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& Policy Studies
Universiti Teknologi MARA**

Bachelor of Administrative Science (Honors)

**Practical Training (ADS667):
Tatau District Office, Sarawak**

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for learning and professional development. I was also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

DECLARATION

I hereby that the work and information contained in this practical training report is my own except those that have been duly identified and acknowledged. If I were found to have committed plagiarism, action can be taken against me under the Academic Regulation of UiTM's.

Signed

(Peter Rasid anak Suing)

**CLEARANCE FOR SUBMISSION OF THE PRACTIAL TRAINING REPORT BY THE
SUPERVISOR**

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Place: Tatau District Office

Name of Student: Peter Rasid anak Suing

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

(MADAM SHARON PEARL HENRY SERUB)

Date:

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CHAPTER 1

INTRODUCTION

1.0 Tatau District Background

Tatau is a small town that under the jurisdiction of Bintulu District Office before its declared as a district. "Tatau" derived from an Iban's word which mean thief, robber, burglar, or troublesome.

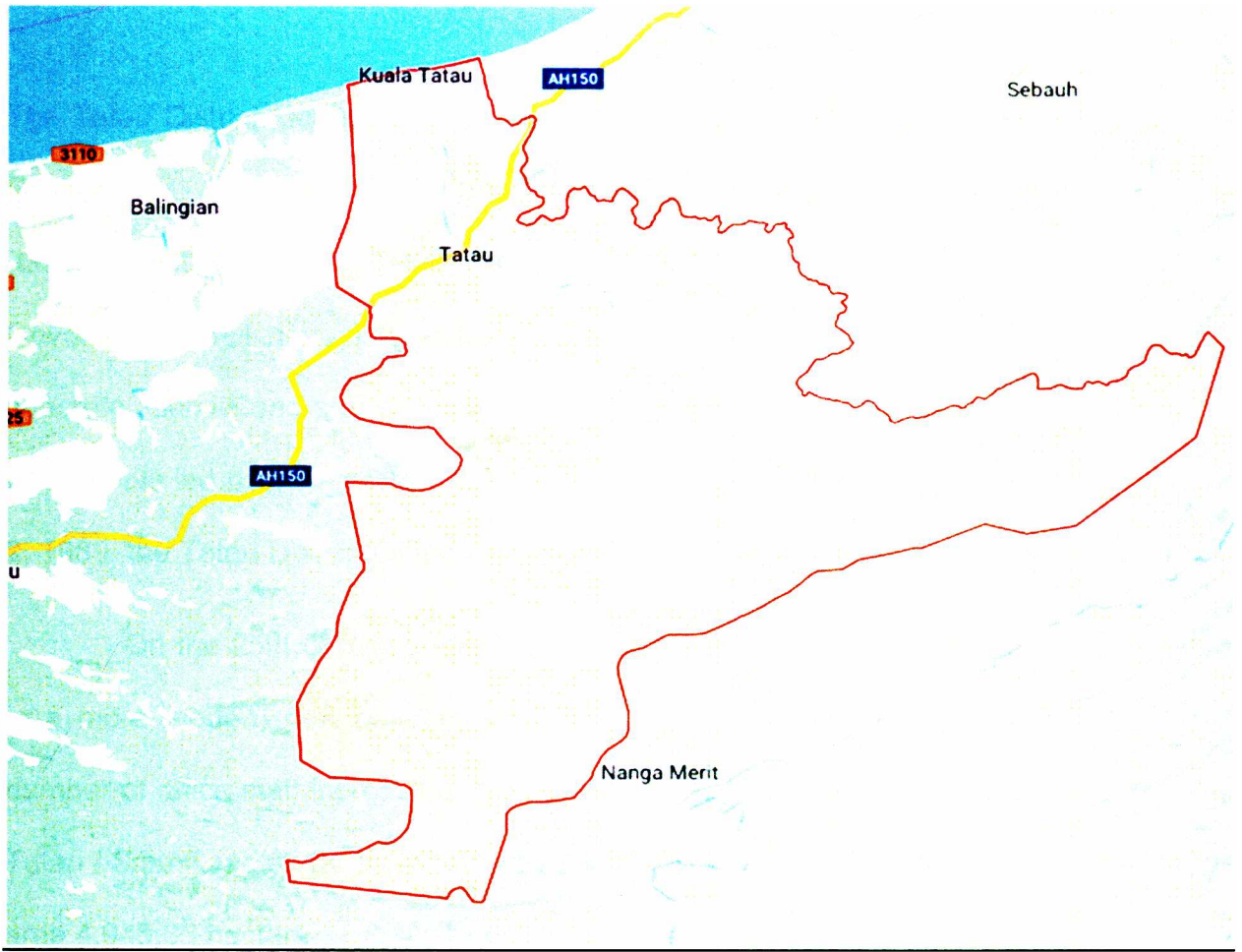
Tatau is declared as a district on 2nd April 1989. The Tatau district is bordered by Bintulu District and Selangau District. The majority of the Tatau District are the Iban people, and are followed by Orang Ulu communities such as Punan, Beketan, Tatau and Melanau. The main occupation of the Tatau population are farmers / planters, plantation workers, factory workers, businesses, as well as Government and Private employees.

Current changes have brought Tatau to face one of the Administrative Centers in Bintulu. There are many old buildings that have been replaced by new and modern buildings. Land development has also increased as many Plantation Companies have opened estates in the vicinity of the Tatau District area and provide employment opportunities to the Tatau District residents. In addition, wood mills are also available in the Tatau District. To date, Tatau has undergone a rapidly changing developmental growth and is expected to continue to grow and expand under the auspices of the Bintulu Development Authority.

Tatau is located in Bintulu Division in Sarawak. The District Administrative Center is located in Tatau Town located 60km from Bintulu City and located between Bintulu District and Selangau District.

The area of Tatau is about 4,945.85 sq km. The Tatau District is also divided into areas such as Tatau Town, Sangan, Anap Ulu, Anap Tengah, Anap Hilir, Kakus, and Kuala Tatau.

1.1 Tatau District Map



Source: Google Map

1.2 Tatau District Administration

The Tatau District Office has been established since 1906 during the British Government. After Merdeka in 1957, the Tatau District Office known as the "Government Office of Tatau" was fully handed over to the Sarawak Government until now. The Tatau District Office, which was then a semi-concrete (Semi Concrete) building opposite Sungai Batang Tatau, has a staff of 7 people led by an Assistant Administrative Officer. Subsequently, on April 2, 1989, the Tatau District Office was upgraded to the Tatau District.

On the 25th of September 1995, the Tatau District Office has moved to a more modern new building and has a number of facilities with a total number of office staff increasing to 18 persons and is now located at Bintulu / Tatau / Sibu Road as far as 60KM from Bintulu City and has an administrative area 4,945.85 hectare.

1.2.1 Demography of Ethnic

Tatau is traditionally home to Iban, Melanau, Chinese, Malay and Orang Ulu people. There is one ethnic named "Tatau" which is unique to Tatau district. Most Iban are scattered throughout rural areas of Tatau. Whilst, Melanau people (or Melanau Bintulu/Vaie people) and Malay are concentrated at Tatau and Kuala Tatau. Many Malay people are not originally from Tatau, however, intermarriage with locals especially Melanau people has made Malay as one of the major ethnics in Tatau. Chinese people are more concentrated at Tatau, while some resides at Sangan and Kuala Tatau. The Orang Ulu, such as Kenyah, Kayan, Tatau, Penan and Punan are more scattered throughout Tatau district compared to Iban people. Most of them still live deep in the rural areas like Ng. Tau, Kuala Bagiau and Sungai Anap.

a) Economy

The economy is largely based on the timber and agricultural industries. Timber industry remains a strong component of the district's economy. Agriculture is relatively minor although growing steadily, with oil palm, rattan and pepper the main products.

b) Education

Tatau District has moderate amount of public schools. There is only one public secondary school for Tatau District. As for primary schools, most of them are scattered throughout Tatau. Most of them are located deep in the Tatau District's interior to cater for rural students. Most of the schools are partially boarding school due to the scattered population of Tatau District.

c) Healthcare

Tatau has its own health clinic with a qualified doctor. However, as for surgeries and more critical cases, they are normally referred to Bintulu Hospital, or to greater extent, Sarawak General Hospital in Kuching.

d) Security

Tatau District has a police district office. There are also police stations and police beats located at strategic locations, as well as rural areas. Despite being the third largest division, Bintulu Division so far has no district military bases. This is also true for Tatau District. Only small military camps exist just to make a presence in the Bintulu district.

1.3 Government Services

Other government offices have set up their branches in both Bintulu and Tatau district (some at Sebauh sub-district and other smaller communal areas) such as Royal Customs, Fire and Rescue Department, Education Department, et cetera.

1.4 Vision

To be developed district economically, socially, and culturally with modern infrastructures and facilities.

1.5 Mission

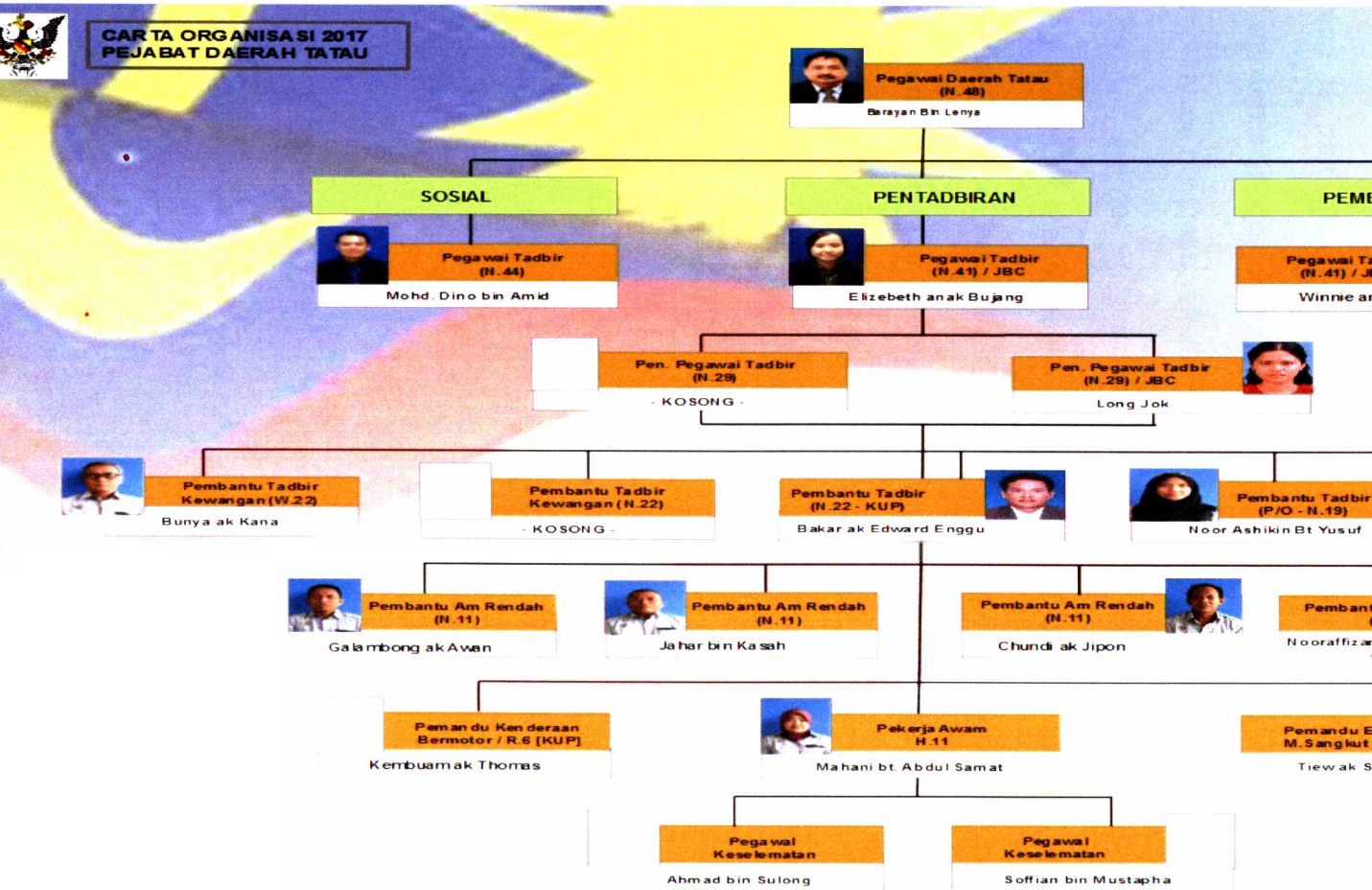
To transform Tatau into a progressive district by utilizing its resources in sustainable manner.

1.6 Objectives

- i. To transform Tatau into a Developed Tatau.
- ii. To provide better access into the district.
- iii. To improve students' performance.
- iv. To improve health and quality of life.
- v. To facilitate and promote agroforestry and agriculture, and commercial.
- vi. To establish downstream timber industries.

1.7 Organizational Chart

Date: 21 April 2018



CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

Practical training is part of all the Bachelor's degrees completed at the universities of applied sciences. Practical training means studying which takes place in a company or business, offering the student the opportunity to adapt what she or he has learned in practice and develop professionally. Since practical training is part of the student's studies, it must be well-planned and supervised. This is important because it will help the students to face their real life work environment in the near future. And through this practical training also will help them to know the organizational culture that they will be dealing with when they are employed after finishing their studies.

2.1 Report and Summary of Internship

Week 1 (29 January-2 February)

On 29th January 2018, went to the District Office and reporting for duty. After reporting for duty with the host supervisor, the staff introduced themselves. The first task that was given was sorting files in the file cabinet which containing all the information of all the long houses that located at Tatau district. After done sorting the files with other interns, the next task is receiving and recording the Ketua Masyarakat & Ketua Kampung (KMKK) monthly reports. The last task on the first day was doing customer service on the front desk. The task on the front desk was doing the shotgun's ammunition purchase paperwork and also doing some paperwork for "Surat Sumpah".

On 30th January 2018, the Administrative Office (AO) has given an order to prepare the State Government's Quarters slide to be presented at the Bintulu Resident Office. Then, receiving and recording the KMKK's monthly reports. And continued with files sorting and retrieving at the file cabinet room for the rest of the day.

On the 31st January 2018, went to the government's quarters area to take some pictures the quarters to be included in the slides. Then, sorting and labeling the certificate for KMKK. And then continued with preparing the quarters slide for the AO. After preparing the slides, then joining the other interns to sorting data

for the KMKK files. And lastly photocopying and faxing document for the office use.

On 1st February 2018, the interns was given order to filing task for the files in the files cabinet room. Then, receiving and recording the KMKK's monthly reports. After that, faxing and photocopying documents for the office use. And then sitting at the front desk for some customer service.

On 2nd 2018, the first task of the day was receiving and recording the KMKK's monthly report. The second task of the day was keying-in data for the villages' profiles for a Penghulu that in charge for the Kakus area. Then, managing some paperwork and documents for the public. This include shotgun's ammunition purchase and probates.

Reflection

During this week, all the tasks given were a whole new experience and it is really enjoyable to learn new things and being exposed to variety of works.

Week 2 (5 February- 9 February)

On 5th 2018 2018, the first task was receiving, stamping, and recording the KMKK's monthly reports. Then, photocopying documents for the office use. After the task, went to the front desk area for some customer service. The last task for the day was preparing slides for the Tatau District Profile.

From 6th February 2018 till 12th February 2018, we were on duty for the crisis management or the other name that we used at the office was "Bilik Gerakan Bajir". During this period, the interns were on duty at the "Bilik Gerakan Banjir" from 8 a.m. till 11 p.m. because we are responsible to receive and reports from the flood victims that come to the District Office to lodge their report and also we are receiving report from phone calls for those who are lived at the up river area. This was the biggest flood since 1963. And we are also receiving calls from the Bintulu Resident Office and "Bilik Gerakan Negeri" to get the latest flood update for the Tatau District area. On the 11th February, the District Office was visited by Yang Berhormat Joseph Entulu to get the latest and updated information for the flood situation. During this whole period, the District Office also teaming up with the Social Welfare Department, Malaysian Royal Police, The Fire Department, Jabatan Pertahanan Awam, and Special Malaysia Disaster Assistance and Rescue Team (SMART) that come directly from Putrajaya to monitoring the flood situation and also help to move the flood victims to the flood shelter that located at the Dewan Sukan Daerah Tatau.

Reflection

During these periods, we are working and are always ready for any reports that coming from the public and also able to work under stressful condition and at the same time providing the best service delivery for the public and also keep track of each report that we received in order to help the flood victims.

Week 3 (12 February- 16 February)

Starting form 13th February till 15th February 2018, we are keying-in the flood victims information that needed aid, receiving the KMKK's monthly reports, sorting files in the file cabinet room, and managing the documents for the District Office in order to help the flood victims.

Reflection

After the flood, the work still did not end there because there are many victims that need food and clean water supply at the up river region. We are doing documentation to keep track of the exact amount of the flood victims. During this period, everyone in the district office are able to work as a team to ensure that we are able to solve the problems and help the flood victims.

Week 4 (19 February- 23 February)

From 19th February till 23rd February 2018, the task has been shifted from crisis management to the normal task that usually done in the District Office. The tasks include receiving and recording the KMKK's monthly reports, photocopying documents for the office use, doing some paperwork for the shotgun's ammunition purchases, doing paperwork for the shotgun's license renewal, calling the "Tuai Rumah" to acquire their account number, and still receiving some property damage reports from the public due to the flood.

Reflection

The tasks on this week were a lot simpler if compared to crisis management because it is mainly done in the office. But it is still enjoyable because it give the opportunity to interact with the public and also providing a chance to feel and see how service delivering process is done.

Week 5 (26 February- 2 March)

On the next week starting from 26th February 2018 till 2nd March 2018, the tasks were basically the usual task that has been performed from the first week of the internship. The tasks were majorly done in the front desk area. This include doing paperwork for the shotgun's ammunition purchases, making payment for the shotgun's ammunition and license at the treasury, photocopying documents for the office use, attaching documents at the notice board, cleaning the photocopy machine because the ink cartridge exploded and causing some mess on the office, answering phone calls for the office, preparing and printing the list for the KMKK to be submitted to the Bintulu Development Board (BDA), calling all the Tuai Rumah in Tatau district to update their village profile for the year 2018, and "Gotong-Royong" around the office compound with all the Tuai Rumah, Kapitan, and Penghulu.

Reflection

During this week, the district office held a *gotong-royong* activity at the district office compound. A few days before the *gotong-royong*, all the *Pemanca*, *Penghulu*, *Tuai Rumah*, *Kapitan*, and *Ketua Kampung* are informed to come during the *gotong-royong*. All of them showed up and help us to clean the compound and all the individual involved shows a high level of cooperation and teamwork. Because of the existence of teamwork, the works were done ahead of the scheduled time period.

Week 6 (5 March- 9 March)

From 5th March till 9th March 2018, the first task for the week was doing paperwork for the shotgun's ammunition purchases and shotgun's tax payment. Then, calling the selected Tuai Rumah to ask them to come to the District Office, preparing and printing out the SARES schedules, the task mainly for this week was involve on the front desk area. Besides, the Administrative Officer also ordered to call the Tuai Rumah to inform them to come to the office and telling them about the event that will be held at the BDA auditorium and also give a few Tuai Rumah and Ketua Kampung a phone call to tell them to come to the office on 13th March 2018 because they were chosen to be interview for the "Pra-penilaian Desa Lestari". The next day, giving the invitation letter to the Tuai Rumah, Ketua Kampung, and Kapitan which is the invitation letter of an event that will be held at the BDA's Auditorium in Bintulu. And on the same day, the District Office have a "gotong-royong" around the office compound with all the Tuai Rumah, Ketua Kampung, Kapitan, Penghulu, and Pemanca. This time the "gotong-royong is held in bigger scale than the last one. And after the "gotong-royong", went back to the front desk to do some paperwork for the shotgun's ammunition purchases.

Reflection

During this week, the district office held the second *gotong-royong* and the participant also showing a high level of teamwork and cooperates with each other very well.

Week 7 (12 March- 16 March)

On the next week starting from 12th March till 16th March 2018, the task focus on the front desk customer service. The tasks were doing paperwork for the shotgun's ammunition purchase, explaining the documents that are needed for the Native Marriage System (NAMES) for the newly married couples that wanted to register their marriage, receiving phone calls. Then, went back to the work table at the back to do slides presentation for Tatau District's recreational spot, homestays, festivals, and popular food courts that can be found in Tatau.

Reflection

On the seventh week, the works mainly focus on customer service delivery at the front desk. And also introduce to a new task which is to managing the Native Marriage System (NAMES). It is a very interesting task since we are having the chance to interact with the newly married couples and also couples that want to get a divorce.

Week 8 (19 March- 23 March)

The last week of the internship was starting from 19th March 2018 till 23rd March 2018. The tasks were pretty basic at this moment which include receiving, stamping, and recording the KMKK's monthly reports, recording every files in the file cabinet room, photocopying documents for the office use. And on the last day of the internship, was ordered to attend the meeting with the officers from the District Office, Jabatan Kerja Raya (JKR), Jabatan Penerangan, Bank Simpanan Nasional, Bintulu Development Board (BDA), and Polis Diraja Malaysia (PDRM) regarding the distribution of the voucher of Bantuan Rakyat 1 Malaysia (BR1M). After the meeting, went back to the office and do some basic office work which include photocopying documents, and front desk customer service.

Reflection

On the final week of the internship, we are focusing on the BR1M's vouchers distribution for Tatau district. To distribute the voucher, we are cooperating with other agencies in order to ensure that the BR1M's voucher distribution will go smoothly as planned. During the meeting, a blueprint for the layout of the counters also included and the officers that attending the meeting will choose the best layout that will be used during the voucher's distribution day.

CHAPTER 3

ANALYSIS

3.0 Introduction

In this chapter, the trainee will do an analysis of the counter service theory which is related to Service Management subject with the application during the practical training period. The theory of the counter of service and counter service at the workplace might be different. There are some elements that might had been practiced at Tatau District Office and some are not. Through this analysis, the trainee can see the differences, strengths, and weaknesses of the counter services at the workplace.

3.1 Definition of Counter Service

A Counter/Client Administration is a bleeding edge benefit where clients communicate with open officers and are furnished with different sorts of administrations, regularly basic ones, for example, the issue of common status declarations, character cards, travel permits, and other allows and licenses. In order to maintain a good perception of customer towards department, service providers at the counter service play the important role. If the service provider unable to serve a better service to the customer, it might ruin the image of the department. According to Yap (2006), the front line staffs play the main role in providing the best service to the customers by fulfil the customer's needs and requirement. Once the customer does not feel happy about the service on internet, he will not only told 6 people but the news will spread to 6000 friends of his (Johnson and Sirikit, 2002). It proved that, customer dissatisfaction can give a disastrous effect to the department immediately due to the advancement of the technology (Yap, 2006).

3.2 Theory of Counter Service

Counter service concept in the Malaysia public sector is comprised of three main components. These components are 'section in front of the counter', 'section at the counter' and the 'section behind the counter'. The 'section in front of the counter' alludes to the holding up zone or the waiting area where clients anticipate their swing to be served. Here, it is critical for the association to give adequate and fitting offices, for example, unmistakable notice sheets and signage, open enquiry counters, happy with holding up zone where adequate seats are accessible and an efficient lining framework or queuing system.

The 'section at the counter' refers or alludes to where the counter staff cooperates specifically with the clients. This is where the administrations conveyance happens and the phase where the counter staff meets the clients, give benefit and end the administration. Then again, 'the section behind the counter service' allude to part that administration and staff plays. These parts incorporate planning, controlling, and assessing all the embraced choice with the accessible data. This section screens day by day by administrative or regulatory exercises while guaranteeing that all staffs and officers contribute and bolsters the choice and planning made. In this way, these three part are interrelated where every segment plays an imperative role in deciding the accomplishment of an association benefit conveyance process. Subsequently, if the administration conveyance to client is poor in any of the stages, this would make a negative recognition on the association or organization. Besides, as what each business

administer may be, client is constantly right and it is hard to hold the client dedication and trust once they hold a negative impression towards the association.

Other than that, think about have demonstrated that associations can build their benefit by right around 100 percent for every penny by holding only 5 percent for each penny a greater amount of the clients than their rival (Evan and Lindsay, 2005). Consequently, it is very critical for association to give or take note a positive impression to clients or customers.

Aside from that, astounding administration is a technique that will convey benefit to the association since it will draw in new customers, acquire business with existing customers, limit lost of client and limit botch that required the re-execution of administrations (Johnson and Sirikit, 2002). Association that conveys quality administrations to client will have the capacity to meet the client needs and desire. In the public sector context, it is essential and important that brilliance benefit quality is served to its group since their fundamental customer is the national or neighborhood group.

Then, by giving quality administration, it helps in guaranteeing that the association ends up noticeably productive through convenient installments of bills and summons while creating great corporate picture. In addition, the association can expand the certainty of its native towards people in general segment administration.

In this way, benefit associations need to endeavor in giving the best administrations and treatment to their external client as well as their internal clients too. All in all, the inside client in this examination are representative who bargain either in a roundabout way or straightforwardly with clients. This is on the grounds that the representatives, particularly those in the cutting edge, will impact the client recognition if the client saw the quality administration that he got does not address his issues and needs. Thus, the association will get a negative effect from this circumstance. Consequently, the workers assume a crucial part in conveying quality support of their clients.

Other than that, endeavors by the Malaysian Government to acquaint Award with enhance hierarchical procedures and administrations conveyance have demonstrated their devotion towards enhancing administration quality in the public population part. These award incorporate Local Authority Quality Award, Prime Minister's Quality Award, Public Service Quality Award, Public Service Innovation Award, District Office Quality Award, Quality Control Circle Award and the Client's Charter Quality Award (Muhammad Rais Abdul Karim, 1999). Subsequently, this is one of the ways to deal with advance quality administration among benefit associations in Malaysia.

3.3 The Application of Counter Service Theory at Tatau District Office

During the practical training period, the trainee had observed their management at the counter service. Some of the elements of counter service, communication and customer service are applied and some are not. At Tatau District Office, they applied the theory of counter service which is, 'section in front of the counter', 'section at the counter' and the 'section behind of the counter'. At the front of the counter, there are facilities provided such as seats for customer as a waiting areas. There are notice board that contain the Client Charter. Other than that, there a poster that has useful information to customers, it also to reduce the line of queue at the organization. Besides, the magazine racks and newspaper also provided. Where the newspaper always updated and encourages customer to read it while waiting for their turn.

Counter Service at Tatau District Office has three counters in charge by the public officer. Each counter has different services. These counter service act as a front line for the organization, because they are the one that will meet with customers. Besides, the forms or documents has been prepared at the side of public officer table of counter services which will always be filled to make sure it did not run out.

Other than that, section behind of the counter is where the trainee has been asked to be in charge on making phone call and answering any call from

customers. The trainee can deal with the task quite well, because the seniors help taught trainee how to speaks and answering customer. Trainee have to write a script to memorize it to make sure trainee fully prepare.

3.4 Counter Service Quality Improvement

Preceding getting the genuine administration conveyance at counters, individuals from general society ought to be furnished with suitable and sufficient offices that add to the impression of acquiring a quality administration. Based on the Ministry of Civil Service and Administrative Reform, there are ways to improve the counter service more effective.

One of it is, Easy Accessibility. It is beyond what many would consider possible, Counter/Client Administrations ought to be halfway found and be of simple access, mostly or ideally on the ground floor.

Next, Directional Signs. A very colourful and clear Directional Signs, which are easy or straightforward to understand and incorporate vivid pictograms. Directional signs ought to be conspicuously attached and give unambiguous bearings with respect to where and what administrations are conveyed.

Besides, waiting area particularly where there are countless, ought to be furnished with agreeable and satisfactory number of guests' seats. These zones ought to be kept spotless or clean and very much ventilated.

Other than that are the notice boards. Vital reports that ought to be prominently shown incorporate.

Next, magazine racks. At whatever point conceivable, organization should provide any reading material. Information with respect to the different sorts of administrations offered and necessities to profit by same ought to be unmistakably distributed in Citizen's/Client Contracts customized pamphlets and brochures. These ought to be made accessible for counsel in magazine racks and legitimately showed.

Then, queuing system. The queuing system set up should consider the landing rate of clients and the waiting area accessible. Fitting group administration procedures, contingent upon the sort of administrations offered, ought to be turned to. Different queuing system can be embraced, by one queue for one administration counter, for numerous counters offering a similar administration and for multiple counters providing an array of services each as far as possible. This multiple lines of queues for different counters offering the same services ought to be kept away from to ensure a smooth flow of customers.

Lastly, calling system. Where there is countless, a calling system whereby clients are called to counters through numbers that they got upon their arrival ought to be set up. Numbers can be issued through electronic machines or physically at the entrance. On the off chance that the calling system is received, it is essential that proper waiting areas with satisfactory seating limit be given. Seats that have been provided should enable customer to see the number being displayed at the counter services or to hear the number that being called by officer at the counter services.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

In this chapter, the trainee will discuss on the strength and the weaknesses of the organization based on the chapter 3. Besides, The trainee will also provide the recommendation based on the weaknesses of the organization. Therefore, the trainee will discuss on the strength, weaknesses and the recommendations in this chapter.

4.1 The Counter Services

4.1.1 The Strengths

Section in front of the counter, in terms of facility, at the waiting room, Tatau District Office has notice board and poster that consist process or procedure of services and client charter that will use as a guideline for public officer in performing their tasks at the organization. The posters that consist services procedure help reduce the line of queue and this will help avoid from crowded. In the front of the door has directional sign help guide customer to know the location of the district office.

Besides, the organizational chart is placed on a wall in waiting rooms so that the customers know who is in charge of each position and what are their responsibilities. Nearby, there are magazine racks provided and placed not far from customers seated. The newspaper is also placed at the magazine rack for customers to read, especially older customers. Customers can read the material at the magazine rack while they are waiting for their turn.

The table and chair used by public officers is nice and comfortable, so that they will be able to maintain their motivation in performing tasks. The air-conditioner is sufficient because most of the staffs and customers are comfortable. For the section at the counter, the stationary equipment is sufficient such as pens, markers, staplers, and many more. Other than that, each public officer's table has its own calendar, so that they can make planning and their work more organized. Then, all documents and forms are always put to a maximized amount. It is to make sure the services provided are faster and efficient to meet customer's expectation.

Next, the section behind the counter, the senior staffs very encourage us to work as a team. During the practical training period, the trainee assisted the seniors to photocopy their documents even though they are from other department. This is to make sure all the forms are well-prepared. Then, key-in data in the computer at the office, where the computer is fully protected from virus. This is important to make sure that the document or data inside the computer or USB will not be wiped out or lost.

4.1.2 The Weaknesses

In terms of the facility in front of the counter service, the counter service of Tatau District Office is far to reach because the customers need to go upstairs, which is at the second floor. The office is supposed to be at the ground floor and at the entrance to make it easier for customer to get services and asked question. During the practical training, the trainee was often asked by the customers, why the office is far to reach and they also complained that they get tired easily especially old customers who are suffering from knee problems.

Besides, the facilities at the waiting area is still not enough for customers and there are a lack of directional sign. The chair are only sufficient for 9 people. During my practical training, some customers are standing due to lack of chair at the waiting areas.

Next, the Tatau District Office does not have proper queuing system. Tatau District Office use 'first come, first serve' system. The customer that entered the office early will be serve first. From personal observation, the customers that are late entering the office has served first at the counter, this is because the staff at the counter did not know which person has enter the office first and due to crowded it hard for staffs to identify which customer came first. In term of the environment, the office is little bit dusty and the pantry is little messy and some glasses were not washed. Besides, the toilet for customers is uncleaned and the disfunctional tap make customer uncomfortable.

In term of the facilities at the counter, Tatau District Office lacking in term of stationary. During the practical training period, the staff are sharing the stationary. Besides, the printer that are provided at the office is only 2 which caused delays in service and cause the staff having to wait for the others to be done before using it. The space for the counter is small and messy because of the document was not sorted accordingly. Some of the documents were put on the floor.

Behind of the counter, the staff should make sure the services given meet customers wants and needs. The amount of the forms that arrange at the counter sometimes were not enough, it cause the customer to wait for staff to photocopy or print the forms. The services that should be done faster became slower.

4.2 Recommendation

In terms of the facility in front of the counter service, trainee would recommend that the Tatau District Office should be located at the ground floors to make customer comfortable rather than using stair to reach second floor, especially old customer that suffer knee problem. Besides, it is easier for customer to get services, and asked question. Trainee would also recommend that to provide clear direction signboard to help and make it easier for customer to find the district office. Besides, trainee would recommend to provided more chairs and magazine racks at the waiting areas so that when the seat is full, the customer do not have to standing while waiting for turn. Besides, the magazine racks should be located near the chairs, because it is easier for customers to reach.

Next, Tatau District Office should use queuing system. This would make it easier for staff to provide services based on the number that has been given to customer at the entrance of the office. Without proper queuing, some customer will tend to get services first eventhough he or she did not came to office earlier.

Other than that, the staff should work together in taking care of the environment at the office. This is because, the counter service bringing the face of the organization to public or customers. They should help each other in taking care of the environment by not throwing rubbish everywhere. They also must provide rubbish bins near the counter so that the cleaner can clean it easily. The

staff must make sure that the counter clean in the morning and the in the evening after working hours.

After that, make sure all stationary that has been used placed at the right place, do not place the stationary like pen everywhere at the service counters. The glass or cup must be sorted accordingly so that the pantry is organized. Also the rubbish bin must put outside the office, so all the rubbish did not release the bad odour. This will make all the staff comfortable.

Next, the trainee would suggest that the Tatau District Office should provide sufficient stationary like pen, A4 paper, stamp pad, stepler and other things. With sufficient stationary, it can reduce the time of every service. This is because the staff will not wait for others to finish using it. This has causing the delay in giving services to customer and this will demotivate the staffs to perform. Also, printers are important, it will make sure that all the documents and forms can be printed out and this will make sure that those documents and forms that are needed sufficient in order to delivering services t the customers.

Lastly, the quantity of all forms must be checked in the morning, so before the customers come, the forms will enough and it will make the service delivery pace faster. If the form is insufficient, the staff should print or photocopy the form.

CHAPTER 5

CONCLUSION

5.0 Chapter Review

Chapter 5 begins with Section 5.1 for the introduction of this chapter. Section 5.2 for Summary of Chapter 1, Section 5.3 for Summary of Chapter 2, Section 5.4 for Summary of Chapter 3 and Section 5.5 for Summary of Chapter 4. Lastly in Section 5.6 is on the Report Summary.

5.1 Introduction

This chapter will conclude every chapter that has been explained previously.

5.2 Summary of Chapter 1

In chapter 1, the trainee had explained about the organizational background of Tatau District Office. The trainee had recognizes and understands the mission, vision, and its rationale, and the policies practiced. Furthermore, the trainee also acknowledges the District Office organizational structure and is well-informed about the division for each department.

5.3 Summary of Chapter 2

In chapter 2, the trainee had explained about the tasks and job that trainee did during the practical training at Tatau District Office. The tasks given to the trainee are based on the guidelines that have been provided by the faculty. In line with that, it is concluded that the trainee was able to understand working environment and culture especially in Administration and Development areas thus the trainee can experience the work ethic that applied at the department. It is a valuable experience that can be gain from the internship program where all tasks and activities that are being given by the supervisor to the trainee can prepared the trainee for the reality of working environment that yet to come.

5.4 Summary of Chapter 3

In chapter 3, the trainee had explained that during the practical training, that there are related concepts that had been practiced to the workplace which able to help the trainee to gain more understanding on the concept already learns during past semesters. For examples, the file management, human resources, service management and organizational behaviour. Plus, the trainee was also able to relate most of the tasks with certain past semesters subjects that are related during his training with that, the trainee was able to compare the theory and application parts of it and make analysis of the task that have been selected as the main focus to prepare this report.

5.5 Summary of Chapter 4

In chapter 4, the main focus was to provide recommendations based on the strengths and limitations that been highlighted in earlier chapter. The chapter is regarded as the extension of the analysis done in chapter 3. This chapter has focused on identifying the slips of certain task or area as well as the organizational practices. In line with that, the trainee has suggested a few recommendations that could be taken by the organization to enhance the work process and services delivery in the future.

5.6 Summary of Report

The trainee has done the practical training at Tatau District Office from 29 January 2018 until 23 March 2018 for ten consecutive weeks. There were a lot of experience gained from the practical training in working environment for the first time. The trainee was also able to make use of most of trainee's knowledge in studies to be applied to the real working environment, particularly in dealing with customers. Through that, the trainee was able to understand better on how the work process to be done through the exposure during practical training period.

Furthermore, the trainee was also able to gain other benefits in enhancing personal development. This is in terms of self-confidence level and also trainee's communication skills. The improvement that the trainee

obtained was through the tasks that the trainee has carried out during the practical training. The trainee needs to communicate and discuss with other staffs in completing given tasks. Hence, through this the trainee has adapted on how to use the proper language and approach when communicating with the staffs that differs in position and seniority. The trainee has also polished his communication skills when the trainee was assigned at the counter services.

On top of that, the practical training has aided the trainee to improve his knowledge and other skills that definitely are useful for trainee's future endeavours. The tasks and duties been performed by trainee has taught him spirit of teamwork, interpersonal skills, technical skills, critical thinking and also problem solving skills. The gains that the trainee get is important as it will help trainee in dealing and adapting with the real life work environment once trainee started to work in future. Other than that, the trainee would be able to know his abilities and this help the trainee to search for the right job and planning for trainee's career path.

Next, the trainee was able to establish good relationship and connection with the staffs in the organization. In the trainee's effort to understand and completing trainee's task, the trainee has constantly interact and communicate with the other staff by using a few modes of communication that is face to face communication, emails and also phone calls. Through this, the trainee was able to understand the work process and procedures

that needed to be done plus adding up trainee's circles of acquaintances. Tatau District Office staffs are very cooperative and helpful in many ways that help the trainee to go through his internship. Apart from that, the host supervisor was very concern and professional on the trainee well-being during the period of practical training. The supervisor would give advices and constructive comments to trainee for every task that he did.

Last but not least, the trainee was able to learn about the organization's workplace culture. The working culture of Tatau District Office such as values, norms, systems, process, language, beliefs was progressive and practical that has always been the gene of the organization itself. In addition, the friendly behaviours of the staffs also make the trainee feel comfortable and welcomed to the organization. Their professionalism has also been portrayed whereby the staffs have been seen high work ethics in delivering their job.

To conclude, all of the experiences that was gained by the trainee are very valuable and it helps the trainee to improve his skills and knowledge. The gains that the trainee had will aid him in the future choice of career. The practical training has prepared him with essential skills that he may needed as part of his training before he enters working environment. Apart from that, the trainee also understand the importance of having good relationship and connections with everyone that could be useful for future deeds. As a result,

the practical training has helped the trainee to understand the working environment and assist the trainee in embracing the future career path.

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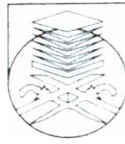
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APPENDIXES

Log Book



UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

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

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

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

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

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

Recording

The log book should contain the following information

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


1. Student's Name : PETER RASID ANAF BUJANG
 2. Date & Place of Birth : 3/4/1992 / RIOTUM
 3. UTM I/C No. : 2016427398
 4. Course : _____
 5. Year : 2018 Part 5
 6. Home Address : SUB LOT 70, KING'S PARK
2, 97200 TATAU, RIOTUM
 7. Address During Practical Training : Taman District Office, 97200
Tatau Sarawak, Malaysia
 8. Place of Training : PEJABAT DAERAH
TATAU
 9. Name of Supervisor In-Charge : ELIZABETH ANAF
BUJANG
 10. Duration of Training
 From : 29/1/2018 To : 23/8/2018

FOR OFFICE USE ONLY :

11. Remarks : [Dean / Course Tutor]

PRACTICAL TRAINING
 LOG BOOK

Date	Exact Nature Of Work Done	Supervisors Remarks
29/1/2018	① Sorting files in the file cabinet receiving and recording ② Stamp and approving the monthly report for the Kotia Masyarakat & Kotia Kampung (KMKK) documents. ③ Doing customer service at the front desk. ↳ Rifles bullets "probet" ↳ Decent Sumpah. ④ Report Duty to the Supervisor and the District Officer	Asafiq AO Long in receiving and recording KMKK's monthly report as well as assisting at the front desk counter to help customer at any possible. Student has shows good attitude and willing to assist.
20/1/2018	① Preparing state government's quarters slides receiving and recording ② Stamp and verifying the KMKK monthly report ③ File sorting at the file cabinet room	gift
21/1/2018	① Went to the ant. quarters area to acquire the photos of the quarters ② Sorting and labeling the certificate for KMKK ③ Preparing of the quarters slides ④ Sorting dates for the KMKK files ⑤ Doing some photocopy and fax for the district office.	ELIZABETH ANAK BUJANG Pegawai Tadbir N.41 Pejabat Daerah Tatau

Date	Exact Nature Of Work Done	Supervisors Remarks
1/2/2018	① Doing some filing on the file room recording ② Receive and verifying monthly report of EMKE ③ Filing and photocopying documents ④ Front desk customer services	Assisting SAO Long in anywhere possible. Student shows willingness to cooperate and punctuality in time
2/2/2018	① Receive and ^{recording} verifying monthly report of EMKE ② Doing some pay-in for the villagers profiles for the pendulu ③ Files sorting in the files room ④ Front desk customer service ⑤ Manage the replies documents for the customers	 ELIZABETH ANAK BUJANG Pegawai: Tadbir N.41 Pejabat Daerah Tatau
5/2/2018 Monday	① Sampling and recording recording monthly report for EMKE ② Photocopying documents for office use ③ Front desk customer service ④ Done slide for Tatau District profile	

PRACTICAL TRAINING
LOG BOOK

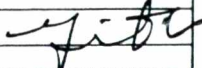
Date	Exact Nature Of Work Done	Supervisors Remarks
6/2/ 2018 Tuesday	① Receiving flood reports (front desk) ② Duty on "Rilik Gerakan Banjir" from 4pm till 8pm	
7/2/ 2018 Wednesday	① Receiving flood reports (front desk)	
8/2/ 2018 Thursday	① Receiving flood reports (front desk)	Dedicated and hard working in completing his job.
9/2/ 2018 Friday	① Receiving flood reports (front desk) ② "Rilik Gerakan Banjir" from 4pm till 8pm	yfr
10/2/ 2018 Saturday	① Receiving flood reports (front desk) ② And phone calls "Rilik Gerakan Banjir"	ELIZABETH ANAK BUJANG Pegawai Tadbir N.41 Pejabat Daerah Tatau
11/2/ 2018 Sunday	① Receiving flood reports (front desk) ② In phone calls "Rilik Gerakan Banjir" ③ Joseph Buntala's visit to the District Office (for flood information)	
12/2/ 2018 Monday	① Receiving flood reports (front desk) ② "Rilik Gerakan Banjir" from 4pm till 8pm	
13/2/ 2018 Tuesday	① Receive & recording monthly reports for KMEF ② Copy-in the flood victims information for that needed aid	

Date	Exact Nature Of Work Done	Supervisors Remarks
14/2/2018 Wednesday	① Receiving & Recording reports for EMKE ② Arranging files at the files cabinet.	
15/2/2018 Thursday	① Receiving & Recording reports for EMKE ② Managing documents for the office in order to assist and the flood victims.	Positive and willing to assist at any way here possible.
19/2/2018 Monday	① Receiving & Recording reports for EMKE ② Photocopying	ELIZABETH ANAK BUJANG Pegawai Tadbir N.41 Pejabat Daerah Telau
20/2/2018 Tuesday	① Receiving & Recording EMKE reports ② Dealay with rifle ammunition documents ③ Photocopying ④ Updating the BIMS in caranet	
21/2/2018 Wednesday	① Doing paperwork for rifle's ammunition purchase and tax ② Photocopying ③ Retrieving files from the file cabinet.	
22/2/2018 Thursday	① Paper work for "Pembinaan lesen memilik dan Menggunakan Senapang Patah" (Front Desk) ② Photocopying ③ Receiving flood damage report (Front Desk) ④ Calling the Tani Rumah to retrieve	

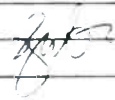
PRACTICAL TRAINING
LOG BOOK

Date	Exact Nature Of Work Done	Supervisors Remarks
23/2/2018 Friday	<p>Bank account number</p> <p>① Doing paperwork for Rifle's ammunition (Front Desk)</p>	
26/2/2018 Monday	<p>① Doing paperwork for Shotgun's ammunition purchase (front desk)</p> <p>② Photocopying</p> <p>③ stamping "Surat Sampah" (front desk)</p>	
27/2/2018 Tuesday	<p>① Doing paperwork for Shotgun's ammunition purchase (front desk)</p> <p>② Making payment for Shotgun's ammunition purchase at the treasury</p>	<p>Cooperative and always ready for new task</p> <p>ELIZABETH ANAK BUJANG Pegawai Tadbir N.41 Pejabat Daerah Tatau</p>
28/2/2018 Wednesday	<p>① Photocopying documents</p> <p>② Attaching documents at the notice board</p> <p>③ Cleaning the photostat machine</p> <p>④ Making payment for Shotgun's ammunition at the treasury</p> <p>⑤ Answering phone calls.</p>	
1/3/2018 Thursday	<p>① Photocopying documents</p> <p>② Preparing printing list for the EMCK to be send to Bintulu Development Authority (BDA)</p> <p>③ Receiving calls</p> <p>④ stamping & Recording EMCK monthly reports</p>	

PRACTICAL TRAINING
LOG BOOK

Date	Exact Nature Of Work Done	Supervisors Remarks
2/3/2018 Friday	① Calling the Tuan Rumah(s) in Tatan area to → requesting for the updated profiles. ② "Statong" Rejongir around the office compounds.	
5/3/2018 Monday	① Calling Tuan Rumah(s) in Tatan area to inform them to update their long house profile ② Photocopying	Handworking and cooperative
6/3/2018 Tuesday	① Receiving, stamping, & recording SMK's monthly reports ② Explaining what should be included in the long house profile to the Tuan Rumah(s) ③ Photocopying BRIM list	 ELIZABETH ANAK BUJANG Pegawai Tadbir N. #1 Pejabat Daerah Tatan
7/3/2018 Wednesday	① Doing paperwork for Shitgana ammunition purchase and tax ② Calling the tuan rumah to ask him to come to the office ③ Typing & print out the status schedule ④ front desk customer service	
8/3/2018 Thursday	① Doing paperwork for Shitgana ammunition purchase ② Photocopying ③ Calling the tuan rumah(s) to inform to come to the office and telling them about the event that will be at the Bintulu Development Authority (BDA) Auditorium	

PRACTICAL TRAINING
LOG BOOK

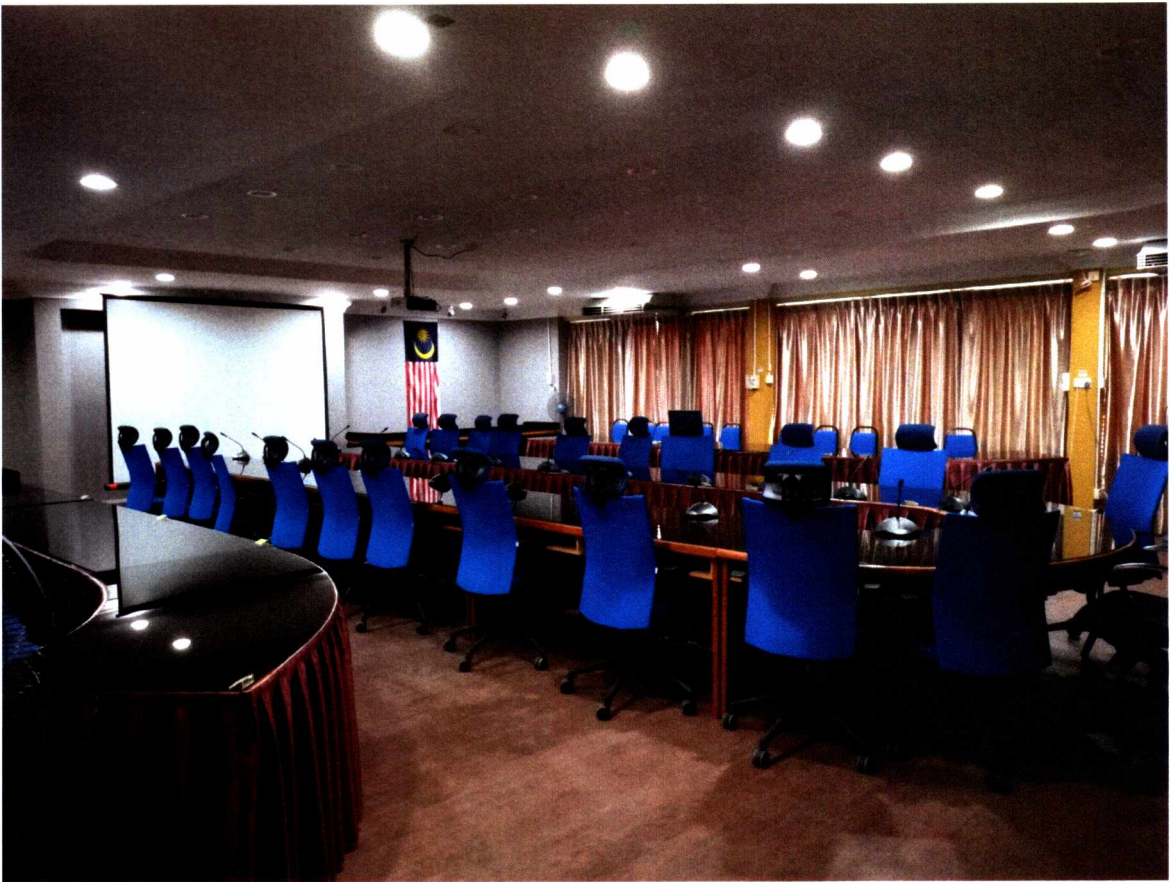
Date	Exact Nature Of Work Done	Supervisors Remarks
	④ Calling Tjai Rumah & Ketua Kampung to tell them to come to the office on 13/3/2018 because they were chosen to be interview for "pra-penelitian data lektari"	
9/3/2018 Friday	① Giving invitation letter to the tjai rumah (c1), ketua kampung (c2), and kapitan (c3): Invitation that will be held at the BDA's Auditorium in Bintulu.	has very good work ethics and follow direction very well
	② "Borang-royan" at the office composed and a report of "Klinik kesihatan Tatan" with the District office staff, Tjai rumah, ketua kampung, kapitan, and penghulu(s).	23/3/2018 
	③ Doing paperwork for the shotgun's ammunition purchase.	WINNIE ANAK DIAN Pegawai Tadbir N.41 Pejabat Daerah Tatau
12/3/2018 Monday	① Doing paperwork for shotgun's ammunition purchase ② Photocopying. ③ Doing paperwork for shotgun's licence renewal.	
13/3/2018 Tuesday	① Doing paperwork for shotgun's ammunition purchase. ② Photocopying. ③ Explaining the required documents for the Native Marriage System (NAMES)	

PRACTICAL TRAINING
LOG BOOK

Date	Exact Nature Of Work Done	Supervisors Remarks
14/3/2018 Wednesday	① Photocopying. ② Recording calls	
15/3/2018 Thursday	① Day payment for Shogun's ammunition purchase ② Photocopying ③ Receiving calls. ④ Day slides for Tatan District's Recreational spot, homestays, festivals, and popular food courts	Student was a pleasure to work with, quick learner
16/3/2018 Friday	① Confirming dates slides for Tatan District's Recreational spot, homestays, festivals, and popular food courts. ② Photocopying.	23/3/2018 jat
19/3/2018 Monday	① Photocopying ② Receiving, stamping, & Recording EMCC Monthly reports ③ Day Payment for Shogun's ammunition purchase	WINNIE ANAK DIAN Pegawai Tadbir N.41 Pejabat Daerah Tasek
20/3/2018 Tuesday	① Receiving, stamping, & Recording EMCC Monthly reports ② Recording files at the files cabinet ③ Photocopying	
21/3/2018 Wednesday	① Receiving, stamping, & Recording EMCC monthly reports ② Recording documents at the files cabinet. ③ Photocopying.	

PRACTICAL TRAINING
LOG BOOK





Shotgun Ammunition Documents

FORM 11

No. 595410

AKTA SENJATA, 1960 (Section 11 (4))
ARMS ACT, 1960 (Section 11 (4))

LESEN MEMBELI ATAU MEMPEROLEHI ATAU MENUKAR SENJATA DAN PELURU LICENCE TO PURCHASE OR OBTAIN OR TRANSFER ARMS AND AMMUNITION

Nama Penuh
Full Name

No. Kad Pengenalan
N.R.I.C. No.

Alamat
Address

bahawasanya diberi lesen ^{membeli} senjata-senjata dan peluru peluru, nombor senjata dan jenisnya, banyaknya peluru dan jenisnya adalah ditentukan di bawah ini di dalam tempoh sebulan daripada tarikh lesen ini:

is hereby licensed to ^{purchase} arms of the number and description, and ammunition of the quantity and description, hereunder specified within one month from the date hereof:

(a) Senjata:
Arms:
Jenisnya
Type
Bangsanya
Calibre
Nama Pembuat dan nombor senjata
Maker's name and No.
Dari siapa hendak dibeli, diperolehi atau ditukar nama
From whom to be purchased, obtained or transferred

(b) Peluru:
Ammunition:
Jenisnya
Type
Bangsanya
Calibre
Banyaknya
Quantity
Dari siapa hendak dibeli, diperolehi atau ditukar nama
From whom to be purchased, obtained or transferred
Bayaran RM2.00 telah diterima.
Fee RM2.00 received.

Tarikh
Date

Tandatangan Pegawai Lesen dan Cap Pejabatnya
Signature and Office Stamp of the Licensing Officer

Lesen ini hendaklah dikembalikan kepada Pegawai Lesen dalam tempoh sebulan dari tarikh dibeli senjata dan/atau peluru, setelah tarikh diserahkan senapang dan/atau peluru yang dibeli atau ditukarkan nama itu disahkan di dalam lesen.
This licence is to be returned to the Licensing Officer within one month of the date of purchase of the arms and/or ammunition, duly endorsed with the date of delivery of the arms and/or ammunition so purchased or transferred.

Permohonan Permit Untuk Membeli Peluru Senapang Patah

Nama : _____

No. Lesen /

Licence No ; _____

Tarikh

Permohonan : _____

	Ada	Tiada
a) Lesen Senapang Patah Asal dan Masih Sah Tempoh		
b) Maksimum 25 butir kelongsong peluru sebulan		
c) Mendapat kelulusan daripada PD/PT/PPT		
d) Membayar RM2.00 bersama 'Borang 11' yang lengkap		
e) Lain-lain Bayaran (Nyatakan) :-		

bayaran memperbaharui lesen senapang (renewed)

& permit peluru serta tunggakan perlu dibayar dari

Tempoh

RM Tahun

Dilulus/Ditandatangani Oleh

Pegawai Perlesenan

(Senapang Patah / Peluru) – Pejabat Daerah Tatau.

BUKU DAFTAR PENGELUARAN PERMIT MEMBELI PELURU SENAPANG PATAH

Appendix A

NAMA PEMOHON	NO. KP	BENARAI SEMAK			TEMPOH		Tandatangan
		K/P / No Lesen Senapang Patah	Tarikh Sah Lesen Senapang Patah	Bilangan Kelongsong Peluru Yang Kosong	BIL. BUTIR PELURU DIBENARKAN DLM PERMIT	Masa Memohon	
			8/8/2016	10 rds	10 rds		
1. Ampie Anak Chendai	710973-13-6311	T/0696	11/2/2016	25 rds	25 rds		AMPIE
2. Asabir Kumbong	460614-13-5469	T/0555	3/2/16	25 rds	25 rds		
3. Janang Anak Bendang	590804-13-5561	T/0061	3/3/16	25 rds	25 rds		
4. Ulahi Anak Usan	560313-13-505	T/0400	05/8/16	25 rds	25 rds		
			12/08/2016	10 rds	10 rds		
1. Sulai anak pedang	280822-13-5007	T/0433	11/06/16	10 rds	10 rds		Sulai
			19/8/2016	10 rds	10 rds		
Jempoy anak Culep	58041613557	T/0557		10 rds	10 rds		Jud
Kambur Thoro	1007651			10 rds	10 rds		
BAONG AK ITAM				10 rds	25 rds		
			27/08/2016 11.7.16	25 rds	25 rds		
1. Jauri anak Benbur	330321-13-509	T/0410		10 rds	10 rds		Jauri
2. Grandi Anak Belajak	450617-13-5035	T/0102	20/6/16	10 rds	10 rds		Grandi
3. Dake anak Maysi	61231-13-5633	T/6734	19/05/16	10 rds	10 rds		Dake

Flood Disaster







