



UNIVERSITI TEKNOLOGI MARA SARAWAK

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PRACTICAL REPORT (ADS666)
SARAWAK MUSEUM DEPARTMENT

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FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

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

Remarks:

Name: Madam Sharon Pearl

DECLARATION

I hereby declare that the work contained in this report is my own except those which have been duly identified and recognized. If I am found to have committed plagiarism or acts of academic dishonesty, action can be taken against me in accordance with UiTM's rules and academic regulations.

Signed,

Vicky Laura Lores

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

All degree student of Faculty of Administrative Science and Policies Studies are require to undergo practical training in order to fulfil the requirement as a degree student of Administrative Science and Policies Studies. The practical training was held for six weeks from 21 July 2014 to 29 August 2014. I was attached to the Sarawak Museum Department for six weeks at Kuching Sarawak and I was supervised by Mdm. Dora Jok my practical training.

1.1 HISTORY OF MUSEUM SARAWAK

Sarawak Museum has been established during the Charles Brooke era (1868-1917). He suggested building a museum in 1878. There was no action taken at that time until 1886. The decision has been taken to buy the ethnographic specimen from Rajang areas that has been collected by H. Brooke Low. This specimen has been displayed in Sarawak's museum in *Market Place* at Kuching area. The exhibition officially opened on 30 October 1886.

The museum grew slowly, maintaining the indigenous pride, identity and tradition of our people, Sarawakian. It survived the Second World War. Even standing on a sounder footing when Sarawak gained its independent through the formation of Malaysia in 1963. As a result, Sarawak Museum enjoys the international recognition not only as a superb museum but also as a research centre in Borneo where Sarawak Museum journals are published annually for the world circulation since 1910.

It is a keeper of the rich culture and history of Sarawak and the first class repository of Borneo culture with the world's largest collection of Borneo's flora and fauna. In appreciation of its existence, Sarawak Museum was established as a full-fledged department under the Ministry of Social Development Sarawak.

1.2 OBJECTIVES OF SARAWAK MUSEUM ARE:

- i. To apply the new Sarawak Civil Service Strategies (HITECK)
- ii. Putting into practice the principles and values of the new Sarawak Civil Service (SODIF)
- iii. Implementation of MSISO 9000
- iv. To further improve the growth and development of professionalism, by using better technology in order to produce more dynamic members of the staff.
- v. To hold temporary exhibitions – At international level, at least four exhibitions at state level/annual festival.
- vi. To organize monthly educational programs by adopting students from primary schools, 50 pupils at a times a yearly.
- vii. To initiate programs on live performance and workshops focusing on traditional cultural activities – 4 times a yearly.
- viii. To put more emphasis on Museum publicity through publications of brochures and books in a professional manner.
- ix. To establish a Museums Shoppe for selling souvenirs items, traditional goods and replicas of some selected artifacts.
- x. To implement a computerized cataloging and control system all the museum artifacts and archives.
- xi. To launch Virtual Museum into internet.

- xii. To acquire new buildings especially for the storage of artifacts and archive.
- xiii. To introduce admission fee.
- xiv. To do a thorough study to develop and recognize all the galleries to enhance education.
- xv. To build a new modern main museum complex that with house History museums, Children's Discovery Museum, Governor and Chief Minister Museum, administrative centre and other related facilities.

1.3 VISION OF SARAWAK MUSEUM:

Spearheading the Development of Holistic Heritage Center in Sarawak.

1.4 MISSION OF SARAWAK MUSEUM:

To develop a professional and dynamic culture among the members of the staff by planning and executing continuous quality and training programs.

1.5 AIMS OF SARAWAK MUSEUM:

To be the custodian of antiques, monuments and cultural landmarks, archaeological sites, arts, architectural, religious relics and other materials which have high traditional significance and value for the benefits of the State and national heritage in order to bring about perpetual understanding and greater harmony amongst the people of Sarawak.

1.6 TYPES OF SARAWAK'S MUSEUM

1. ISLAMIC HERITAGE MUSEUM

This building was built in 1930 as the James Brooke Malay College or Madrasah Melayu Sarawak to specifically train teachers in Malay studies. Located at P. Ramlee road, the building has a unique architecture. The building was opened as the Islamic Heritage Museum on 22 May 1992 to showcase the splendor and beauty of Islamic heritage. It has 7 galleries depicting the History of the Arrival of Islam in Sarawak, Islamic Architecture, Science and Technology, Economy, Education and Literature, Music and Clothing, Al-Quran Corner, Domestic Tools, Decorative Arts and Weaponry.

2. TUN ABDUL RAZAK HALL

This hall was built in 1973 as the State Legislative Assembly. It was officially opened by the second Prime Minister of Malaysia, Tun Abdul Razak. The building was thus named after him. In 1982, it was turned into exhibition galleries for the Sarawak Museum Department. The building is used to hold temporary exhibitions of various themes and houses administrative offices, a souvenir shop, a cafeteria and an activity centre. On display are the Pottery and Ceramic Collection and the History and Demographic Galleries.

3. ETHNOLOGY MUSEUM

This building was built in 1891 and was renovated in 1911 to its current appearance. It is regarded as among the oldest museums in Southeast Asia. On display are examples of the rich cultural and historical heritage of the various ethnic groups of Sarawak. These include ethnographic items, zoological specimens, weapons, longhouse models and handicraft. Some of

the walls upstairs are adorned with fascinating native murals.
(www.museum.sarawak.gov.my)

4. ART MUSEUM

This building was originally the curator's house. It was used by the British Council in the 1960s. After this, the building was occupied by the Library and Archives Division of the Sarawak Museum Department. In 2006, the building was turned into an Art Museum to display art pieces ranging from paintings, carvings and sculptures from the Brooke period to the present day. It is also used to hold temporary art exhibitions organized by outside agencies or individuals.

5. NATURAL HISTORY MUSEUM

This building was built in 1908 and was known as the "Second Ladies Club". Once used as administrative offices, it now displays a natural history collection. Among the items on display are special collections found in Borneo such as skeletons of mammals, invertebrates, reptiles, birds, insects, fishes and shells which have all been conserved. The opportunity to view species that may be extinct or near extinction at this museum will be an unforgettable experience.

6. TEXTILE MUSEUM

This building was built in 1907 and initially functioned as a medical centre. It later became the headquarters of the Education Department. It opened as a museum in September 2005 to showcase a variety of products from textiles, weaving and clothing design from the various ethnic communities of Sarawak. The exhibition is organized into 4 galleries covering the preparatory process of original materials, weaving clothing motifs jewellery and wedding apparel.

7. CHINESE HISTORY MUSEUM

This building was built in 1912 as a court by Chinese traders to enact their laws and customs. Thereafter, it was taken over by the Chinese Chamber of Commerce. In 1993, it became the Chinese History Museum where visitors are able to learn about the history, culture and contributions of the Chinese communities towards the development of Sarawak.

8. FORT MARGHERITA

The building which was built in 1879 was named Margherita after Renee Margaret who was the wife of Sir Charles Brooke, the second of Rajah of Sarawak. The building design was based on an English Renaissance fort and palace. Under the second Rajah, it was used as a defense fort for the army, an armory store, a prison and central control. It was once a Police Museum and is now conserved as historical monument.

9. NIAH ARHAEOLOGY MUSEUM

This museum was built in 1998 on the banks of the Niah River which is approximately 4 kilometers from the Niah Cave. It displays the archeological and zoological remains of human civilization from some 40,000 years ago that were found at the Niah Cave. Also on display at the museum is the culture and heritage of the local population such as the Punan and Iban.

10. BARAM REGIONAL MUSEUM

The building was erected in 1898 and was better known as Fort Hose. Situated on the banks of the Baram River, it was used to monitor the activities of the rebels who opposed the Brooke regime. In 1899, a peace accord between the local ethnic groups was held at the fort, followed by the Baram Regatta. The building was destroyed by fire in 1944 and was rebuilt in 1996

to be converted into the Baram Regional Museum Exhibits at the museum include ethnography and the history and heritage of the local communities such as the Kayan, Kenyah, Kelabit and Penan.

11. LIMBANG REGIONAL MUSEUM

This building was built in 1897. It is situated on the banks of the Limbang River and was once used as a fort as well as an administrative center during the Brooke era. The fort was destroyed by fire in 1989 and rebuilt in 1991 to be turned into the Limbang Regional Museum. Exhibits include ethnography and the history and culture of the local communities such as the Bisaya, LunBawang, Tagal and Kedayan.

1.7 FUNCTION AND RESPONSIBILITIES OF EVERY DEPARTMENT

The functions and responsibilities of Sarawak Museum Department are based on *Ordinan Warisan Budaya Sarawak 1993* (Sarawak Cultural Heritage Ordinance 1993). Sarawak Museum Department is responsible toward every document of histories, the Sarawak's artifacts and Borneo specifically. It also involves in the collection of historic materials to be exhibited for the students and public to learn about Sarawak history and Borneo.

To assure the implementation and coordination that are affective, Sarawak Museum Department to be divided into several sections such as Archeology, Ethnology, Zoology, Conservation, Collection Management, Exhibition, Archive and Library, Security, Administration and *Lembaga Penyuluhan*.

1) ADMINISTRATION AND FINANCE SECTION

The function of this division is to assist the Director and his Deputy in his day to day duties. They carry out administrative and human resource management duties and are also responsible for the enforcement of General Order and the Service Circular A and any other orders specified by the Department, including preparation of the department's annual budget.

2) TURTLE BOARD

This division carries out wildlife conservation projects such as marine Turtle Conservation Management Plans with the National Parks and Wildlife Office of the Forestry Department. The director is the Executive Officer of this Board.

3) ARCHAEOLOGY

This section is responsible for preserving and promoting national heritage by conducting effective programs, research and customer information. It carries out survey and archaeological research in Sarawak regularly and systematically for the record, needs and issues of development agencies. Not only that, this section conserve and maintain both historical and cultural sites that can be preserve for future generation in an easy or desirable condition to be visited by visitors whether local or foreign. Archaeology Section also provides referral services and assistance to the public and foreign researchers through briefing services and assistance to the public and foreign researchers through briefing or lectures and collaboration. It is also responsible for providing archaeological material suitable for display or publications.

4) ETHNOLOGY SECTION

This division undertakes research on the various ethnic groups in Sarawak. It maintains a research database of socio-economic and socio-cultural as well as linguistic surveys and fieldwork. It is also their duty to conduct interpretative research in order to collect information for captions of items on display as well as in our collections. It is headed by an assistant director. All keen researchers will be entertained under this division. It serves as a source of information for the mass media. It publishes a monthly article and is also responsible for press releases. Their functions also include planning and implementing programs for the recording of artifacts, live performance, music and other cultural activities by means of audiovisuals and digital methods.

5) ZOOLOGY SECTION

The early curator J.C. Moulton created this division in 1894. It holds the world's largest collection of Sarawak and Borneo fauna. The collections consist of major taxa entomology, birds, mammals, pisces, crustacean, reptile and amphibians. Specimens are preserved in dry skin or wet spirit collection and are accessible to researchers on written request.

This division is headed by an assistant director who is responsible for the planning and the development of research on National History in Sarawak. This division coordinates all activities that involve natural zoology to safeguard the natural environment of Sarawak. They also organize exhibitions throughout Sarawak in order to create greater awareness of a healthy environment.

6) CONSERVATION SECTION

It maintains a conservation laboratory which provides services in preservation of artifacts. Such artifacts may be antiques or historical monuments which are treated with suitable chemicals under a conservation programme. This division has an active conservation programme in identifying the Klirieng (burial poles), Salong(tomb) and megaliths in Sarawak.

7) ENFORCEMENT SECTION

This division provides curatorial services on antiques and old artifacts. It is active in preserving material culture of the people in Sarawak. Headed by an assistant director, it carries out enforcement activities as described in the Sarawak Cultural heritage Ordinance 1993. It is responsible for the registration of antiquities, the issuance of export and excavation permits,

antique dealer licenses and the gazetting of historical buildings and monuments.

8) PUBLIC RELATION SECTION

This is a new division set up in 1997 to undertake and plan the museum educational programs. It conducts school programs on museum as well as to assist students with their history projects. Publicity materials and media information on the museum are prepared by this division. They conduct guest tours of the museum and arrange photo taking and video shooting session for the public inside the museum culture of the people in Sarawak. Headed by an assistant director, it carries out enforcement activities as described in the Sarawak Cultural Heritage Ordinance 1993. It is responsible for the registration of antiquities, the issuance of export and excavation permits, antique dealer licenses and the gazetting of historical buildings and monuments.

9) DISPLAY SECTION

Any agency or organization intending to put up temporary exhibits in the museum has to contact this division. A Senior Assistant Curator who is responsible to design and plan for the exhibition heads this division. It is responsible for both permanent and temporary exhibitions. They maintain a schedule for exhibitions and help to supervise the arrangement of collection materials to be displayed, as well as the production of the graphics and illustrations.

10) HISTORY AND REFERENCE SECTION

This division is responsible for the shifting of old records from the Museum Department to the State Archives. Investigation will be carried out to determine the importance of each record for preservation purposes. They are also responsible to collect and gather information and materials for the Archives. Archival materials include historical documents, Sarawak Gazette and the Sarawak Government Gazette since 1860. Other materials include maps, stamps, currency notes, coins and photographs.

11) SECURITY SECTION

The safety of all museum buildings as well as the artifacts that are on display is under the responsibility of this division. They coordinate visits of very important people to the museum gallery. It is also their duty to ensure the cleanliness of the museum buildings and galleries at all times. Besides they also coordinate and supervise training programs inside the museum buildings.

Sources from www.museum.sarawak.gov.my

CHAPTER 2

Schedule of Practical Training

2.0 WEEK 1 (21 July 2014 – 25 July 2014) :-

On the first day of internship, I reported duty to Sarawak's Museum Department on 21st July 2014. I was put to Mdm. Dora Jok (Kurator 41 Administration and Finance Department) as my host supervisor for the whole practical training duration. My host supervisor gave briefing about the department background, their organization culture and ethics. She also explained the rules and regulations that we need to follow. After we had the briefing, she instructed Mr. George to introduce me to all Museum Kuching staff in every department. Then, Madam Dora gave me the timetable of practical task that I need to accomplish for six weeks of internship. Based on the timetable, I was rotated to the various departments in the museums.

For the first week (21 July 2014 to 25 July 2014) of internship, I was attached under Madam Anne Ganyang for filing system. Madam Anne Ganyang is responsible to record and file all correspondence in and out of the organization. Madam Anne has explained what are the types of filing system that used by Museum and the process of borrowing files by other staff in the museum. She taught me on how to record the correspondence and file it into a proper way. The filing systems that are used in museum are file numbering that according to departments and official matters between Museum with other organizations and Museum with public. There are two types of filing in Museum which are open file or correspondence file and personal file of Sarawak Museum staff. According to Mdm. Anne, any file that has more than 150 documents will be closed and open a new file according to the same numbering of the old file. Any old files will be kept for five years in the office, then after five years

being kept in the office, all the old files will be sent to museum's archive for ten years. After being placed in the museum's archive for ten years, all the old files will be disposed.

Other than that, I have being asked by Mr. Tikot Ganan as head of account department of Sarawak Museum to calculate the permanent staff emoluments and 'Jawatan Berasaskan Caruman' (JBC) staff.

I have been exposed how the museum department manage their filing system and also the processes on how to record and keep all the correspondences into a file and place it in the correct cabinet according to numbering system. All files and correspondences in Museum department are being recording updated and also in a proper sequence which is according to latest date of the correspondence.

2.1 WEEK 2 (28 July 2014 to 1 August 2014) :-

On the second week, I was instructed to handle etiquettes of answering telephone, fax and record and circulation of correspondence, minutes and others. Monday and Tuesday are public holiday for Hari Raya.

2.2 WEEK 3 (4 August 2014 to 8 August 2014) :-

On the third week, I have been attached to the account department under Mr. Tikot Ganan supervisions. Mr Tikot Ganan is the head of museum account department in Kuching. He is responsible to monitor and in charge of managing organization's financial management, payment, budgeting and other matters which are related to financial.

The first day of this week (Monday), Mr Tikot gave me a briefing about account department systems uses. He explained that, any financial data or information need to be key in and updated into account systems databases that are used by State Government which is known as Official Sarawak State Government Portal database. Mr Tikot also guides me on how to use the data base system to expose me on how the State Government uses this database to manage their financial management. According to Mr Tikot, there are only certain people who have password can access into account database system.

In this week, I have learned on how to calculate vouchers and museum's staff working overtime claims and key in the vouchers information into the account database system. Other than that, Mdm. Dora also asked me to edit the margin, font, font size and margin of circular '*Perkhidmatan Awam Am*' State Division into Microsoft document.

By getting involved in account department, I am able to understand theoretical of Public Finance subject that I have learned in semester five. It is because, I can see how the Museum Department manage their financial management for example, in preparing annually budget, monthly budget that includes office cars and van maintenances, payment of worker's overtime claims and others.

2.3 WEEK 4 (11 August 2014 to 15 August 2014) :-

During the fourth week, I was put under to Madam Dyg Saba'ah and Mdm Jamaayah. What I learned from them was updated pension scheme of museum's staff. On the first day, they have explained that, pension scheme need to be updated and recorded at least two years before the employee retires from their job.

The process of preparation to update employee's pension scheme, I have to arrange documents in one of the museum's staff personal file according to years. Fill in the details of employee's service in the department. Documents that need to be file are salaries, wages, position, appointed to new positions, involvement in any workshop, talk, seminars or training that provided by the organization, loans and certificates of appreciation and others. After finding all the information needed, all the documents which are related to the employee's services need to photocopy. After all these processes completed, the Museum department will prepare an official letter and other documents and send it to 'Lembaga Hasil Dalam Negeri' then to Human Resource Managements and also 'Jabatan Pertanian Awam' .

Other than that, I was invited to 'Majlis Aidilfitri Ramah Tamah' with all Museums' staff on Wednesday (13 August 2014). In conclusion, I learned the State Government's Policies on pension process.

2.4 WEEK 5 (18 August 2014 to 22 August 2014) :-

In this week five, I was supervised by Mdm Dayang Saryani under asset, store and transportations. Asset consider as any physical things that have been bought with government's money for Museum department. Store is a place to keep all physical things which are not being used all the times.

Mdm Dayang Sarayani explained to me what the Museum's assets are. She explained the importance of recording every Museum assets and taught me on how to record the Museum's asset. Every officer is responsible to check Museum's assets at different locations. For example, the administrative employee checks and records all assets in account office. According to Madam Dayang Sarayani, every employee has been registered on every asset they are using and that asset cannot be used by the other employees.

In fuel analysis, Mdm Sarayani informed me, that every driver is given credit card to pay transportation fuel. The maximum price for transportation fuel is RM150 per day. The Museum's drivers need to record their fuel log book to state every fuel their purchase (price and meters), the purpose of using Museum's transportations, locations, dates and including official receipts from Petrol Stations. There are four cars provided for the Museum's staffs which are three cars for employees and one car is for the Museum's Director.

Museum department is carrying out the assets and store management and also fuel analysis with effectively because they keep the updated the record of their assets and also every items that need to be bought for office usage need to go through account department for approval and spending according to the budget given.

2.5 WEEK 6 (25 August 2014 to 29 August 2014):-

The sixth week is the last week for internship as a degree student. In this week, I was attached under my own host supervisor, Mdm. Dora Jok. I have learned to draft a memo for 'Pejabat Daerah Marudi Baram' for Orang Ulu Community Profiling Project. Mdm Dora also asked me to set up a sample of questionnaire for Orang Ulu project taskforce. The reason why the questionnaire need to conduct is to ask Orang Ulu associations opinions and ideas on what items and stories to be displayed in the new museum. Other than that, I also been given a task to write an official letter for every Orang Ulu association and write a formal letter to ask some financial fund from Cabinet Minister of Sarawak for Sarawak's Museum

On the last day of practical training which is on Friday (29 August 2014), me and Commorie joined Innovation Day with all Kuching Museum's staff. The Innovation Day is considered as general meeting for all staff to hear any information or any announcement from the Director. During Innovation meeting, the Director thank us for helping the Administration and Account department during our internship and gave some good advice to us as a preparation to enter working environment in the future. As our last day of internship, me and Commorie had prepared some gifts for Museum's director, Encik Ipoi Datan, our host supervisor, Mdm Dora and all Administration and Account employees department as our appreciation to them for helping and guiding us in completing our internship.

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

In this chapter three, I will focus on records management based on filing system in Museum Kuching Sarawak. Records management and filing system is under responsibilities of Mdm. Anne. I have been attached under Madam Anne for one week from 21st July 2014 until 25th July 2014 to learn on record management system that they have been practiced.

3.1 RECORD MANagements DEFINITION:

1. Records management refers to a set of activities required for systematically controlling the creation, distribution, use, maintenance, and disposition of recorded information maintained as evidence of business activities and transactions.

2. Records management is the systematic and effective control of records (both paper and electronic) throughout their life cycle from creation or receipt through to the time of their disposal. It aims to ensure that records are accurate and reliable, can be retrieved speedily and efficiently, and are kept for no longer than necessary.

3. The term "records management" means the planning, controlling, directing, organizing, training, promoting, and other managerial activities involved with respect to records creation, records maintenance and use, and records disposition in order to achieve

adequate and proper documentation of the policies and transactions of the organization.

4. Records management refers to the systematic administration of all records and any documented information for its entire life cycle, from creation or receipt, classification, use, filing, retention storage, to final disposal.

5. Records are therefore created or received in the conduct of business activities and provide evidence and information about those activities. They come in all kinds of format and media. A formal definition of a record might be: 'Recorded information produced or received in the initiation, conduct or deletion of an institutional or individual activity, and which comprises sufficient content, context and structure to provide evidence of an activity, regardless of the form or medium.'

3.2 THE PRINCIPLES OF GOOD RECORDS MANAGEMENT:

The guiding principle of records management is to ensure that information is available when and where it is needed, in an organised and efficient manner, and in a well maintained environment. Organisations must ensure that their records are:

1. Authentic

It must be possible to prove that records are what they purport to be and who created them, by keeping a record of their management through time. Where information is later added to an existing document within a record, the added information must be signed and dated. With electronic records, changes and additions must be identifiable through audit trails.

2. Accurate

Records must accurately reflect the transactions that they document.

3. Accessible

Records must be readily available when needed.

4. Complete

Records must be sufficient in content, context and structure to reconstruct the relevant activities and transactions that they document.

5. Comprehensive

Records must document the complete range of an organisation's business.

6. Compliant

Records must comply with any record keeping requirements resulting from legislation, audit rules and other relevant regulations.

7. Effective

Records must be maintained for specific purposes and the information contained in them must meet those purposes. Records will be identified and linked to the business process to which they are related.

8. Secure

Records must be securely maintained to prevent unauthorised access, alteration, damage or removal. They must be stored in a secure environment, the degree of security reflecting the sensitivity and importance of the contents. Where records are migrated across changes in technology, the evidence preserved must remain authentic and accurate.

3.3 THE IMPORTANCE OF RECORDS MANAGEMENT:

1. Legal Records

The management of employee files, financial documents, health, safety, regulatory and other records is important to the business and records managers for legal reasons. Because some records are mandated by local, state and federal governments, record managers are responsible for the location and retrieval of these records if legal compliance must be proved. Government agency audits, customer or employee litigation, financial audits, updates of licensing and other regulatory documents are a few examples where being able to produce records becomes important.

2. Proprietary Business Records

Records containing customer data, sales, purchasing, shipping and other day-to-day business information contribute to the continued success of any business. Records managers must be able to track locate and sort record data when necessary for forecasting and overall business planning by operations management, making accurate and timely collection of records an important element of the records manager's role.

3. Security of Records

Record security is important to records managers to ensure records are not lost, stolen, damaged, altered or otherwise compromised. Secure storage of records, either off- or on-site, is an important aspect of the records manager's role -- as is limiting and monitoring access of certain records to authorized company personnel.

4. Lifespan of Records

Records have varying lifespans depending on the type of record, and it is important that records managers are aware of laws and company policies governing particular records. Legally mandated records must be retained for a certain period of time, after which they may be destroyed or archived. Company records kept for data purposes may be kept for longer or shorter periods depending on policy. The importance of lifespan awareness and handling of redundant records helps streamline the records manager's work flow and overall record-management system.

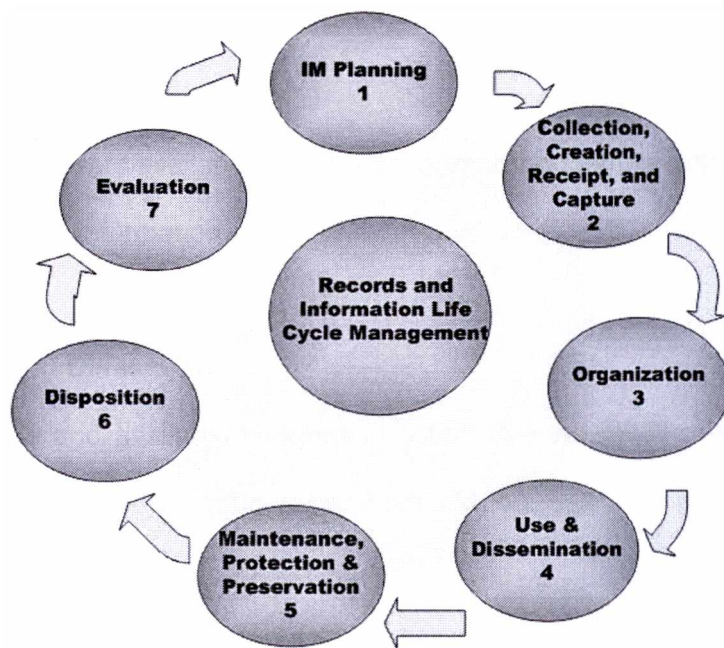
5. To Improve Efficiency and Productivity

Time spent searching for missing or misfiled records are non-productive. A good records management program can help any organization upgrade its recordkeeping systems so that information retrieval is enhanced, with corresponding improvements in office efficiency and productivity. A well designed and operated filing system with an effective index can facilitate retrieval and deliver information to users as quickly as they need it.

6. To Support Better Management Decision Making

In today's business environment, the manager that has the relevant data first often wins, either by making the decision ahead of the competition, or by making a better, more informed decision. A records management program can help ensure that managers and executives have the information they need when they need it. By implementing an enterprise-wide file organization, including indexing and retrieval capability, managers can obtain and assemble pertinent information quickly for current decisions and future business planning purposes.

3.4 RECORDS MANAGEMENT LIFE CYCLE:



Records Management Life Cycle Model (www.googleimage.com)

Records management revolves around the concept of a record life cycle and the idea that the value of a record may change over time. Typically, a record is used when the project, event, or other activities described by it are taking place. The importance of a record in terms of day-to-day use is often inversely proportional to its age, because as time passes, the record is needed less and less frequently. There are seven stages of records management life cycle.

Stage 1: IM Planning

Learn how early IM Planning integrates records and Information Management perspectives into our daily activities, setting the stage for easier and more effective practices.

Stage 2: Collection, Creation, Receipt & Capture

To support effective IM, any important issues need to be addressed when new information assets are created.

Stage 3: Organization

Making the right assets available by properly organizing them is critical to effectively finding and sharing information.

Stage 4: Use and Dissemination

Timely, accurate and available information assets are the result of smart practices when using and disseminating records and information.

Stage 5: Maintenance, Protection and Preservation

Records and information that are correctly maintained, protected and preserved remain useful for now and future.

Stage 6: Disposition

Disposition routines ensure the availability of still-useful records over time, avoid costly storage backlogs, and transfer historically significant records into archival care.

Stage 7: Evaluation

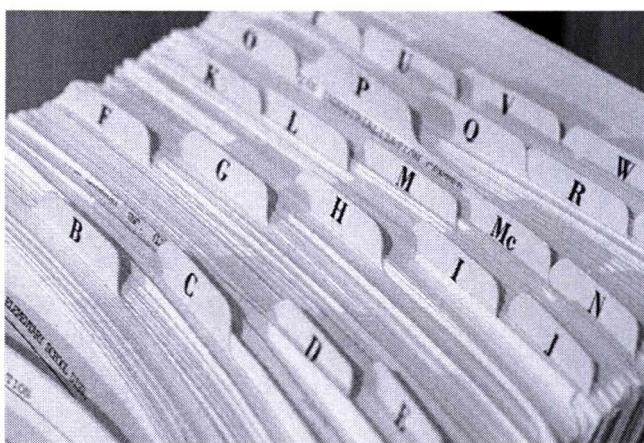
The information management policies and practices will improve over time when the organization routinely evaluates their effectiveness.

By using the diagram above, we can implement the seven steps in the records and information life cycle in our organization. Each step will provide a description of key inputs, outputs, benefits and resources to help you understand, plan, implement and improve our records management activities.

3.5 DEFINITION OF FILING SYSTEM AND TYPES OF FILING SYSTEM:

A filing system which use a hard or permanent storage media such as paper. Documents are stored in filing cabinets, or in boxes on shelves. There are six types of filing systems which are alphabetic, geographic, chronological, numeric, subject and colour coding.

1. Alphabetic Filing Systems



Examples of Alphabetic File (www.googleimage.com)

Alphabetic filing system is easily retrieve documents and records that have been filed under a commonly used name. The correspondences are being arranged in A to Z letters. An administrator can index a name using a personal name starting with the last name as Brown, Joseph; an organization's name such as XYZ Suppliers; a project name, Project 123; or even a publication or product name. The administrator alphabetizes the files with the first letter of the first word in the name. If another file name also begins with the same letter, the administrator can use the first and second letters, followed by first, second and third, and so on until the names have a place in the filing system.

Advantages of Alphabetical Filing

- An index to records is not needed
- Effective if filing rules are followed
- Permits browsing

Disadvantages of Alphabetic Filing

- More misfiling due to different interpretations
- Name changes can cause problems with retrieval
- Becomes inefficient when large
- Unauthorized persons can easily find records

2. Geographic Filing System

For geographic filing, categories are arranged according to the geographic location of the source or destination of record. Files may be classified by state name alphabetically or by a number system associated with a state. Cities within those states are subdivisions, so they are filed alphabetically or numerically within the state folder. The correspondents' names may then be arranged alphabetically in a subfolder of each city folder. For example, files may be classified in the order: Malaysia, United States, China, India and others. This method of filing is popular in the sales field.

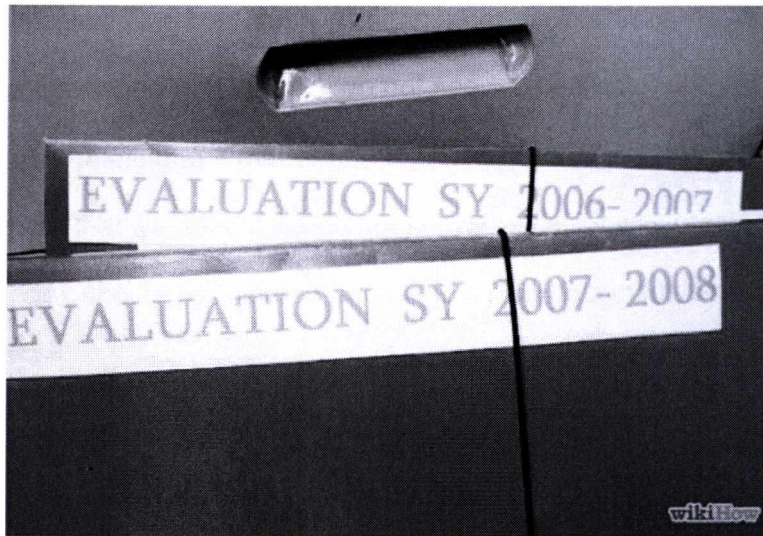
Advantages of Geographic Filing System

Geographic filing aids the process of analysis by allowing easy comparison of data items. For instance, an analysis of records filed according to building name and location may help identify maintenance records for a particular building.

Disadvantages of Geographic Filing System

The process of storing and retrieving geographic data is time-consuming because of the need to reference using multiple identifiers. For instance, locating a particular building would require a reference to a particular state, the city, the street and finally the name of the building. Records maintained in some nations are written in their language.

3. Chronological Filing System



Example of Chronological File (www.googleimage.com)

Chronological filing means organising documents, receipts and other records using the date on the document or the date the file was created or modified. The oldest document is placed at the beginning of the file with all subsequent documents being placed in a similar manner according to the date and month.

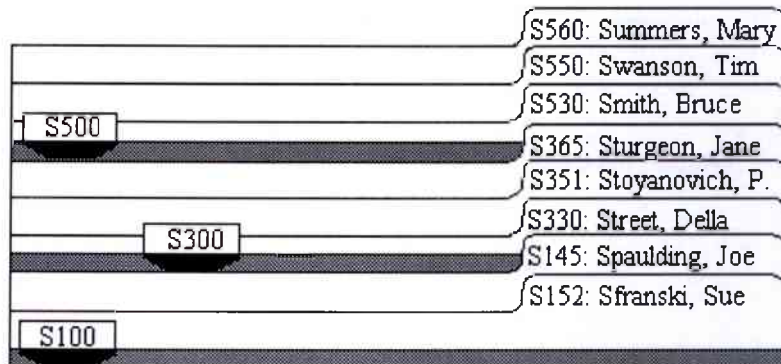
Advantages of Chronological Filing System

- All related documents are kept from the date of purchase or start of the relationship to current day, which allows the administrator to explain precisely how events have occurred and what people or entities have been involved.
- Chronological filing also allows can quickly access the specific documents the personnel needs without searching through the entire file so long as we know the time frame in which the documents were created or modified.

Disadvantages of Chronological Filing System

- Chronological filing can result in large files that require a lot amount of space.
- Chronological files can contain unimportant papers, such as form letters and routine correspondence, which do not need to be filed.
- All papers relating to a matter are kept it may be difficult to search a particular document that we need if we do not know the date it was created or modified.
- The index should be updated each time a new document is added to the file.

4. Numeric Filing System



Example of Numeric File (www.googleimage.com)

This type of filing system uses record keeping method in which files are arranged in their consecutive numerical order, from the lowest number to the highest. An administrator sets up a numerical filing system when documents are easier to retrieve by their number, such as a purchase order, invoice or check. The administrator indexes the files from the lowest number to the highest. Companies or governments may choose a numerical filing system as a code instead of using a person's name, in order to protect documents from unauthorized access.

Advantages of Numeric Filing System

- Works well with smaller filing systems. Because pretty much everyone knows how to count from lowest number to highest number training is minimal.
- If the records are assigned a number in numeric order and continued activity is not a factor purging is easier.
- Can often remove sections of folders at a time.

Disadvantages of Numeric Filing System

- Need to shift all the records to make room for the new numbers.
- Difficult to keep large numbers in correct numeric order.
- Color-coding less efficient.
- May need to have a cross reference to find correct file number.

5. Subject Filing System



Example of Subject Filing System (www.googleimage.com)

A subject file is a file that contains documents that relate to the same topic or subject matter. They are created because it is easier to retrieve records that are grouped together because they deal with the same subject matter. In practice, subject files are usually based on a topic, a type of document, or a source.

Advantages of Subject Filing System:

- All information on a topic is grouped for one file.
- Most subjects are easy to remember.

Disadvantages of Subject Filing System:

- More expensive than other filing systems because of training time required.
- Requires a double sort, first by alphabet, then by subject.
- Extensive time spent maintaining indexes.

6. Colour Coding Filing System



Example of Colour Coding Files (www.googleimage.com)

Colour coded filing systems assign colour labels to certain key letters or numbers of the file folder name. Assigning colours to key letters or numbers creates blocks of colour or colour bars when like numbered or lettered file folders are organized next to one another in your filing equipment. When file folders are accidentally placed in the wrong area of the filing system, these colour bars are interrupted by a colour that does not match making the misplaced file folders obvious.

Advantages of Colour Coding Filing:

- Colour coded filing allows us to find files quicker. Our mind associates to colours much quicker than black on white name labels.
- Colour coded filing saves time. Reducing misplaced files with colour coded filing and accessing information faster makes personnel more productive.
- Colour coded filing improves attitudes. Searching for misplaced files is frustrating and can produce negative attitudes towards filing, providing well organized file systems will improve the attitudes of workers.

Disadvantages of Colour Coding Filing:

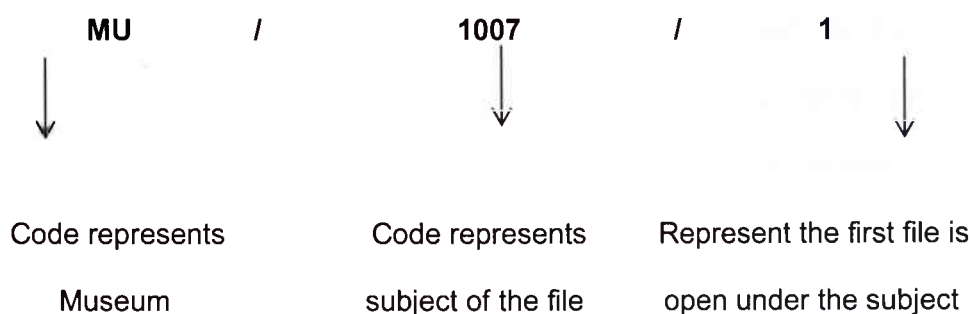
- Too many colours can complicate the system. If the filing system is overly complex, simplify it before making a colour code. If we forget what each colour represents, tape an index card to the cabinet with a key for each colour.
- Inconsistency can cause the system to fail because we need to recognize the file sections.

3.6 ANALYSIS ON FILING SYSTEM IN SARAWAK MUSEUM DEPARTMENT

Records management and filing system in Museum Kuching Sarawak is under responsibilities of Mdm. Anne. I have been attached under Madam Anne for one week from 21st July 2014 until 25th July 2014 to learn on record management system that they have been practiced. This organization uses numeric filing system for open file/ correspondence files and for Museum's employees' personal files.

1. Open file / Correspondence file

In this file, it consist any written or digital communication exchanged by two or more parties. Correspondences may come in the form of letters, emails, text messages, voicemails, notes, or postcards. Correspondences are act as important communication for organization to exchange any important information internal or external the organization. Open file / correspondence file in Museum is using numeric filing system, for example MU/1007/1.

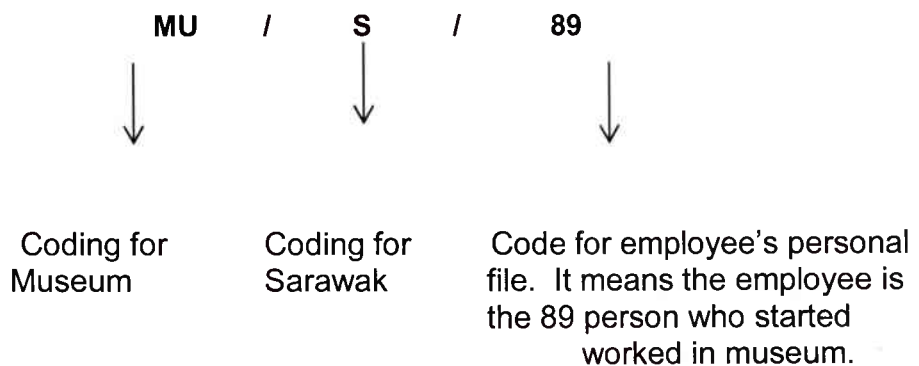


Each file is being registered under numeric code. The numeric code is representing the subject of each file in the museum. This type of filing system uses record keeping method in which files are arranged in their consecutive numerical order, from the lowest number to the highest. The administrators need to put numbers on every documents every time they need to file the documents. This is

because; every file can keep until 150 documents. When documents reached for 150, the administrator needs to close the file immediately. If there is any file that need to create on the same subject, the coding will be the same except for the last number at the back such as MU/1007/1 will be MU/1007/2 because 2 shows that the second file is open for the same subject.

2. Employees' Personal File

The employee personnel file is the main employee file that contains the history of the employment relationship from employment application through exit interview and employment termination documentation. Examples of documents in employees' personal file are training certificate, leave certificates, identity card photocopy, personal identity form, and any documents on wages, loans with state, and others. Only filing administrators and the employee's immediate supervisor can access to the information in the employee personnel file, and employees' personal files never leave the filing room. Museum organization use numeric system for personal file and also based on seniority for example MU/S/89. The administrators need to put numbers on every documents every time they need to file the documents. This is because; every file can keep until 150 documents. When documents reached for 150, the administrator needs to close the file immediately.



3.7 CHARTS ON FAIL MOVEMENT:

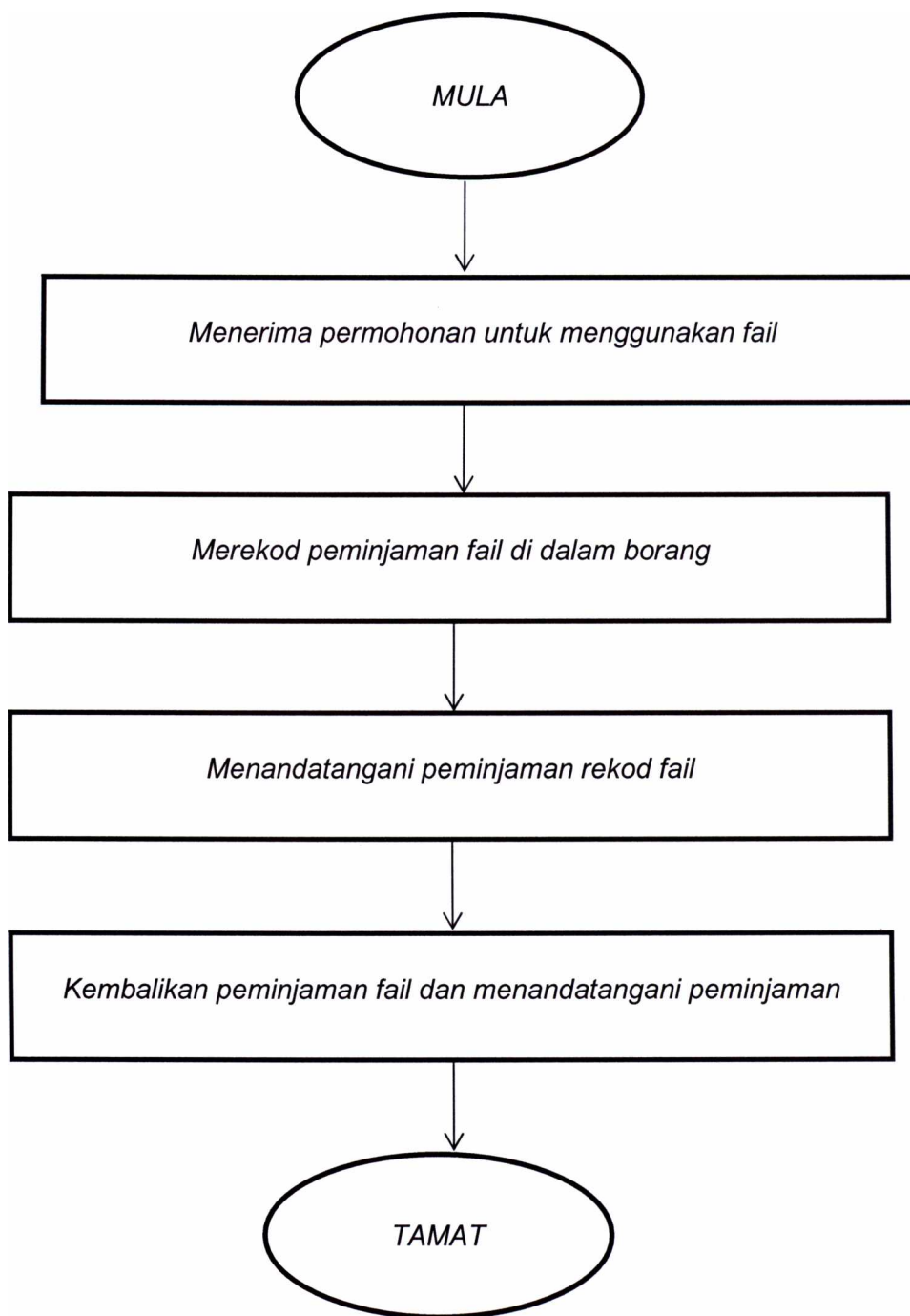


Chart File Movement based on 'Muzium Pekeliling'

Chart above shows on file movement within the museum organization. An employee must submit his or her application to filing administrator to ask permission to use the file. The administrator receives records and signs the application by administrator and employee in a

log book. This is to ensure to record the movement of file by knowing which department it goes and by who is using the file.

3.8 DISPOSAL FILING SYSTEM:

Files that have been closed must be kept in the office for five years. Next, all files will be sent to archive to be kept for ten years. After ten years, the files can be disposed.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

In this Chapter 4, I will give my personal opinion on what are the strength and weaknesses of task that I have choose in chapter 3 which is records management system based on filing system in museum. Records management refers to a set of activities required for systematically controlling the creation, distribution, use, maintenance, and disposition of recorded information maintained as evidence of business activities and transactions. Filing system uses a hard or permanent storage media such as paper. Documents are stored in filing cabinets, or in boxes on shelves. There are six types of filing systems which are alphabetic, geographic, chronological, numeric, subject and colour coding. In Museum Department, they are using numeric filing system for open file / correspondences file and employee's personal file.

Numeric filing system uses record keeping method in which files are arranged in their consecutive numerical order, from the lowest number to the highest. An administrator sets up a numerical filing system when documents are easier to retrieve by their number, such as a purchase order, invoice or check. The administrator indexes the files from the lowest number to the highest. Companies or governments may choose a numerical filing system as a code instead of using a person's name, in order to protect documents from unauthorized access.

Advantages of Numeric Filing System

- Works well with smaller filing systems. Because pretty much everyone knows how to count from lowest number to highest number training is minimal.
- If the records are assigned a number in numeric order and continued activity is not a factor purging is easier.
- Can often remove sections of folders at a time.

Disadvantages of Numeric Filing System

- Need to shift all the records to make room for the new numbers.
- Difficult to keep large numbers in correct numeric order.
- Color-coding less efficient.
- May need to have a cross reference to find correct file number.

4.1 THE STRENGTH OF USING MANUAL FILING SYSTEM:

1. Less expensive to set up. It is because; it does not require a lot of money to train personnel to master the filing systems. Manual filing system is not expensive as electronic system because electronic system require expertise and money to set up the database.

2. Problems with duplicate copies of the same records are generally avoided. Document is being kept in the file room and only the filing administrator is allowed to enter the file room. This can prevent other employees to duplicate the same records.

3. Data loss is less of a risk, particularly if records are stored in a fire-proof environment compared to electronic system because documents are easily get corrupted by virus from computer and have higher chances of data loss when the computer is corrupted from virus.

4.2 THE WEAKNESSES OF FILING SYSTEM:

1. In order to keep all files in safety and in a proper way, it requires a big space of room to store a lot of files. Spacing is very important so that all files can be kept in clean and tidy. The room need to safety to prevent any unauthorised person to steal any documents.

2. Manual file can be too bulky this is because, there are certain files have exceeds more than 150 documents.

3. No divider in the employee's personal file. All documents in personal file are not being arranged properly. It is difficult to search certain documents because all documents are mixing.

4. Lack of file cabinets. Some files are not being kept in cabinet, this can cause time wastage and it is difficult to find some files in cabinet because some of the files are not in the cabinet.

4.3 SOLUTIONS FOR IMPROVEMENT:

- 1. Any files that exceed more than 150 documents should be close and open a new file.**

In Museum department filing system management, any file should not exceed more than 150 documents in a file. However, there are a lot of files that exceeds more than 150 documents. This cause the files are too bulky and difficult to carry the files because these files are too heavy.

- 2. For employee's personal file, provide divider into the personal file.**

In employee's personal file, a lot of documents have been mixed up all together and it is very difficult to find any documents. It is convenient to put divider into the personal file such as training, allowances, wages, personal details, leave and others. This will help to organize every document according to its subject and create sections in the file.

- 3. Save employee's personal data into a computer**

It is very important to save any employee's personal data into a computer as a soft copy. There are some of the employee's documents were missing and could not be find in their own personal files. There for, it is advisable to save employee's personal data into a soft copy format to prevent any loss of hardcopy data.

- 4. Provide more file cabinets**

Museum department has lack of file cabinet to store their files. Some files are being placed on top of the cabinet and on the floor. This will cause the room filing very untidy with all those files. The museum department should provide more file cabinet so that, all files can be kept into the cabinets.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

In this chapter five will summarize every summary of discussion of each chapter in the report by highlighting the main points.

5.1 SUMMARY OF CHAPTER 1

In chapter one, it explains the Museum Department background. Sarawak Museum has been established during the Charles Brooke era (1868-1917). He suggested building a museum in 1878. There was no action taken at that time until 1886. The decision has been taken to buy the ethnographic specimen from Rajang areas that has been collected by H. Brooke Low. This specimen has been displayed in Sarawak's museum in *Market Place* at Kuching area. The exhibition officially opened on 30 October 1886. The museum grew slowly, maintaining the indigenous pride, identity and tradition of our people, Sarawakian. It survived the Second World War. Even standing on a sounder footing when Sarawak gained its independent through the formation of Malaysia in 1963. As a result, Sarawak Museum enjoys the international recognition not only as a superb museum but also as a research centre in Borneo where Sarawak Museum journals are published annually for the world circulation since 1910. It is a keeper of the rich culture and history of Sarawak and the first class repository of Borneo culture with the world's largest collection of Borneo's flora and fauna. In appreciation of its existence, Sarawak Museum was established as a full-fledged department under the Ministry of Social Development Sarawak. There are eleven types of museums in Kuching Sarawak which are Islamic Heritage

Museum, Tun Abdul Razak Hall, Ethnology Museum, Art Museum, Natural History Museum, Textile Museum, Chinese History Museum, Fort Margherita, Niah Archaeology Museum, Baram Regional Museum, and Limbang Regional Museum. There are eleven departments in Museum Sarawak which are administration and finance section, turtle board, archaeology, ethnology section, zoology section, conservation section, enforcement section, public relation section, display section, history and reference section and security section.

5.2 SUMMARY OF CHAPTER 2

In Chapter 2, it shows on the schedule of practical training. In every week, I have been rotated to different tasks and supervisors. For the first week (21 July 2014 until 25 July 2014), I was attached under Madam Anne Ganyang for filing system. . Madam Anne has explained what are the types of filing system that used by Museum and the process of borrowing files by other staff in the museum. She taught me on how to record the correspondence and file it into a proper way. Other than that, I have being asked by Mr. Tikot Ganan as head of account department of Sarawak Museum to calculate the permanent staff emoluments and 'Jawatan Berasaskan Caruman' (JBC) staff.

On the second week (28 July 2014 until 21 August 2014), , I was instructed to handle etiquettes of answering telephone, fax and record and circulation of correspondence, minutes and others. Monday and Tuesday are public holiday for Hari Raya.

On the third week (4 August 2014 until 8 August 2014), I have been attached in account department under Mr. Tikot Ganan supervisions. Mr Tikot gave me a briefing about account department systems uses. He explained that, any financial

data or information need to be key in and updated into account systems databases that are used by State Government which is known as Official Sarawak State Government Portal database. Mr. Tikot also guides me on how to use the data base system to expose me on how the State Government uses this database to manage their financial management. I have learned on how to calculate vouchers and museum's staff working overtime claims and key in the vouchers information into the account database system.

On the fourth week (11 August 2014 until 15 August 2014), , I was attached to Madam Dyg Saba'ah and Mdm Jamaayah. What I learned from them was updated pension scheme of museum's staff. The process of preparation to update employee's pension scheme, I have to arrange documents in one of the museum's staff personal file according to years. Fill in the details of employee's service in the department. Documents that need to be file are salaries, wages, position, appointed to new positions, involvement in any workshop, talk, seminars or training that provided by the organization, loans and certificates of appreciation and others. After finding all the information needed, all the documents which are related to the employee's services need to photocopy.

On the fifth week (18 August 2014 until 22 August 2014), Mdm Dayang Saryani under asset, store and transportations. She explained the importance of recording every Museum assets and taught me on how to record the Museum's asset. Museum department is carrying out the assets and store management and also fuel analysis with effectively because they keep the updated the record of their assets and also every items that need to be bought for office usage need to go through account department for approval and spending according to the budget given.

On the six week (25 August 2014 until 29 August 2014), I have been attached under my own host supervisor, Mdm. Dora Jok. I have learned to draft a memo for 'Pejabat Daerah Marudi Baram' for Orang Ulu Community Profiling Project. Mdm Dora also asked me to set up a sample of questionnaire for Orang Ulu project taskforce. Other than that, I also been given a task to write an official letter for every Orang Ulu association and write a formal letter to ask some financial fund from Cabinet Minister of Sarawak for Sarawak's Museum.

5.3 SUMMARY OF CHAPTER 3

For chapter 3, it is an analysis on the record management system. Records management refers to a set of activities required for systematically controlling the creation, distribution, use, maintenance, and disposition of recorded information maintained as evidence of business activities and transactions. The term "records management" means the planning, controlling, directing, organizing, training, promoting, and other managerial activities involved with respect to records creation, records maintenance and use, and records disposition in order to achieve adequate and proper documentation of the policies and transactions of the organization. In this chapter, it also describes on types of filing system, disadvantages and advantages of filing system which are alphabetic filing system, geographic filing system, chronological filing system, numeric filing system, subject filing system and colour coding filing system. Thus, there are also analyses on filing system management of Museum Department on how they maintain and manage their filing system.

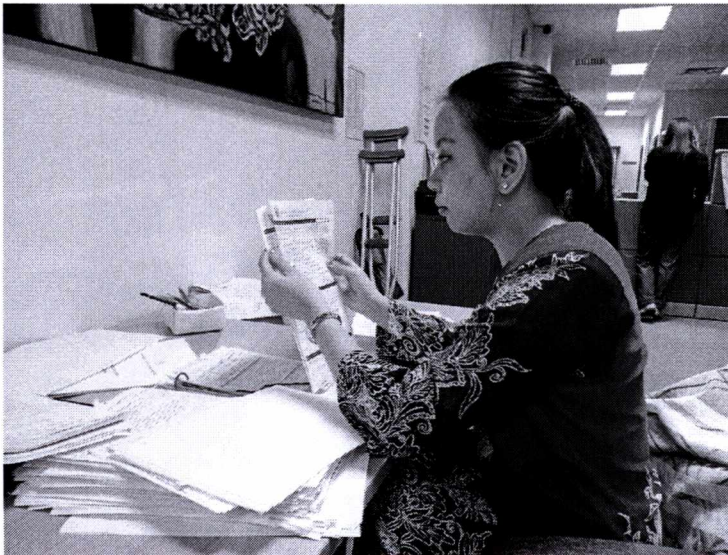
5.4 SUMMARY OF CHAPTER 4

Chapter 5 emphasizes on the recommendations towards the filing system in Museum Department. There are some weaknesses in the Museum Department's filing system which are room spacing are very limited, files are too bulky, no divider or section in employees personal file according to subject and lack of file cabinets. The management need to improve their filing system by providing huge filing room, open a new file if the previous file is exceed than 150 documents, provide divider or section according to subject in employee's personal file, save employee's personal data into a computer and provide more file cabinets.

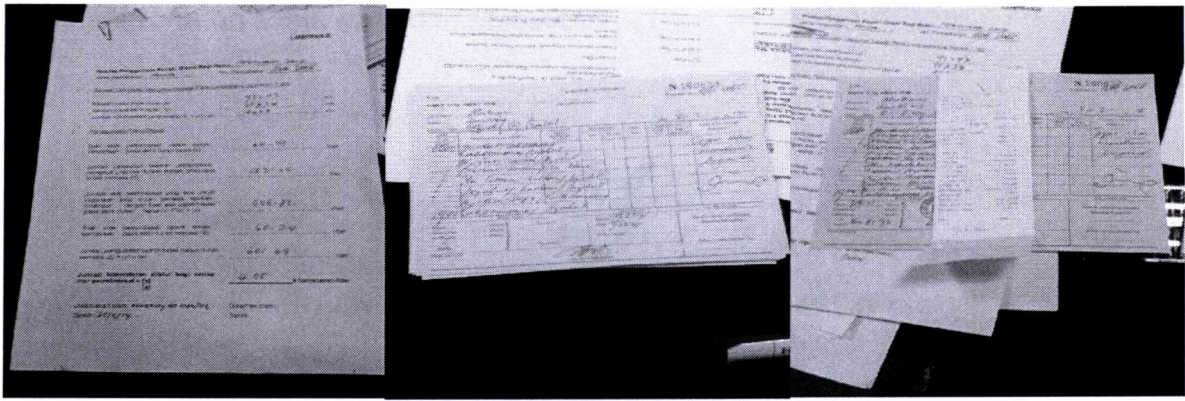
APPENDIX



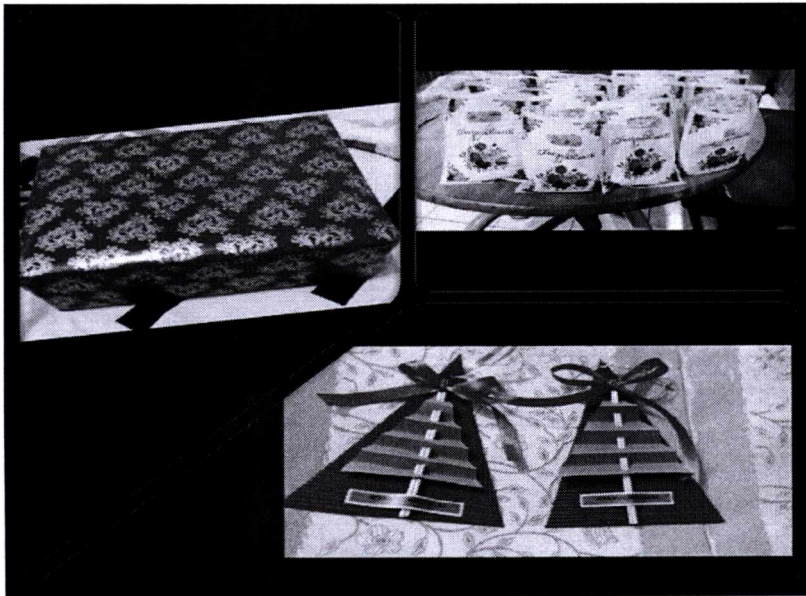
Picture 1.0 Filing tasks



Picture 1.1 Updating Employee's Pension Scheme



Picture 1.2 Fuel Book Log Analysis



Picture 1.3 Appreciation gifts for Administration and Finance Department staff

Example form on asset record in Museum:-

MMAS-02



(NAMA KEMENTERIAN / JABATAN) (PTJ)

SENARAI ASET DI LOKASI

PEGAWAI BERTANGGUNGJAWAB: DR. CHARLES LEH

LOKASI: BILIK PPT, DEWAN TUN ABDUL RAZAK, KUCHING

BIL	SPESIFIKASI ASET (JENAMA/MODEL)	KUANTITI
1	Set komputer: lenovo	
	Monitor	1
	Cpu	1
2	Printer : hp	1
3	Set meja	1
4	Drawer	1
5	Set almari	1
6	Almari (kayu)	1
7	Almari (steel)	1
8	Kabinet (steel)	1
9	Executive chair	1
10	Kerusi	2
11	Tray	1
12	Radio	1
13	Telefon	1
14	Stand fan	1

(a) Disediakanoleh :

(b) Disahkanoleh :

.....
Tandatangan

.....
Tandatangan

Nama : DygSaryanibt.AwangSharkanNama : DR. CHARLES LEH

Jawatan : PenolongPegawaiTadbir (N32)Jawatan : KURATOR, S48

Tarikh : Tarikh: 12 JULAI 2010

Questionnaire for Orang Ulu Project Taskforce

BORANG SOAL SELIDIK

Nama Persatuan : _____

Alamat : _____

Telefon No. : _____

Fax : _____

E-mail : _____

Sila nyatakan wakil persatuan yang boleh dihubungi seperti dibawah:-

Nama : _____

Telefon Bimbit : _____

INFO PERSATUAN

1. Jumlah bilangan Kaum Orang Ulu.

2. Jumlah bilangan ahli di dalam persatuan.

3. Tarikh persatuan telah ditubuhkan.

4. Tujuan persatuan ditubuhkan.

CADANGAN YANG PERLU DIKEMUKAN

I. Senaraikan 20 perkara untuk dipamerkan.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

ii. Aktiviti budaya untuk dipamerkan.

1. _____
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10. _____
11. _____
12. _____
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16. _____
17. _____
18. _____
19. _____
20. _____

iii. Senaraikan 20 ceritahikayat Orang Ulu.

1. _____
2. _____
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8. _____
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10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

iv. Cadangan-cadangan lain.

Formal Letter for Cabinet Minister in Sarawak



JABATAN MUZIUM SARAWAK

Ruj Kami:

Tarikh:

YBhg. Setiausaha Sulit kepada
Tuan Yang Terutama Yang di-Pertua Negeri Sarawak
Pejabat Yang di-Pertua Negeri Sarawak,
Astana Negeri, Petra Jaya
93500, Kuching.

Tuan

**MEMOHON PERUNTUKAN SUMBANGAN GERAN UNTUK MEMBIAYAI PELBAGAI
AKTIVITI KELAB SUKAN SOSIAL DAN KEBAJIKAN KAKITANGAN JABATAN MUZIUM
SARAWAK (JASAMU).**

Dengan segala hormatnya dimaklumkan bahawa Jabatan Muzium Sarawak mempunyai Kelab yang dinamakan Kelab Sukan, Sosial dan Kebajikan Jabatan Muzium Sarawak atau dikenali sebagai Kelab JASAMU.

Sokongan pihak tuan dalam perkara ini amatlah dihargai dan diucapkan berbanyak terima kasih.

Sekian.

"BERSATU BERUSAHA BERBAKTI"

"AN HONOUR TO SERVE"

(DORA JOK)

b.p. Pengarah

Jabatan Muzium Sarawak