organized the file of government payment voucher and make a name list with voucher number. So, it will make it easier for the staff for find the voucher in the future if needed.

Next, on 1 August 2017, again I was given a task to create tag on files. Those tags make to ease the staff on finding the document in future. Encik Azmil asked me to organized the identity card copy and account statement of workers for PRU 14 N43 Daro who on the duty. Then, those documents had been asked to be tagging name of the staff and file in alphabetical order to make easy finding in future use.

On 2 August 2017, I also had been given a task to supervise the payment voucher. All the payment vouchers need to be filed after the payment already paid by the Jabatan Akauntan Negara (Sarawak branch) as payment evidence for future use. Then, I had given task by the staff to photocopying the staff documents such as identity card, green card and account statement for payment claim. Besides, I had learned from Encik Azmil who was responsible to handle and manage the payment for any

claim or purchase on how to key in the data on staff payment claim and learned on how to check travelling claim in the federal system which is called ESPKB system according to circular that had been provided.

On 3 August 2017, I had been given task by Encik Azmil to key in the staff travelling claim. After that, again they asked me to photocopy the staff's document such as identity card, green card and account statement for payment of travelling claim. Then, they also asked me to organizing the travelling claim voucher to be filed according to the sequence of voucher number.

For the last day for week 2 on 4 August 2017, again I had been given task by the staff to do photocopy of documents. Then, I also had learned from Encik Azmil on how to key in the data for staff's claim payment into the state system which called System Click to Claim. After that, I was re – check all the documents which are needed to be stapled with the travelling claim voucher.

### 2.3.1 REFLECTION OF WEEK 2

In this week, the task that I just learned is organizing the file and learned on how to key in the data into the system. In this financial department, they are responsible to manage and administer all the payment process either payment for their staff's claim, supplier or payment from the public. What I can see is, all the payment process made by online through the system which have been provided. I have learned something new about on how to key in the voucher, travelling payment claim and so on. So now, I already know a little bit about on how the staffs run their daily activities in financial department. It is all about finance management process.



## 2.4 WEEK 3 (7 AUGUST– 11 AUGUST 2017)

On 7 August 2017, I learned on how to key in the debit voucher and account payable into the system. Then, I had been given task by the staff to do photocopy the documents.

Next, on 8 August 2017, the other staff and I was participant in preparation for National Independence Day. I helped the staff hang the flags outside the office for Independence Day celebration. Then, Encik Azmil asked me to key in the data of staff's travelling claims into the federal system which called ESPKB system.

Furthermore, on 9 August 2017, I helped Encik Azmil to key in monthly staff's overtime claim into state system which called System Click to Claim. The data need to be keying in for staff payment of their monthly overtime claim. Then, I also helped the staff to photocopy the documents.

On 10 August 2017, I helped Encik Azmil to key in the data of "Nota Minta" for local order into the federal system. "Nota Minta" is the first step to proceed to the next process of any claim's payment and local order. Then, again I had given task to do photocopy the documents. All the copied of documents had been asked by the staff to be filed into the file for future use.

On 11 August 2017, I helped Puan Azmila to check the documents for briefing of parliament N43 Election Day. Then, she asked me to divide,

arrange the file and all the documents according to the segregations of duties that have been assigned by the Suruhan Pilihan Raya (SPR).

#### 2.4.1 REFLECTION OF WEEK 3

In this week, I already know that District Office is also responsible on handling the Preparation for Election Day (PRU). What can I see there, the staffs are involved from beginning till on the actual day of Election whereby they are involved in handle on Election briefing for the government officers who are given duty during the becoming Election Day. What I can see there, the major task in this financial department is all about managing the financial activities.

## 2.5 WEEK 4 (14 AUGUST– 19 AUGUST 2017)

On 14 August 2017, I had to copy the documents of Parliament N43 Daro Election Day briefing. This is because, the documents is not enough for the participants who attended to that briefing. Then, I also had learned on how to key in the local order for payment to supplier where the office had bought the stationery such as A4 paper, ink printer and so on from the stationer. The local order need to be keying in first before all the payments are made by Jabatan Akauntan Negara.

On 15 August 2017, I had to arrange the PRU worker's documents based on their bank account in order to make it easier for Encik Azmil easier during key in the claim payment after Election Day. Then, Encik Cliff brought me to a demonstration on how to burn a gun bullet along with police officer. During that time, Encik Madzihi had given me a little bit explanation on the process of gun bullet burning where it is crucial and need to follow the procedures that had been assigned. This is because to avoid the people from hiding the bullet more than the amount that had been set by the rules where the people can only buy 10 bullets for every single purchase.

Next, on 16 August 2017, I had to key in the information of PRU workers into the federal system (ESPKB) "Penerima bayaran perseorangan" for claim's payment after Election Day soon.

On 17 August 2017, again I had to key in local ordering information into ESPKB system (federal system) for payment to supplier. The local order need to be keying in first before the payment approved by Jabatan Akauntan Negara. Then, again I was continue my previous task which is to keying in the information of PRU workers into federal system for claim payment after Election Day.

On 18 August 2017, I had to do photocopy the form of Projek Perumahan Rakyat Miskin Tegar (PPRT) which to be use during site visit later. Then, I also had to arrange the documents of Projek Baik Pulih Rumah (PBPR) beneficiaries which includes Bill of quantity of the project, letter acceptance and agreement by the contractor and receiver of beneficiaries, invoice, picture of before, during and after of the project, plan of the project, copy of identity card of contractor and receiver and copy of company's account statement. Besides, all the copy of documents needs to be validated by the SAO, Ketua Kaum, or Penghulu Kampung.

On 19 August 2017, the other staff and I had to attend and were given duty to be in charge of protocol during event of "Lawatan Y.A.B Ketua Menteri Sarawak ke RGC Semop" at RGC Kampung Semop Daro.

#### 2.5.1 REFLECTION WEEK 4

In this week, I have learned something new that District Office is responsible to manage the purchasing of gun bullet. The purchasing of gun bullet must follow its own procedure and regulations. This is because, that gun bullet is crucial and to avoid misuse among the customers. What I can see there, District Office was managed it very well. Besides, I already know that District Office is also involved in and managed the government project which deal with JKR and contractor who are supposed to get the tender such as project of PBPR and PPRT. What I can conclude for this week, District Office has multitasked responsibility towards the public in order to satisfied their customer needs and requirements.

## 2.6 WEEK 5 (21 AUGUST – 25 AUGUST 2017)

On 21 August 2017, I had to photocopy the documents. Then, I also had to print out the “Baucer Bayaran”. The documents of “Baucer Bayaran” need to be stapled with documents of “Pesanan Tempatan”. These documents will be filed as recorded to be audited by staff from treasury.

On 22 August 2017, I was asked by senior staff to arrange the documents. Then, Encik Cliff asked me to fax the invitation letter for the “Sarawak Celebration Gawai Raya: Majlis Ramah Tamah Aidilfitri & Ngiling Bidai” dinner to other agencies like Daro Education District Office, Daro Agriculture Office and so on.

On 23 August 2017, I was on duty the phone calls answering by the customers and help them on what they need. Besides, I also was serving the customers who come to the office.

On 24 August 2017, I helped the senior staff to arrange the files and documents. Then, they asked me to do photocopy the documents.

On 25 August 2017, I had to find and arrange supplier payment voucher documents. Then, the senior staff asked me to arrange and compile the form of Program Bantuan Rumah Rumah (PBR) beneficiaries to be use during site visit.

### 2.6.1 REFLECTION ON WEEK 5

In this week, I can relate with theory subject as Public Relation. Then, I can see that the District Office are involved in and handle the event. The staffs are responsible to be as protocol in that event. So, I have learned together from then on how to communicate with the guests who are coming to that event. Besides, I was also asked by the staff to be ready to pick up the call. From that, I can improve my communication skill in order to ask the customer needs with the proper ways.



## 2.7 WEEK 6 (28 AUGUST – 31 AUGUST 2017)

On 28 August 2017, I had to re-check the data of Election Day workers for payment of travelling claim. Encik Azmil asked me to make sure the account numbers and all the information are correct.

On 29 August 2017, I had to re-type the travelling claim of Election Day workers based on the format after the senior make a correction of actual value for payment to that claim.

On 30 August 2017, I helped the senior staff to recheck the payment voucher. Encik Azmil has reminded me to make sure all the documents that needed are ready to be compiled with the voucher. Besides, he keeps reminding me to make sure the data and invoice number are correct. It is because; the voucher will be audited by the auditor from treasury Mukah. Then, Encik Madzihi has given us briefing and task during event on Independence Day.

On 31 August 2017, I attended the event on Independence Day and perform task to handle at the registration counter for “ Cabutan Tiket Bertuah”.

## 2.7. 1 REFELCTION WEEK 6

In this week, what I can see in this financial department, the staffs are very conscientious in every task which involved money. This is because , all activities which involved financial will be audited by auditor from Treasury department. If there have a mistake, the staff will be query on what they have done by Jabatan Akaun Negara. This is why, the staff need to double check their task before submit to the Jabatan Akaun Negara to get approval for payment. Furthermore, the staff are managed their task very well.

## 2.8 WEEK 7 (5 September – 10 September 2017)

On 5 September 2017, I helped the senior staff to key in the traveling claim into the federal system which called EPSKB system. Then, SAO Cliff asked me to filling down the information of the form “Projek Baik Pulih Rumah” which to be used during visitation the site pproject at N42 teritory (DUN SEMOP).

On 6 September 2017, I was with the SAO Cliff to visit the site of “Projek Baik Pulih Rumah” (PBPR) at N42 teritory (Bruit, Tekajong, Penipah, Salah Kecil, Betanak, Penibong and Penuai) along with staff from Jabatan Kerja Raya (JKR). At the site, we are checking the house condition whether the contractor who are responsible to repair the house had follow the all the specification that has been assigned by the District Office and Jabatan Kerja Raya (JKR). Besides, at the same time we are asking for signature from both contractor and owner of the house as an agreement and satisfied with their house after repair.

On 7 September 2017, again I was along together with SAO Cliff and JKR’s staffs continue to visit the PBPR site at N42 teritory DUN SEMOP (Sebakau, Semop, Kut and Saai). We are do the same thing as site visit on 6 September.

On 8 August 2017, I had to arrange the documents of “Projek Baik Pulih Rumah” (PBPR). Then, I also had given task to photocopy the documents of receiver of “PBPR”.

On 10 August 2017, I participated along with other staff in "Program of Gegar Merdeka 10,000 Langkah Peringkat Negeri Sarawak which was held by the Department of Health.

### 2.8.1 REFLECTION ON WEEK 7

In this week, I have got new experience where I have given a chance to visit the project site with SAO Cliff. What I can say here is, that is an amazing experience ever I have during my practical training. This kind of site visit was show me on how the government help the people in order to improve their quality of life where the government provide the beneficiaries like PBPR and PPRT.

## 2.9 WEEK 8 (11 SEPTEMBER – 15 SEPTEMBER 2017)

On 11 September 2017, I helped the senior staff to check of on worker's traveling claim during attend the briefing for Election Day. Actually the workers of Election Day are the government officers who are appointed by District Office to perform the duty on Election Day soon. Then, I arranged and checked on the documents of "Projek Baik Pulih Rumah" (PBPR) before sending it to JKR to ask for their signature before proceeding to the next step which is payment to the contractor.

On 12 September 2017, again I continued with arranging and checking on documents of "Projek Baik Pulih Rumah". Then, I helped the staff to cleaning the office and wrapping the door gift to be given to staff from Jabatan Ketua Menteri Kuching (Human Resource Department). They choose Daro District Office as the place for meeting all the Government Department at Daro District.

On 13 September 2017, I had to do a photocopy of documents. Then, I also arranged the documents of PBPR and make sure each project has three sets of documents.

On 14 September 2017, I helped the staff to photocopy the voucher of travelling claim and filling it according to the voucher number. Then, I had given task to make a call to RH Hotel Sibuh for confirmation of the room price where the room has already been booked by other staff before. The

confirmation was made is because Encik Azmil want to key in the Local Order for that reservation before making payment.

On 15 September 2017, I attended the farewell party that the office organizes for me and other practical students who will end their training. At that party, I had been given an opportunity to give a speech and share my experience to them on what I have learned and done at Daro District Office. Then, after the party I had to submit my task to other practical students who are to continue my daily task at Financial department at Daro Distirct Office as before.

### 2.9.1 REFLECTION ON WEEK 8

After eight weeks of my practical training in this District Office, I was able to do the task properly. I understand more on the task and daily activities in District Office especially at financial department. District Office is very close with public because their objective is always to satisfy the public needs and requirements. What can I learned from there, communication skill is very important in order to deliver the right information and serve the customers who come to the office in the right way.



## **CHAPTER 3**

### **FILING SYSTEM**

#### **3.1 INTRODUCTION**

In this chapter 3, I will focusing and explain on the definition of the concept of filing system, the importance of filing system , qualities of filing system, methods of filing system and procedure of filing system. Under this chapter, I will also explain on the tasks of filing system in the organization of my practical training and application used for filing system.

### 3.2 DEFINITION OF CONCEPT

Filing means keeping documents in a safe place and being able to find them easily and quickly. So, all the documents that are cared for will not easily tear, get lost or dirty. A filing system is the central of record keeping system of organization. As we know, this kind of filing system is very important and use by any organization because all the documents need to be record for the future used. Besides, a filing system helps the staff and the organization itself to be more organized, systematic, efficient and transparent. It also helps all the staff in the organization that should be able to access of find the information to do easily when the staffs are look for something and it is able to find it without difficulties.

In addition, According to Muthian Sivathanu (2001), file systems are responsible for managing persistent data and it is therefore essential to ensure that they function correctly. In computing, a file system is used to control on how data is stored and retrieved. Without a file system, information placed in a storage medium would be large body of data. Plus, all the records of all the organization's activities will be recorded into the file system. The file consists of all documents can be letters, memos, reports, financial records, policy documents, etc. The times for filing is being organized depends on how busy the organizations. In busy organizations, filing is done at least every day and usually in the morning as the first task to be completed. However, in a small or less organization, filing is being done or organized once or twice a week.

Furthermore, there are many different kinds of file systems where each one of them has different structure and logic, flexibility, security, properties of speed and more. It is designed to be used for specific applications such as the ISO 9660 file system which is specifically for optical disc. File system can be utilized on various distinctive sorts of storage device that utilization various types of media. The most well - known storage device being used today is a hard disk. Other kinds of media that are used include flash memory, magnetic tapes and optical discs. Some the organization are use virtual and some of them are use manual to record or organized the file.

Next, a file system are consists of three layers such as logical file system, virtual file system and physical file system. The logical file system is responsible for interaction with the user application. It provides the application program interface (API) for file operations (OPEN, CLOSE, READ, etc). This layer also provides file access, directory operations, security and protection. The second optional later is physical file system. This layer is support for multiple concurrent instances of physical file systems which is called a file system implementation. The third layer is physical file system. This layer is focus with the physical operation of the storage device. It is processes physical blocks which being read or written. It also involved buffering and memory management where it is responsible for the physical replacement of blocks in specific location or place in the storage medium. This layer is connected with the device drivers or channel to drive the storage device.

It is important to practice a well planned system in order to efficiency of operation as well as to a company's image. All the documents need to readily accessible whether the records are filled in a computer or stored in a cabinet. Besides, the organization must able to manage records properly and always be ready for any threats that might be happen such as flood. They must have a well planned and good decision making for this kind of situation. So, all the record can be safe and automatically it shows that the organization is very effective and efficient in terms of managing the file.

### 3.3 IMPORTANCE OF FILING SYSTEM

- a) Filing is helpful to protect the records from dust, fire, insects, theft and mishandling.
- b) It is helpful in settlement of disputes because it provides factual information.
- c) The previous records are provides for ready reference.
- d) The efficiency of the organization will increase because filing helps in providing records in required time to make quick decisions.
- e) Filing helps in providing legal proofs to fulfill the legal entities.
- f) It is also helpful to exercise a better control over sales and financial position of the organization.
- g) Filing system helps in handling the customers and correspondence carefully in order to maintain the goodwill of the organization.
- h) The past record can be as a guiding for future plan for the organization in order to achieve their goals.

### 3.4 QUALITIES OF GOOD FILING SYSTEM

- I. Suitable: Filing system should be suitable for any kind of organization where it should meet the requirement of business.
- II. Simple: Filing system should be easy and simple to be understood by all the staffs in the organization.
- III. Economy: Filing system should be cheap and must relevant with the budget of the organization. It means that the installation and operation cost for filing should be low.
- IV. Compactness: Filing system should be as physical compact as possible and should not take for unnecessary space for the documents.
- V. Accessibility: Files and folders of the documents must be preserved for future use and it must be easily accessible.
- VI. Flexible: It should be flexible enough and it must be dynamic and changeable according to the needs of an organization.
- VII. Safety: A good filing system must preserve all the necessary documents from insects, dust, fire, water and so on.
- VIII. Indexing: A good filing system is it must have a proper indexing.
- IX. Classification: The files should be classified in a proper way in order to find that record if needed.

### 3.5 METHOD OF FILING SYSTEM

Classification can be defined as the process of selecting headings under which documents are classified on the basis of the certain common characteristics before filing takes place. The classification of files is to ensure the prompt of availability of the information whenever it is needed. Besides, the efficiency, particularly, the accessibility of a filing system depends largely upon the care with which documents are classified. The files can be arranged on any one or more of the following basis:

## 1. Alphabetical classification

- Alphabetical filing is the most widely and familiar used method by the organizations. In this method of classification the records are classified in accordance with the first letter of the name in the alphabetical order. For example, correspondence with those names or surnames begin with “A” will be classified and arranged together. If there are several names having the same first letter the arrangement takes into the account the subsequent letters also. Besides, alphabetical classification also can be either by name or by subject or by geographical location.



Figure 2: Alphabetical Classification

Source: Google (September 5, 2017)



➤ Advantages of Alphabetical classification:

1. Most people are familiar with alphabetical filing. So, it is easy and simple to understand and operate.
2. It is self- indexing. No separate index is needed for alphabetical filing.
3. This system is highly elastic where the new headings can be introduced at any point without disturbing the classification.
4. Chances for misfiling are minimized.

➤ Disadvantages of Alphabetical classification:

1. Take a long time to find papers in large organizations.
2. Difficulties may arise through misspelling of names.
3. In setting new up a new system, it is difficult to estimate how much space is to be allowed for each letter of the alphabet.
4. If the number of records increases, extensive rearrangements of guide cards and files became necessary.

## 2. Numerical classification

- Under this method, each folder or record is given a number and the files are arranged in the numerical order such as each customer or subject is allotted a number. All papers relating to a particular customer, supplier or subject are placed in one folder bearing its distinctive number. Besides, folders are arranged in the cabinet numerical sequence and guide cards are used to divide them into suitable groups of 10 or 20. For example, if a customer is allotted the number 14, all papers and documents connected with him will be found in folder number 14. There are three types of numerical classification such as Consecutive Classification System, Dewey Decimal System and Terminal Digit System.



Figure 3: Numerical Classification

Source: Google image (September 5, 2017)

➤ Advantages of Numerical Classification

1. Greater accuracy in filing where the chances for misfiling are reduced to the minimum.
2. This system is highly flexible because it has unlimited scope for expansion.
3. No need for keeping miscellaneous files as in the case of alphabetical system.
4. Replacement of files shall be quicker and more certain.
5. Numbered files can be easily located.

➤ Disadvantages of Numerical Classification

1. This system will operate efficiently only when there is an index. So, the index must be carefully managed and kept up-to-date.
2. Index should be referred before ascertaining the location of a file.

This will cause delay in locating the files.

3. Since there is no miscellaneous files are kept, it is not easy to arrange files for miscellaneous papers.

### 3. Geographical Classification

- Under this system, files are arranged according to the location or addresses of the persons to whom they relate. The classification can be street-wise, town-wise, district-wise, state-wise or country-wise. Besides, this system will operate efficiently only when it is combined with either numerical system or alphabetical system.

	(1)	<b>Northeast Zone</b>
	(2)	<b>National Capital Zone</b>
	(3)	<b>Mid Atlantic Zone</b>
	(4)	<b>Gulf Coast Zone</b>
	(5)	<b>Midwest Zone</b>
	(6)	<b>Southwest Zone</b>
	(7)	<b>Northwest Zone</b>

Figure 4: Geographical Classification

Source: Google image (September 5, 2017)

➤ Advantages of Geographical Classification

1. speedy location of files is possible
2. It is simple to adopt
3. Direct filing is possible

➤ Disadvantages of Geographical Classification

1. This system will work only when combined with alphabetical classification. Hence it is not an independent system.
2. An index should be prepared, without index this system shall become inoperative.
3. Errors may result if the geographical knowledge of the filing clerk is poor. Hence, chances for misfiling will be more.
4. Proper training must be given to filing clerks. Otherwise, errors shall become frequent.

#### 4. Subject - wise Classification

- Under this system, all the documents concerned with a particular subject are brought in one file. This system is adopted only when the subject or content of a letter is more important than the name of correspondent. It means that each subject matter is kept in a separate file. These files may then be arranged alphabetically, numerically or on some other basis. For example, separate files may be maintained for purchase quotations, purchase orders, income tax returns and so on.



Figure 5: Subject - Wise Classification

Source: Google image (September 5,2017)

➤ Advantages of Subject - Wise Classification

1. Once the subject is known, it is very easy to trace out the information.
2. Each subject file gives complete particulars and information on that subject.
3. There is scope for unlimited expansion.

➤ Disadvantages of Subject-wise Classification

1. This system is not suitable for filing miscellaneous papers.
2. Its greatest drawback is that it is difficult to classify.
3. If the subject classification is not understood properly, it will become difficult to locate a document.
4. If the number of the subjects is more, an elaborate index is necessary. This will make the system costly.
5. Liberal cross- references are often needed. This would make the system slow and time consuming.

## 5. Chronological Classification

- Under this system, records are filed in strict date order. Records like vouchers, invoice, bills etc are mostly connected with account are filed in this system. However, this system cannot be adopted independently.



Figure 6: Chronological Classification

Source: Google image (September 5, 2017)

- Advantages of Chronological Classification:
  1. Speedy location of record is possible.
  2. Simple to operate.
  3. Less expensive because ordinary file are sufficient to preserve the records under this system.
- Disadvantages of Chronological Classification:
  1. This system is suitable only for small business enterprises.
  2. This system is not useful when exact dates are not known.



### 3.6 PROCEDURE OF FILING SYSTEM

#### 1. Inspecting

Each of documents is inspected to see that it has been released. If not, it should be returned to the interested party.

#### 2. Marking

Determine under what name or caption the paper is to be filed.

#### 3. Follow- up and cross - reference

If the letter is marked for follow -up, then a record should be made and placed in the follow-up file. If there is more than one place in which to file the document, make a cross - reference.

#### 4. Sorting

Sorting is the preliminary arrangement of papers according to the first filing unit of the name or number. This is the last step prior to actual filing. Besides, sorting also makes the documents be easy to find. So, documents should be arranged in sequence so they can be placed in the proper folders quickly, without moving back and forth.

## 5. Filing

Filing is the actual placing of documents in folder in a predetermined plan. The torn papers should be mended before they are filed. Besides, raise the folders slightly in the file drawer when placing the papers. So, the papers will be arranged to the bottom of the folder. Next, check the caption of the documents and folder as a precaution against misfiling. In addition, label the folder by date, name or subject using additional folders.

### 3.7 TASK ASSIGNMENT OF FILING SYSTEM

I was placed at the Administration Department and Financial Department in this Daro District Office. So there are several tasks that I have been assigned to do. These tasks include computerized filing system and manual filing in which all the documents need to be recorded properly. The tasks are:

1. Make a voucher payment for the supplier by using web system which is called ESPKB system. This receipt will provide a record keeping in this system. The payment of voucher will be print out and to be record into the file system based on manual style.
2. I also was given a task to organizing the file of government payment voucher and make a name list according to numerical classification which is according to the voucher number.
3. Besides, I was given task to tagging the name of the staff's file in alphabetical order in order to make easy finding in future.
4. Given task to record or key in the data of customer who are applying for E- Kasih. So, all the data of the customer will be recorded into the computer system as for reference to process the application and for future use.

### 3.8 APPLICATION OF FILING SYSTEM

#### 1.Planning & Budget Control System Electronic (ESPKB)

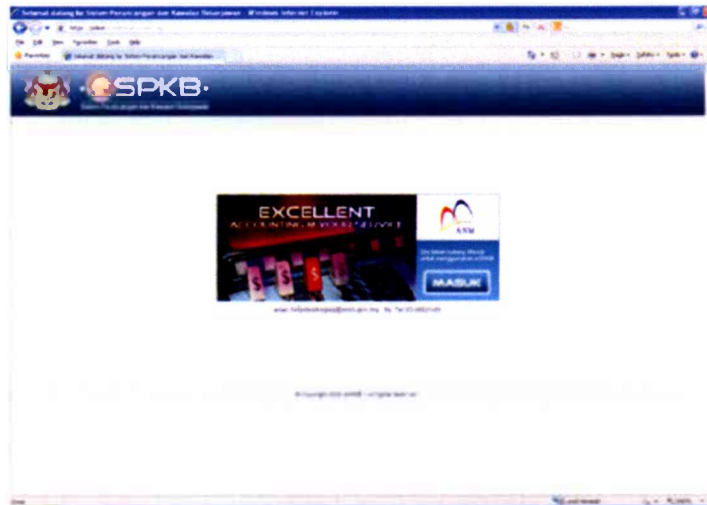


Figure 7: ESPKB System

Source: Google image (September 5, 2017)

Planning & Budget Control System Electronic (ESPKB) is a federal system which is used by financial department of Daro District Office for the process of budgetary control, monitoring of expenditures PTJ and accelerate the process of preparing financial document such as Voucher payment for the supplier and traveling claim voucher for their staff. All the document that apply into this system will be print out and is recorded into the file as for reference for auditor who will audit all the financial documents.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 INTRODUCTION**

This chapter would include on the advantages of the filing system and disadvantages of the filing system of Daro District Office. Besides, the recommendations for this organization also been having provided in this chapter. So, they can improve on how to filing systems in the Daro District Office.

#### **4.2 ADVANTAGES OF FILING SYSTEM**

The filing system was used and practiced in Daro District Office. There are several advantages of filing system which can benefit the organization itself. The first advantage is in term of efficiency of the organization during organizing their file system. The staff can easily locate and use the records properly without any delay under good filing system. This leads to saving in time and brings efficiency in office operation. The second advantage is ready reference where it helps the staff to refer the relevant papers and documents very quickly. For example, sometimes the customer do not like to be asked to supply copies of the earlier communication but they can only indicate invoice number or reference number with date. This is why classification is very important in filing system. The third advantage is better control whereby the process of control is facilitated by good filing system. All the incoming and outgoing

letters are properly checked and quick disposal of letter is possible if immediate attention is required by ant letter. The last advantage is in term of high protection. A good filing system which practiced in the organization can protects the documents from possible loss or damage.

#### 4.3 DISADVANTAGES OF FILING SYSTEM

There are several disadvantages of filing system which can occur into Daro District Office. The first disadvantage is data redundancy. It is possible that the same information may be duplicated in different files. So, this may leads to data redundancy results in memory wastage or crowded file in a shelf. The second disadvantage is integrity problems. Data integrity means that the data contained in the database in both correct and consistent. For this purpose, the data stored in the database or in a shelves must satisfy correct and constraints. The third disadvantage is limited data sharing. As we know that the data are scattered in various files. The different files may have different formats and surely these files may be stored in different folders and may be of in different departments also. This kind of situation may leads to difficult to share the data among different application. For example, the data or information of payment voucher only can be access at financial department.

#### 4.4 RECOMMENDATION

My recommendations toward Daro District Office they need to improve their filing system into all computerized filing system. This is because, what I can see there their filing system is major on manual method which is all the documents are recorded into the physical file. Nowadays, the world becomes busy and technology is growth faster. So, Daro District Office also should improve their computerized system to work faster in easy way to compete with the world as well as increase the effectiveness of their works especially in term of managing or organize the file system.

Besides, the management department also can improve their security system of Daro District Office relating in managing the file of their own organization, staff and the customer. One of the way is they need to provide CCTV at their file storage or room. So, if any happen towards that file, they can see the record of CCTV. Furthermore, the management also can hire the person to in charge in order to take cares all the files. For example, this person who in charge that file room can write down the name of any staff who enter the room for look or take the files and take note on what file they are taking. This way may be more effective and it can be as proof if the files are missing.

Next, what can I see at Daro District Office, their room for stored the file are not arranged properly. Some of the old files are not in the shelves and it

may leads for them hard to find any file if it is need in future. So here I suggest that the staff of Daro District Office should together arrange their file according with proper classification as I have mention above such as, classification by subject, alphabetical, numerical and so on.

Daro District Office may also assign one of the staff for updating the files as soon as every transaction made with the customer. This is very important for Daro District Office to control or monitor the file management. By controlling the management of file, the problems like overload task of transaction files can be avoided. It also can help the other staff to focus more on their own task because there has already staffs that are responsible to control the files.

My last recommendation to this Daro District Office relating on file management system is to provide training to all the staff in all department in order to learn and improve their knowledge and skill to manage the files properly. For example, senior staff can sent to training to learn on new computerizing filing systems due to modernization world where all the organization need to have good in literacy skill and technology in order to compete with other countries. Meanwhile, the new staff can learn from the senior staff. So, the productivity of the staff in terms of managing the files can be more high qualities, effective, efficient and systematic.



## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 INTRODUCTION**

This chapter is consists of the summary of discussion of each chapter in the report by highlighting the main points of the chapters.

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

This chapter represents on the background of the organization. It also discussed about the vision, mission, and quality base of the organization. Besides, there also have the objectives of the organization and also the structure of the organization. Apart from that, there also have the core business of Daro District Office which focuses more on the services provided for the customers or public. Furthermore, there have the section's objective of the organization where there are different departments in Daro District Officer which have their own objectives.

### 5.3 SUMMARY OF CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING

In this chapter, it shows the flow of tasks that have been done within eight weeks of practical training. This chapter also includes the description of the tasks given on daily basis and also other supplementary activities and events that have been organized by the trainee and the staffs. According to the schedule of practical training, the tasks given mostly are related to the course that takes by the trainee in the university but sometimes the tasks given by the supervisor are randomly. Besides, the staff in the organization also assists and taught the trainee on how to perform the task or the services in the organization because most of the tasks are a new thing for the trainees which some of the tasks did not taught in the theory that have learnt in the class. All the knowledge and experiences that gained by the trainee would give benefits and also useful to be apply in the real working environment in the future.

#### 5.4 SUMMARY OF CHAPTER 3: FILING SYSTEM

Under this chapter, I only focused on one area of my tasks during my practical training at Daro District Office is filing system. I have analyzing the filing system and their management in this District Office. Besides, in this chapter I also explained the concept of filing system, importance of filing system and qualities of good filing system. I also highlight on the method of filing system and provide the advantages and disadvantages of filing system. Then, I identified the procedure of filing system which I have explained one by one on the steps in completing the filing system for the organization. Next, I clarified all the assignment of tasks relating to filing system in this Daro District Office. For the task assignment in this organization, there are several applications that had been use in completing the tasks.

## 5.5 SUMMARY OF CHAPTER 4: RECOMMENDATIONS

In this chapter, it includes the advantages and disadvantages of the tasks that I have been analyzed in chapter 3 which is filing system. The advantages of filing system can be used by the organization in order to improve their skill in manage the files. Meanwhile, the disadvantages of filing system also can be use for future correction and become better than before. In addition, there are several recommendations that I suggest to improve the weaknesses of the filing system in Daro District Office. Furthermore, the purpose for analyze the advantages and disadvantages of filing system is to identify the mistakes and make corrective actions for better management in filing system in future.

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# **APPENDIXES**





UNIVERSITI TEKNOLOGI MARA  
CAWANGAN SARAWAK

**PRACTICAL TRAINING  
LOG BOOK**

1. Student's Name : FATIN NAJWA BT ABDUL WAHAB  
2. Date & Place of Birth : 19/10/1994  
3. UITM I/C No. : 2014287219  
4. Course : SAINS PENTADBIRAN  
5. Year : 2017 Part 5  
6. Home Address : JALAN TRENG BELAAN BESAR MATU

7. Address During Practical Training : JALAN SENTRAL, 96 200 DAPO

8. Place of Training : PEJABAT DAERAH DAPO


9. Name of Supervisor In-Charge : MOHD MADZIH MUSA

10. Duration of Training  
From : 25/07/2019 To : 15/09/2019

**FOR OFFICE USE ONLY :**



11. Remarks : [Dean / Course Tutor]  
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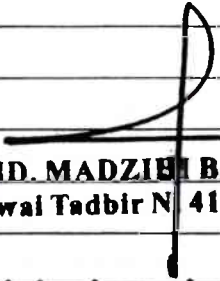
Date	Exact Nature Of Work Done	Supervisors Remarks
27/7/2017	<p>On duty sitting at counter and handle on filling the form eg. form of :</p> <ol style="list-style-type: none"> <li>1. Program peningkatan pendapatan (PPP)</li> <li>2. Program Bantuan rumah (PBR)</li> <li>3. Pendaftaran E-kasih</li> <li>4. Permohonan Bekalan Elektrik Luar Bandar (BELB)</li> </ol> <p>→ Learn how to confront customer <sup>with the</sup> <del>regards</del> rules and regulation of the organization.</p>	
28/7/2017	<p>Help the staff key in the data of form "permohonan pendaftaran E-kasih".</p>	
	<p>Been <sup>given</sup> task by Cik Jena to find closed file of 1143 Daro previous election - finding form for the election duty duty worker</p>	
		<p><b>MOND. MADZHLB. M. MUSA</b> Pegawai Tadbir N. 41</p>
		

Date	Exact Nature Of Work Done	Supervisors Remarks
31/7/17	<del>Given task</del>	
	Asked by Enit Cliff to transfers at sub-treasury unit.	
	Been <sup>given</sup> a task to organising file of government payment voucher and make name list with voucher number to ease the voucher finding in the future if needed.	
1/8/2017	1. Creating tag on files.	
	2. Been given task to organising identity card copy and account statement for SPR N43 Das that on duty.	
	3. Tagging staff name file in alphabetical order to make easy finding in future use.	
2/8/2017	1. Been given task to supervision the payment voucher.	
	2. Photocopying staff document (IC, green card and account statement for payment claim.	
	3. Learn how to key in data on staff payment claim and learning how to check travelling claim <sup>(federal)</sup> according to <del>instruction</del> that circular that has <del>been</del> been provided.	



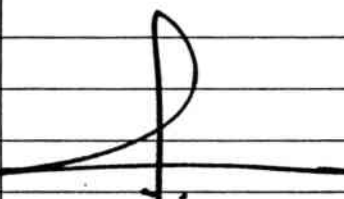
Date	Exact Nature Of Work Done	Supervisors Remarks
3/8/12	Been given task to key in staff travelling claim.	
	Photocopying staff document (identity card, green card and account statement) for payment travelling claim.	
	Organising travelling claim voucher.	
4/8/12	Been given task to do photocopying document.	
	Learn how to key in data on staff payment claim (state).	
	Been given task to re-check <sup>to Makasura</sup> all the document already stapled with the travelling claim voucher.	
		 <b>MOHD. MADZINI B. M. MUSA</b> Pegawai Tadbir N. 41
		

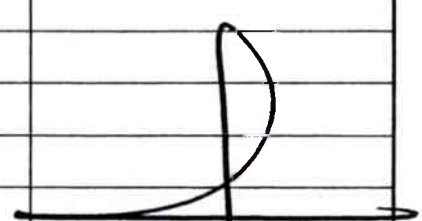

Date	Exact Nature Of Work Done	Supervisors Remarks
7/8/2017	Learn on how to key in debit voucher and account payable.	
	Given task by the staff to do a photocopy the documents.	
8/8/2017	Preparation for National Independence Day. Helping staff hanging the flag outside the office for decoration.	
	Key in data for staff travelling claim's into the <sup>federal</sup> system.	
9/8/2017	Helping the staff to key in monthly staff overtime claim's into state system.	
	Helping the staff to <del>do a phot</del> copying the documents.	
10/8/2017	Helping staff key in the data of "nota minta" for local order (pesanan tempatan) into federal system.	
	Photocopying duties copied	
	Filing the documents into the file.	

Date	Exact Nature Of Work Done	Supervisors Remarks
11/11/2017	Helping staff to check document for election day briefing parliament N43 Data.	
	Dividing and arranging file and <del>data</del> document according to segregation of duties that has been assigned by the election parliament. This is to ease the file handling according to duties for the briefing.	
		<p style="text-align: right;">   <b>MOHD. MADZIAH B. M. MUSA</b>            Pegawai Tadbir N/41         </p>
		<p style="text-align: right;">Good! keep learning.</p>

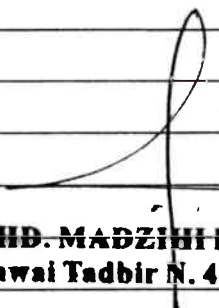



Date	Exact Nature Of Work Done	Supervisors Remarks
14/8/2017	1. Given task for copying PRU (Pilihan Raya Parlimen) N43 Oars <del>for</del> <sup>for</sup> <del>bringing</del> <sup>bringing</sup> document.	
	2. Learn how to key in "Pesanan tempatan" for office <del>sup</del> <sup>sup</sup> supplier payment.	
15/8/2017	Given task to arrange the PRU worker's document <sup>based on</sup> according to their bank account in order to make <sup>easy during key in</sup> <del>pay claim</del> <sup>pay claim</sup> <del>payment</del> for claim payment after election day.	
	2. <del>Staff</del> Staff brought me to a demonstration <sup>on</sup> about how to burn a gun bullet along with police officer. Encik Madzili <sup>has given</sup> the explanation <sup>on the process of</sup> <del>about</del> <sup>where it is</sup> <del>gun</del> <sup>bullet</sup> burning. <del>is</del> crucial according to the procedure that had been assigned, to avoid <del>any</del> <sup>bullet</sup> people from hiding the bullet more than amount that had been <del>fixed</del> <sup>ref by the rule: people</sup> . A person can only buy 10 bullets for every single purchase.	
16/8/2017	1. Given duty to key in the information <del>about</del> <sup>workers</sup> of PRU staff into the federal system "Penerima bayaran persendirian" for claim payment.	

Date	Exact Nature Of Work Done	Supervisors Remarks
12/8/2017	<p>1. Given task keying in local ordering information <del>of supplier</del> into federal system for payment to supplier.</p>	
	<p>2. Continue my task key in the information of PRU <del>staff</del><sup>workers</sup> into federal system for claim payment after election day.</p>	
18/8/2017	<p>Given task by the staff to do photocopy the <del>form</del><sup>form</sup> for of PPT (2019).</p> <p>Given task to arrange the document of <del>PPT</del><sup>POP</sup> beneficiaries.</p>	
19/8/2017	<p>Attending and <del>do</del> given duty on "Lawatan Y.A.B Ketua Menteri Sarawak ke RGC Semop" at tapak RGC kampung Semop Daro.</p>	
		<p style="text-align: center;"></p> <p style="text-align: center;"><b>MOHD. MADZHI B. M. MUSA</b> Pegawai Tadbir N. 41</p> <p style="text-align: center;">Good!! manage to get thing done.</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
21/8/17	Given task to do photocopy the documents.	
	Given task to print out the "Baucar Bayaran" to be stapled w "petanan tempatan".	
22/8/17	Given task by senior staff to arrange the documents.  Faxing letter that asked by senior officer.	
23/8/17	Picking up phone call by customer  Serving customers who come to the office and ask what their needs.	
24/8/17	Help senior staff to arrange the files and documents.  Given task by senior staff to do photocopy the documents.	
25/8/17	<del>Finding and a</del> Given task to finding and arranging supplier payment voucher documents.  Serving customer on the phone and <del>help</del> <sup>ask</sup> them for what they need.  Given task by senior staff to arrange and compile the form of "PBR" <sup>on</sup> <del>next</del> <sup>next</sup> month.	<p style="text-align: right;">   <b>MOHD. MADZIH M. MUSA</b>  Pegawai Tadbir N. 4 </p> <p style="text-align: right;">  </p>

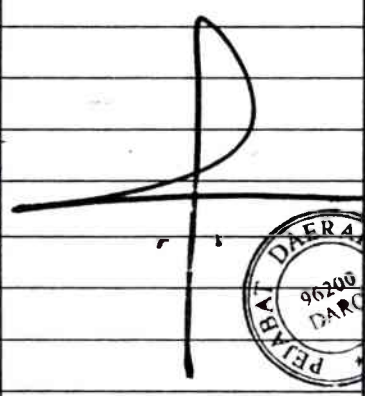


Date	Exact Nature Of Work Done	Supervisors Remarks
28/8/17	<p>Given task to re-check the data <del>and</del> of "Petugas PRU" for payment of travelling claim. Make sure the account number and all the information are correct. *</p>	
	<p>by senior staff Given task to do photocopy the documents.</p>	
29/8/17	<p>Re-type the travelling claim of "Petugas PRU" based on format after the senior staff make a correction of the total of actual value of that claim.</p>	
30/8/17	<p>Help the senior staff to recheck the "baucar bayaran". Make sure the all the document that needed are ready to be compile with the <del>brooch</del> voucher and make sure the date and invoice number are correct because the voucher will be audited by the staff from treasury Mutak.</p>	
	<p>by Enik Madzih Given briefing and task to be perform driving event on Independence day.</p>	 
31/8/17	<p>Attending and perform the task to handle at the registration counter for "cabutan tiket bertual".</p>	<p><b>MOHD. MADZIH B. M. MU</b> Pegawai Tadbir N. 41</p> <p>- Pelajar didapati bales menyelesaikan tugasan dlm masa yg ditetapkan dan. - keep good job!</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
5/9/2017	Help senior staff to key in the travelling claim into federal system.	
	<p>Fill in the information Pukh</p> <p>Filling down a "Projek Baik Rumah" form for site project at N42 territory (DUN SEMOP)</p>	
6/9/2017	<p>Site visit of "Project Baik Pulu Rumah" (PBBR) and at N42 territory (Bruit, Tekajoy, Penipah, Saluh Kecil, Betanuk, Penitoy and Penwai) along with Administration assistant (SAO Cliff) and JKR staff.</p>	
	<p>At the site, we are checking the house condition whether the contractor has been repaired that house with specification that has assigned by Pejabat Daerah. and Jabatan Kerja Raya (JKR)</p>	
	<p>At the same time we are asking for signature from both contractor and owner of the house as an agreement and satisfy with their house after repairing.</p>	
7/9/2017	<p>Continuation of site visit of "Project Projek Baik Pulu Rumah" (PBBR) at N42 territory (DUN SEMOP) (Sebakau, Semop, Kut and Saai) along with SAO Cliff (Administration assistant) and JKR staff.</p>	





Date	Exact Nature Of Work Done	Supervisors Remarks
11/9/17	Help the senior staff checking on PRU staff travelling claim (PRU briefing).	
	Arranging and checking on documents of "Project Projek Baik Pulih Rumah".	
12/9/17	Continue with arranging and checking on documents of "Project Baik Pulih Rumah".	
	Helping the staff to cleaning the office and wrapping the gift for visitation from Jabatan Ketua Menteri Picking Human Resource Department.	
13/9/17	Given task by the staff to do a photocopy of documents.	
	Given task to arrange the document of "Project Baik Pulih Rumah" according to the Make sure <sup>each</sup> the document <sup>of receiver</sup> already in 3 set. <del>as each</del>	
14/9/17	Help the staff to photocopy the voucher of travelling claim and filing it according to the <sup>voucher</sup> number.	<b>MOHD. MADZILB. M. MUSA</b> Pegawai Tadbir N. 41
	Given task to make a call to RH Hotel Sibu for confirmation of the room price <u>which</u> the room already booking by the staff before.	





Fatin Najwa binti Abdul Wahab,  
Universiti Teknologi MARA (UiTM) Cawangan Sarawak,  
Jalan Meranek,  
94300 Kota Samarahan,  
Sarawak.

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Pegawai Daerah,  
Abg Mohamed Abg Turkey,  
Pejabat Daerah Daro  
Jalan Sentral, 96200 Daro,  
Sarawak.

16 JUN 2017

Tuan,

**PENANGGUHAN TARIKH MELAPOR DIRI LATIHAN INDUSTRI (LI)**

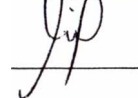
Merujuk perkara di atas saya Fatin Najwa binti Abdul Wahab ingin memohon penangguhan tarikh melapor diri untuk Latihan Industri (LI) di Pejabat Daerah Daro pada 25 Julai 2017 (SELASA).

2. Bagi makluman pihak tuan, pada 23 Julai 2017 (AHAD) saya masih menduduki peperiksaan akhir semester 5 di UiTM Kota Samarahan Sarawak. Oleh kerana kekangan masa dan jarak dari Kuching ke Daro menyukarkan saya untuk hadir melapor diri pada hari 24 Julai 2017 (ISNIN) seperti yang di maklumkan dalam surat tempoh hari.

3. Oleh yang demikian, saya berharap pihak tuan mempertimbangkan permohonan tarikh penangguhan Latihan Industri (LI) pada 25 Julai 2017. Di sini saya sertakan jadual peperiksaan akhir sebagai rujukan pihak tuan. Kerjasama dari pihak tuan amat saya hargai dan saya ucapkan ribuan terima kasih.


Sekian, terima kasih.

Yang Benar,



(FATIN NAJWA BINTI ABDUL WAHAB)

Mohon pertimbangan Tuan/Puan,



ZALINA BINTI MOHD DESA  
KETUA PUSAT PENGAJIAN  
(SAINS SOSIAL & KEMANUSIAAN)  
UITM SARAWAK

19/6/2017



PEJABAT DAERAH DARO

# SIJIL PENGHARGAAN

*Setinggi-tinggi penghargaan  
kepada*

**FATIN NAJWA BINTI ABDUL WAHAB**  
**( 941019-13-5752 )**

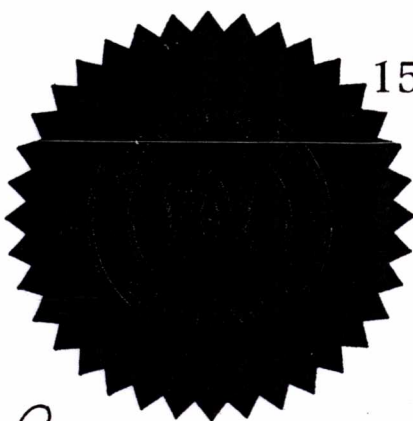
— *telah berjaya menamatkan  
Latihan Industri*

*dari*

25 JULAI 2017

Sehingga

15 SEPTEMBER 2017



ABG MOHAMED ABG TURKEY  
PEGAWAI DAERAH DARO