

**UNIVERSITI TEKNOLOGI MARA**  
**FACULTY OF ADMINISTRATIVE SCIENCE**  
**& POLICY STUDIES**



**PRACTICAL TRAINING REPORT (ADS667)**

**MUKAH DISTRICT OFFICE**



**BACHELOR OF ADMINISTRATIVE SCIENCE**

**SHARONESSA UMANG ANAK LAYANG**

**2017180563**

**SUPERVISOR: DR. NONI HARIANTI**

**PRACTICAL ATTACHMENT**

**24 JUNE 2019 – 13 SEPTEMBER 2019**

### Declaration Form

I declare that this internship report is my own original report. Where other people's work has been used, I have correctly acknowledged it with accordance to the university standard.

I have not allowed and I will not allow anyone to copy my work with intention of passing it off as his or her own work.

Name : Sharonessa Umang Anak Layang

Signature : 

Date : 11 DECEMBER 2019

## **Acknowledgement**

The internship opportunity I had with Mukah District Office was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this internship period.

I express my deepest thanks to Mr. Mathew Bin Hubert, Human Resource, Finance and Social Manager for taking part in useful decision and giving necessary advices and guidance and arranged all facilities to make life easier. I choose this moment to acknowledge his contribution gratefully.

I perceive as this opportunity as a big chance in my career development. I will strive to use gained skills and knowledge in the best possible way and I will continue to work on their improvement, in order to attain desired career objectives

In preparation of my practical report, I had to take the help and guidance of some respected persons, who deserve my deepest gratitude. As the completion of this assignment gave me much pleasure, I would like to show my gratitude to Dr. Noni Harianti, my supervisor for subject ADS667, for giving me a good guideline for assignment throughout numerous consultations.

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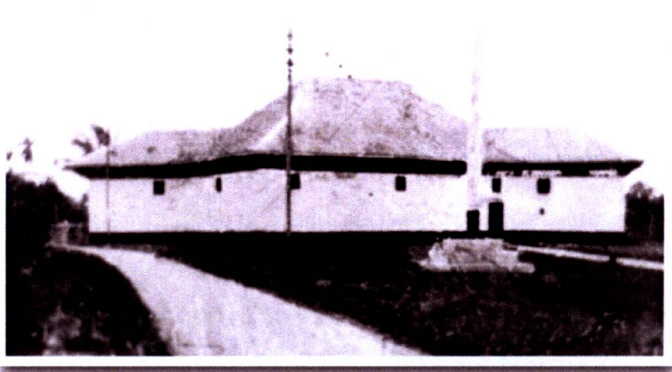
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## 1.2 Background of The Organization

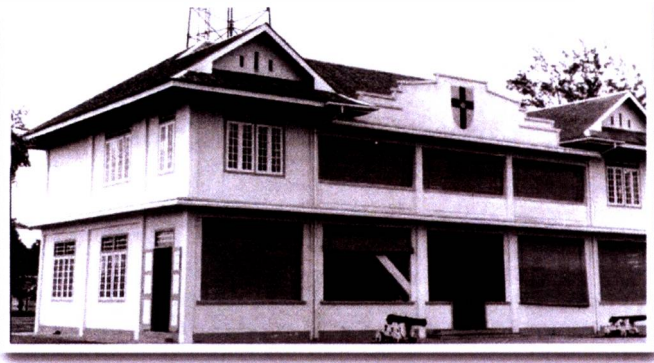
The district of Mukah is the heart of the Mukah Division which is the administrative centre of the district. The Mukah District Office is located on the lower level of the Royal Pehin Tower. The area is 1,366.00 km<sup>2</sup> and it covers the Balingian Sub-District with 1,170.00 km<sup>2</sup>. The area is largely covered by swamps. Mukah district can be reached in three ways: by land, water and air. The distance between Mukah and Sibu is 180 km. Besides, Mukah is the largest district within the district.

The Mukah District Administration began as early as 1911 under the administration of a District Officer named Henry Herbert Kortright. The Mukah District Administration at that time was under the jurisdiction of the Third Division. The Administrative Center of the British Colonial Government in Mukah District was at the Fort Burdett II Building, built around 1910-1911. When the Second World War erupted between 1939 and 1945, the Fort Burdett II Building was destroyed (Official Website of Administrative Division of Mukah Division, 2019).



**Figure 1.1 Fort Burdett II - Year 1911**

In 1954 Fort Burdett II was rebuilt on another site to replace the destroyed Fort Burdett II. The construction of the new Fort Burdett is due to the efforts of the British Borneo Colonial Government which has made Sarawak one of its colonies in Borneo at that time. And his name remains used to signify his administration as the administrative centre of Mukah, which dates from the Brooke era to the British Borneo colonial era. Later, when Sarawak formed the Malaysia Ideas in 1963, Fort Burdett was still the administrative centre of the Sarawak State Government, which served as the administrative office for the Mukah District Office until 2003.



**Figure 1.2 Fort Burdett II - Sekitar Tahun 1960an**

In September 27, 2003 the administration of the Mukah Division was concentrated in King Mukah's Pehin Tehin Tower. There are various state government agencies occupied at the same building. So, the Mukah District Office was located at the Lower Level, King Mukah's Secret Pehin Tower. The redistricting of Divisions and Districts in the State of Sarawak effective March 1, 2002 placed the Mukah District under the administration of the Mukah Division. Part of the southern district of Mukah and Balingian Sub-District was subdivided into the new Selangau district.

The original area of Mukah District is 5,020 sq km while the new area is after 2,536 sq km redevelopment. The small district of Balingian was reduced in size from 3,032 sq km to 1,170 sq km. The total population in Mukah District is 56,000 (estimated based on the 2010 Census of Population) with a population density of 20 per square km. The Bumiputera population is 55200, of whom 53.8% are Iban and 36% are Melanau.



**Figure 1.3 Menara Pehin Setia Raja Mukah**

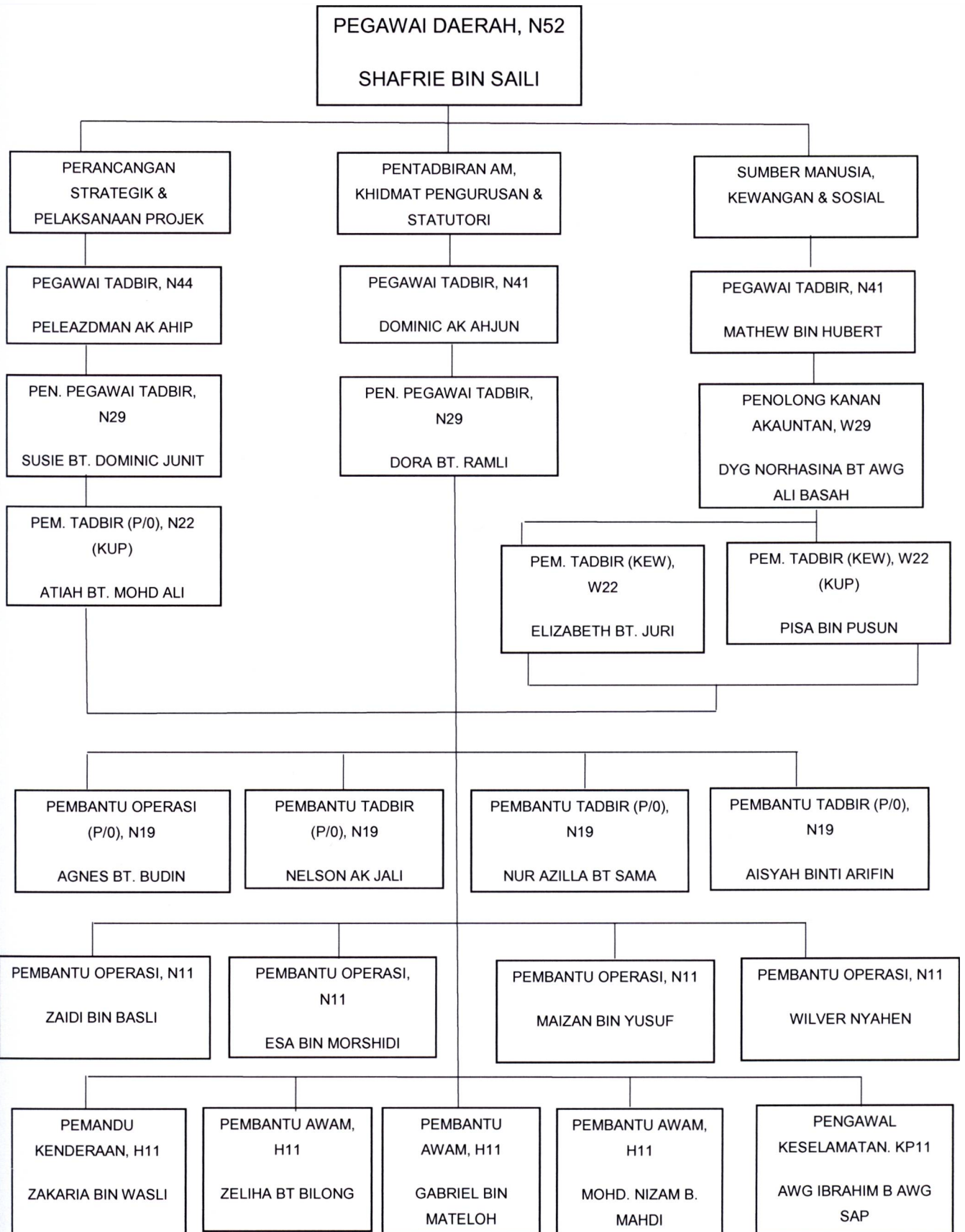
### **1.3 Vision, Mission and Organization Policy**

The vision of the Mukah District Office is 'to be an excellent administrative centre for sustainable development management towards improving the quality of life and well-being of the people'. Whereas their mission is "We are committed to providing service through a high quality, efficient and transparent work culture in delivering development and meeting customer needs".

Besides, the organization policy of Mukah District Office is based on the Charter for District Office In Administration Division Mukah. The first charter is they are committed to providing effective, efficient and transparent service to all customers dealing with this office. Second charter is processing and issuing a Letter of Administration for Probate / Probate within 14 working days. Third charter is processing your Adoption Application within 7 working days. Processing Probate / Life Weapons Registration Application within 1 working day and submitting (Pass / Disappearance) Decision on Gunshot Rights within 3 working days.

The fourth charter is processing the Application for a Shotgun Purchase Permit within 30 minutes. Processing Registration of Business Names within 7 working days. The fifth charter is to process Business License Renewal Application within 7 business days. The sixth charter is processing Deed of Registration (Deeds) within 7 business days. The seventh charter is to complete the Statutory Declaration within 15 minutes. The eight charter is implementing the State and Federal Outreach Grant (MRP) Rural Project ("Outright Grant") within 30 working days. The ninth charter is implementation of the Federal Provincial Sub-Project (PKLB) Physical Project in 4 months. Whereas the tenth charter is processing Payment Vouchers within 7 days. The last charter will be processing Revenue Collection from the public within 10 minutes.

## 1.4 Organizational Structure



## **1.4 Core Business of the Organization**

In the Mukah District Office, there are four sections been divided which are Development, Administration, Finance and Social. Each sections have its own tasks. Basically, this organization are more to serve the needs of the public. All the matters that related to public will be handle by this organization. They are categorizing as a helper to government. Any orders or policy been issued by the upper government will be implemented by them.

### **1.4.1 Development Section**

In Development section, they are responsible to develop the district. This can be done by making projects which bring benefits to the public. There are two type of ways to come out with different kind of projects which are through complains and census. The complains will be made by the public. They will need to write a letter together with the sign from the Headman and send it to Mukah District Office. So, the front desk will play their important part by collecting all the projects. The collecting projects will be called as projects banks which is known within the Mukah Distrtic Projects. The Mukah District Officer will go through it and any order from him will be noted down. This year, government are focusing with the Rural Transformation Projects. Therefore, some projects that comes from the public will be suggested into the new policy.

### **1.4.2 Social Section**

Second section is Social. The definition of social itself are connected to human society. The human society will be divided into two categorize which are the personnel and public. Basically, it is more onto organizing an events which is giving awareness or new knowledge to the public. For short, the main purpose is giving benefits to the citizens. Therefore, under social there are strong relationship with the Headman. This is because easy for the organization to know any problems occur within the villagers. Here, the Headman will require to update any requirements needs by them so that easy for the organization to organize an event. Whereas within the organization, the responsible staff will make an event that is related to personnel. Usually, focusing onto the discipline of the staff. For example, they are emphasizing the 6 shared values (integrity, result oriented, professionalism, kind and caring, team spirit, and sense of ownership and urgency).

### **1.4.3 Administration Section**

Third section is Administration. Administration is a method to or managing the affairs of some groups of people. Administration is important part in the organization so that works can be done efficiently. The outcome will be preventing chaos. There are two types will be fall in this section which are the public and organization. For public, this section will give services



based on the functions of the organization which they called it as statutory functions. This type of section also has the strong connected with the front desk. Whereby, any matters that is related to the statutory functions will be collected and direct gave it to the responsible staffs. As for the organization part, this section will need to manage the asset of the office itself. Any obsolete equipment will be list into Board of Survey.

#### **1.4.4 Finance Section**

The last section is Finance. The words of finance itself are related to money. The roles of the finance in the organization is to draft and controlling money. This type of section has the strong relationship with the social section. This is because, social are usually organizing events and involve money. Plus, under social also are managing the salary of personnel. Any claims from the personnel or other companies will be handle under social. They call it as vote ledger. The last roles they also did is preparing for the financial report. Basically, they will be involving in Audit process. All the claims will be put into a file named "Baucar Bayaran" and for audit purposes.

#### **1.5 Objectives**

Industrial training is conducted to achieve these objectives:

- i) To expose students to the real situation and challenges in the real working environment;
- ii) To let the students, see the connection between theoretical learning with practical work;
- iii) To shape a positive attitude towards the field of employment options in the market;
- iv) To produce outstanding graduates who are innovative, competitive, effective communicators and open minded;
- v) To provide students with the experiences to learn problem solving techniques encountered during work and to be able to contribute valuable ideas to the organization;
- vi) To build a good relationships and teamwork with the employees in the organization and
- vii) Uplifting transparency, confidence, dedication and responsibility of the students.

## **1.6 Importance of Industrial Training**

Industrial training will provide students with many experiences and prepared the students to be part of the working society and environment as they will start working after graduating from the university. Industrial training is important for the students to adapt themselves in the working society as this is the first step for the students to gain experiences for their future benefits in the work ambience.

Next, industrial training is also important in order for the students to build their networks, improve communication skills and also gain experiences in how to deal with various unexpected problems that might occur during their internship period. During this period, students also have the chance to seek guidance and advises from the employers on how to perform in their job.

Apart from that, industrial training is also opportunities for students to test and improve their skills, adapt and nourish what they have learned in their respected university and applying that knowledge. Hopefully with the industrial training, students will be able to enhance their knowledge and enable them to contribute more effectively towards national development in the future and also to get a job that suits them according to the skills that they have learned.

## **1.7 Chapter Summary**

In this chapter, I had been exposed on what the vision, mission and organization policy of Mukah District Office. The establishment of the vision, mission and organization policy is important for the organization as it is a guide for the employees to manage their organization. Besides, Mukah District Office is belong to government sector. Therefore, it is important for them to create a good image to the public. This is because they are presenting the government. Besides, I also get to know each of the department's role. Each of it have their own tasks that had been delegated. Delegation of task is important so that they able to provide service efficiently.

## **Chapter 2**

### **Technical knowledge/Content/Relate theory**

#### **2.1 Introduction**

Throughout my industrial training in Mukah District Office, I have acquired lots of knowledge, skill and experience where I also faced the real working environment. From all of that, I gain valuable experiences especially in those four sections which are Development, Administration, Finance and Social. Moreover, my working skills have been improved by performing different kind of task or multitasking stuff at a time. It is a great pleasure for me to learn something new and improving my skills as well as to fit in the Mukah District Office culture.

It is a valuable experience which I can get through my learning process and conclude it into three scope. Therefore, the following are several tasks which I can explain my great experience that I have gained during my industrial training at Mukah District of: -

#### **2.2 Teamwork**

For this type of task is under social section. Whereby, handling the government's asset. The responsible staff had divided the staffs into two groups. The first group will be us and consist of four peoples. The first task we did is to collect all the serial number for each of the obsolete equipment. Before that, we need to bring out all of it from the store. Then, we arrange it properly so that easy to check it back. Lesson that I learn is to manage the assets in inventory. With this kind of opportunity, I am getting understand about the subject I learnt before called "Introduction to Public Financial Administration" under subtopic public procurement. Public procurement is a process of purchasing goods and services. So, what we did is to clear all the obsolete equipment so that organization can purchase new goods. Plus, I also learn a new term named "Board of Survey" whereby it is an act of getting rid of unwanted goods. Then, our second task is to look for any documents that is related to the obsolete equipment. Here, we need to go through files that is documented as "Office and Machinery". The documents are important as it is required to be fill in the Board of Survey Form. If not, the equipment cannot be disposed. Effect of it, the organization cannot purchase new goods. This kind of opportunity is a great lesson for me to learn a theory through hands-on learning. Which it requires the organization to follow the procedure strictly so that the process flow efficiently. Without a good teamwork the task cannot be done before the due date. This is because we had been informed to finish it within one months.

Second task also under social section. Whereby, we are organizing and event called "Staying Safe Online Campaign 2019". The event is a collaboration between Mukah District



Office and Ministry of International Trade and E-Commerce Sarawak. The events will require to give talks on how to prevent from being scam. The main of the events is to give awareness to the public and protect them. The speakers are from Polis Diraja Malaysia Mukah, Ministry of International Trade and E-Commerce Sarawak (MITEC), Digital Economy and Malaysian Communications and Multimedia Commission (MCMC). The event will be held 20 July 2019. Before the event start, there will be few times of meetings before the actual date. For the first meeting, I am responsible to jot down information and comes out with a minutes of meetings. The content of the minutes will be the roles of each agency who involves in the events. The advantage of the minutes so that they can be prepared for the upcoming events. On the day of the events, my first task is making sure the participants registered their name first. The participants are coming from different agencies. Therefore, at the registration process we are separated into different agencies so that it works faster. I also informed the participants to have their breakfast as it is stated in the tentative programme. At the end of the events, I will be the tray girl to give the souvenir to the MITEC and speakers.

Third task also under social section. Here, I had been told to be involve in the event named "Program Integrity Siri 3/2019". It starts from 7.30 until 11.30 at the morning. The events are collaboration between the Mukah District Office and State Integrity and Ombudsman Unit. The events itself gives a meaning about being honesty in doing job. It is an actions taken by the government to against corruption. The speakers will be from the State Integrity and Ombudsman Unit and Malaysian Anti-Corruption Commission. The contents of the events are about the form of corruption and what actions should public do if there is any corruption occurs among them. Not only that, the events also to introduce the new departments called State Integrity and Ombudsman Unit. During my diploma, i had learnt that Ombudsman have not yet been established in Malaysia. Now, it is being established within Sarawak and their office is in Kuching. From the events, the new departments are showing their roles almost the same with Public Complaints Bureau. During the events, I am responsible for matters that is related to protocols. So, my first task is making sure the invitees fill in the front row. Then, my second task is to be a technician. Here, I am responsible to move the slide so that easy for the speakers to present. Any needs from them will be provided by me. They also allow question and answer session right after their present. Here, I am responsible to give the portable wireless microphone to the invitees. Towards the end of the events, I am helping during the souvenir presentation.

Fourth task is I had been asked to handle the events named "Majlis Penghargaan dan Jasamu Dikenang bagi Mantan Ketua-Ketua Masyarakat dan Ketua Kaum/Tuai Rumah/Kapitan Daerah Mukah 2019". The events are a collaboration between Mukah District Office and "Majlis Ketua Masyarakat dan Ketua Kaum" It will be held on 17 August 2019. The

purpose of the events is to appreciate the scarification of each “Ketua Masyarakat dan Ketua Kaum” who is retired at the year of 2017-2019. My role for the event are checking the receivers, designing the tentative programme and certificate of appreciation. So, my first task is to go through the list of participants because it is related to certificate of appreciation. Then, I found out that there is error been listed by Puan Dora. So, I informed her because the events are requiring moneys. The reason I said so because the receivers will receive moneys on that day. Therefore, controlling budgets should be done. After I had gone through it, I explain to Miss Cassandra on what tasks she should do. I learn that delegation of task is important in a team. Besides, also print the sample design of the certificate so that easy for Puan Dora to discuss with the District Officer. It is one way to prevent delaying task as I am preparing it earlier.

### **2.3 Decision Making**

The words decision making itself is about making an action based on the rationale mind. Usually to make a good decision must be followed few process. Apply to office, there are few rules or process must be done before making any decision. The first tasks given to me is to get familiar with the administrative works such as filing, labeling, photocopy, printing, typing and handing over document to District Officer for sign. All those works are basic things and look easy, but it is very important because we will apply it to every task in the office. With explanations and demonstrations from staffs to every “*how and what*”, I manage to learn and get used to the tasks given which literally improve my working skill. All the staffs at the Mukah District Office always guided me for administration tasks especially on how to use printing machine and do file sorting.

On my first week I had been taught on how to record the incoming and outgoing letters. The records will be in two types which are online and manually. For online form, I had been taught to use the Correspondence and Case Tracking Unified System (CACTUS) to update all the letters. Each of the procedures to key in the information is guided by Puan Azilla. Besides, she informed me that the system is been used only within the state. It is a good system as it is more efficient and paperless. It is called as efficient system because it is useful for the administrative work. The establishment of the system is allowing the state government agencies to communicate each other. This system also will inform the specific staffs to correspond with the incoming letters and process it into outgoing letters. The second type will be in manual way. Whereby, the letters will be receiving by hand and need to record, scan and stamp. Then, after that the letters will be send back to the District officer or his assistant for further respond.

After been guided by the staffs I had been asked by the staffs to take over her's place to handle the letters. All the information that I learned from Puan Azilla had been applied fully. After receiving the letters, I will be doing in both methods in manually and online. First thing I did is to enter all the data required by the CACTUS system and label it. Here, I was able to learn on how to store vital data and useful in future. For manual way, I stamp and scan the letters before submit to the District Officers. The reason I do it manually is because for the office to keep the record. The letters will be documented into specific file and located in a cabinet for different sections. The reference of the letters is important and it can be detect based on the tittle of the letters. Clearly it shows that every actions taken by the staff must be specifically based on the office's procedures. This is to prevent any loss of important documents and makes job more efficient. With this kind of opportunity, I also getting understand how the filling system work. Last step I did for incoming and outgoing letters is file close. The file close is where the file is not being used by the staff or the system. Usually it can be due to two condition which are the letters been keep in the CACTUS system and the letters is outdated.

Administrative work has a strong relation with keeping the file in cabinets. Each file must be check to allow new incoming letters can be kept. Here, I am helping to list down any of the files that is full. I also help to make sure the recent years will be keep in the files. The recent letters will be on top. It is a way for the organization to keep on improving into a better organization as they are not resist to change. This is because to allow the staffs to archive the incoming letters and outgoing letters. Usually, the staffs will archive the letters for their reference. All the outdated letter will be separated into different files and keep at other cabinet. They only keep letters which is 5 years back. The lesson I learn is to keep update and be an organize person.

On 19 July 2019, today I had been given a task to type back the procedures for marriage, divorce and court appeal process. My supervisor wants me to learn the procedures for each process and making decision based on the procedures. The procedures are being use by the staff every time they making decision.

Another task that require me to do a decision is when I have to sit in front at the counter service to entertain the public. This time I am not been guide or accompanied by the staffs. Here, I am helping to collect the deeds from the staffs from Majlis Daerah Dalat Council Mukah. I also ask for her's contact number, names and agency so that easy for the respective staffs to call back. Besides, for other public I am explaining them currently the staffs are not around and they can wait for a while.

On the 24 July 2019, it is my first experience sitting in front at the counter service. It is not being stated in the scope given my supervisor. But, I will like to try as I want to know more how Mukah District Office work and their services. Other than that, I able to communicate with the public and know what of type services that they receive. This is a good opportunity so that I can apply it in future and help the public. Especially those that comes from rural areas. This is because they need to know what type of services that government provide. So, my task is to give forms based on the public needs and Mukah District Service. Besides, I have been told that each forms have it owns procedures. I explore it one by one. Therefore, there are different type of services and procedures need to be followed: -

### **2.3.1 Permit for bullet**

The law or regulation of the Mukah District Organization is 'Firearms Act 1960 and SUK Circular Letter (relevant). The fee will be RM 2.00 except for the Community Leaders, Races and RELA members. The payment counter operating time is start from Monday till Thursday and the time is 8.00 am to 12.30 pm and 2.00 pm to 3.00 pm. whereas on Friday is start from 8.00 am to 11.00 am and 2.15 pm to 3.00 pm.

For this task, I have to handle public who want to sign permit for bullet. The purchase of shotgun ammunition is limited to 10 items per month. For every business, the applicant is required to carry the applicable bullet cladding and the amount of bullet that can be approved is the same as the number of cladding brought subject to the prescribed limit. Before that, we need to check identification card, license having and using or bringing and using legitimate broken a the last one is used bullet cladding.

#### **a) Work Process**

- i. Step 1 - The applicant submits a shotgun license for review (legitimacy, qualification & validity period)
- ii. Step 2 - Applicants / District Officers fill out Form II for bullet purchase (2 copies)
- iii. Step 3 - District Office staff issued Bills (Form T.304) of RM2.00 for explanation at Treasury Office.
- iv. Step 4 - Once the bill is settled and the receipt number is recorded in the bill book, send the Form II form to the Administrative Officer / Assistant Administrative Officer to be signed.
- v. Step 5 - Submit 1 copy of Form II that has been signed to the applicant and save 1 for office storage

### **2.3.2 Marriage Registration by Adat Iban 1993**

My other task is to assist public who want to get married under Adat Iban. For this marriage, they need a letter of undertaking (Iban Customary Marriage Certificate Form) signed by Headman and Penghulu. They need:

- Birth Certificate & Identity Card for husband and wife.
- Photocopy Identity Card for husband and wife witnesses
- The person who witnessed the registration of this marriage letter must be close with the husband and wife (whether parent or relative of the husband and wife)
- Photocopy First birth certificate (if spouse has child)
- Copy of Divorce Certificate (for married / spouse's death)
- Passport photo size (4 piece)
- Photocopy of the Headman and witness
- The application form for the Adat Iban 1993

#### **a) Work Process**

- 1 Receive visits from applicants as well as 2 witnesses on behalf of men and women
- 2 The Administrative Officer will look into the applicant's identity card to make sure that the applicant is from Mukah.
- 3 The Administrative Officer will provide the application form for marriage to the applicant for the contents. (which can get at the counter service)
- 4 The applicant will provide all the list of checks listed above to be accompanied by the marriage application form.
- 5 Upon completion of the completed form, the applicant will bring the form to the Headman for signature and cop.
- 6 Then the applicant will bring the wedding application form to be signed by Penghulu.
- 7 After the wedding form is signed by the Penghulu and the form is accepted, the applicant will submit the wedding form to the Marriage Registrar.
- 8 Registration Officer will instruct the applicant to sign a marriage certificate. The Registration Officer will fill in and type the marriage certificate.
- 9 The wedding certificate will be ready within 2 weeks. After that the applicant may take their marriage certificate at the Marriage Registrar.

All of the marriage, Divorce and Probation registration are recorded in the system called then Native Customary Marriage.

### **2.3.4 Transfer of shotgun**

Generally, transferring during a lifetime is allowed for the application for a firearm transfer (shotgun) to a male or female employer who works as a farmer only. In the meantime, for the transfer of firearm through probate or Administrator's authority is to be done if the licensee has beaten the world and is only welcomed to the child / grandchildren / grandchildren and below subject to Resident's approval. We will charge RM2 for processing fee payment.

For this task, I will explain to them what they need to do:

Step 1 - Accept the applicant's visit;

Step 2 - Record information;

Step 3 - Signature of the applicant;

Step 4 - Get the signature of Community Leader / General Chairman;

Step 5 - The applicant is hospitalized for health checks;

Step 6 - Applicants to PDRM for weapons inspections;

Step 7 - Submit Form to PDRM Kuching;

Step 8 - The form is sent to the District Office for the approval of District Officer;

Step 9 - Obtain Approval of Resident Office;

Step 10 - License issued by District Officer;

Step 11 - License submitted to New Owner.

### **2.3.5 Business Name Registration**

Registration of Business Names shall be governed by the provisions of the Business Name Ordinance (Cap.64)."Business" includes all trades, jobs, companies or professions undertaken to profit. District Officer is the Registrar of Business Names for the district. Shares incorporated as Company Berhad under the Companies Act 1965 and partnerships with more than 20 partners cannot be registered under the Business Name Ordinance.

#### ***a) Application for Registration of New Business Names***

Applicants must bring / submit documents as follows:

- i. Form R20-Pind.1 / 86 and 2 copies of completed BNR Form (KG / IV). (The forms are available at the District Office).
- ii. Copy of owner's identity card - owner of the firm.
- iii. Cop / Seal firm
- iv. Landing Agreement or Authorization Letter from premise owner.
- v. Land Lot Title (Land status must be for commercial or industrial purposes)



- vi. Approval of the Department concerned.
- vii. An application having complete and complete supporting documents (except those involving other agency action) will be approved within 14 days subject to the District Registrar of Business Names at the office of that time.

***b) Application for Business Name Extract***

The owner of the firm may apply for the Extract of Business Names in the following manner;

- i. The owner of the firm came alone to the office,
- ii. Apply in writing
- iii. Through a registered law firm
- iv. Applications from third parties (except Government agencies and Law Firms) are not accepted / allowed,
- v. Payment for Expansion of Business Names is RM 2.00 (Government agency excluded).
- vi. Applications with complete and complete supporting documents are approved within 2 days; subject to the District Registrar of Business Names being at the office of that time.

***c) Application for Cancellation of Business Names***

The applicant (owner of the firm) must apply in writing. Application must be accompanied by the following: -

- i. Certificate R.22 - Pind. 1/86 (origin);
- ii. Trading License (original)
- iii. Business Quotes. If the Certificate R.22 and the Trading License have been lost, the firm's owner shall state in the application letter as confirming the loss.
- iv. The owner of the firm must settle all delinquent and surcharge on the licenses to be canceled prior to cancellation.
- v. Applications with supporting / complete documents will be approved within 14 days; subject to the Registrar of Business Names being at the office of that time.

**d) Application for Issue of Trade License**

New Commercial License Issuance is a follow up to Registration of Business Names. For a New Trading License application, the applicant must complete the forms and submit the following: -

- i. BNR Form
- ii. IRD Form No.8 Pind.1 / 86
- iii. Form T / L
- iv. Certificate R.22 (origin) and
- v. Cop / seal firms

(The forms are available from Counter Division, District Office)

For the renewal of the Trading License, the applicant must complete / submit the following:

- i. Form T / L
- ii. Old and Used Trade License (s)
- iii. Cop / seal firms
- iv. The Trade License fee which is valid for 1 year is RM 25.00.

Non-renewal of Trade License and beyond 30 days after the expiry date of the License will be subject to a surcharge of 50% Original fee of RM 12.50.

The payment can be made at the finance counter who will receive money from the public. There are few payments that will be receive by the finance section. For the first payment is for registration fee which cost RM50.00. Then second is for annual fee for each trade license cost RM25.00. The last one is for extract or draw license which cost RM2.00.



### 2.3.6 Probate

Probate is a process of administration of a deceased person's estate to be administered and transferred to an heir or other party. In Sarawak, estate administration is governed by the Administration of Estates Ordinance Chapter 80 and estate duties under the Estate Duty Ordinance Chapter 29. Letter of Administration is given to someone to administer the deceased's estate when the deceased dies without a will. Meanwhile, a letter of probation is given to the administrator of a deceased person. The applicant of the probate must be a legal heir to the will.

The mature and the rightful heirs are entitled to apply for and be granted the Administrative Authorization Letter in accordance with Section 8 of the Inheritance Administration Ordinance as follows:

1. Widow / Widower (if deceased person is married) or;
2. Children of the deceased person (if the deceased has children and the Wife / Husband dies) or;
3. The father / mother of the deceased (if the widow is single) or;
4. The siblings (if the widow and the deceased are the deceased) or;
5. Grandson (if the son and wife of the deceased have died) or;
6. Creditors for the Dead. Applicants of Probate Letters must be legal heirs in the will.

In order to apply for probate, there are few items that they need to bring along:

1. The arrival of all the heirs nearest the deceased
2. Original and photocopied copies of the heir's card
3. Copy of death certificate
4. Original and photocopied copies of deceased property (examples: land grant, latest bank account book, epf, insurance, pilgrimage fund, green card vehicle etc.)
5. If the nearest heir is unable to attend, make sure the "Letter of Administration" is signed (\*)
6. Bring with them community leaders / Headman within their area

(\*) For cases in number 5, this happens when one of the rightful heir unable to join the day to involve in the process. So, Letter of Administration must be signed by them. The other

rightful heir need to send the letter for them signed. Then, they need to get sign from the other District Office within their area. Only then they able to proceed the process.

### **2.3.7 Application for E-Kasih**

Form can be get from the District Office. Usually for those who apply for E-kasih can apply for different kinds of needs. The needs can be in the form of repairing house, build new house, sewing machines, boats and etc. If the applicants have not yet register to be part of E-kasih they need to register. Then, the form will be sign by the Headman.

Different case if the applicants want to build a new house. There are few items that should be attached together which are:

- i. Land grant
- ii. Sketches of the lands
- iii. Photocopy of Identity Card the owner house and people who lives there

If the applicants only want to repair the house, there are slightly different from the first case. The items should be attached are:

- i. Pictures of the house
- ii. Photocopy of Identity Card of the owner house and people who lives there

## **2.4 Social**

On 29 June 2019, I had been asked to participate the club's organization. It called as Persatuan Mencegah Dadah Malaysia (PEMADAM). The objective of the club is to give information about the disadvantage of taking drugs. It is also to guide the public on how to report if there are any drugs taking within their area. The establishment of the club is initiative taken by the government to decrease the rates of drug users. To make it more effective, Mukah District Office are using the attractive closure whereby providing brochures, posters and using videos. Other than that, they also allow the public to be members of the PEMADAM. It is also another initiative taken by the government. With the helps from the public, it is more effective.

Another task that is involving with the society is to key in the data about the villager's population within Mukah district. This is because it is requiring by the Ministry of Welfare, Community Wellness, Women, Family and Children's Development. My supervisor also explained that the purpose for doing so is to choose the right society to have the helps. This is because the Ministry will come to villagers that been choose.

Next task is will be on 8 August 2019. Whereby I am joining the staff to go for census. Here, I am asking the total of the family's members and label each of the village. The labeling is used for the Mukah District to see on what kind of project will be done in that area. The purpose for doing so is for development projects. Besides, it is also easy for them to detect the person who live in that area because might be required the citizens to move and provide them a new place to live. It is a new experience as I get to know how census work. This task is really focusing into social matters as they are preparing themselves to make a project which bring benefits. I also know the difference between census for E-Kasih and development projects. Census for E-Kasih is deeper information that they need to gain rather than the development one.

Another task I did that is related to social is I am making a slide about six shared values among the civil service. The six shared value are result oriented, sense of ownership and urgency, professionalism, integrity, kind and caring and team spirit. The purpose for making the slide is to share and remind the staffs to hold the values. This is because so that they able to provide a good services and prevent corruption matters. I even learn each of the definition and it really a good value to practice.

Besides, for other social task I did is involving in Rabies operation. The operation will be done on 29 September. The first thing they did is having a meeting with different agencies which are Polis Diraja Malaysia, Veterinar, Mukah Council and Mukah District. The meeting is about preparation for upcoming operation. All of them are giving suggestion to prepare for it. They also discuss regarding the budget for the operation before they confirm it. This kind of programme is part of their responsible to protect the safety of Mukah's society. It clear shows that they really concern with the public.

For next task is under development section. It is an event called "Pre-Lab for Rural Transformation Projects 2019". The purpose for having the events is to give suggestion and list down all the projects for the year of 2020. It will attend by different agencies such as Public Works Department (PWD), Dalat and Mukah District Council, Department of Irrigation and Drainage, and Mukah District Office. Besides, it is also attended by three of the house representative from Kakus, Balingian and Tellian and one from the House of Senate. The pre-lab is a first discussion before they attend the second lab. My task during the lab is as a secretary. I will be responsible to make adjustment. Any adjustment for the first lab will be corrected. Then, it will be check by the representative as they are the one who allocate money for each projects. This type of task is focusing to develop the society especially from the rural areas.

## **2.5 Chapter Summary**

In this chapter, it is about the tasks that I had been done during my practical training. I also described each tasks I did and turns it into valuable lessons which are teamwork, decision making and social. The tasks I did is helping me in my future work life. It is a good opportunity for me is as I am learning those values not in a theoretical way.

Besides, during my practical learning, I apply those theoretical knowledge I learn during my diploma and degree studies. It helps me to understand more on what I am learning before. It is also help me to open up my mind to see the organization culture. I even getting know on how the District Office works as I had been wondering before.

## **Chapter 3**

### **Recommendation/Conclusion/Idea/Problem Solving**

#### **3.1 Introduction**

In this chapter, I will be discussing about the recommendation, idea, problem solving of the organization. It is an assessment and evaluation taken by me about the organization during my practical training session. The reason to do so, is to give some recommendation and solution for every problem occur in the organization. Based on my observation on Mukah District Office, I could find that the staffs in the company are friendly and have spirit of teamwork. Therefore, the first part I will discuss is problems and followed by recommendation.

#### **3.2 Problems**

##### **3.2.1 Discipline/ Self-Management**

Discipline is requiring a person to obey rules and code of behaviour. A good employee should be punctual and begins work as scheduled. This is because they are the one who will provide service. Therefore, they need to be always prepare to give services to the public. Here, in Mukah District Office they have a strong connected with the society. Therefore, it is a must for an employee to come earlier so that the society also can receive their service.

Based on my evaluation, the responsible staffs are always coming late and the public have to wait for their turn. End up, they unable to deal with other things especially that is related to a process that involve lots of procedure. If the first procedure did not achieve, the others step cannot proceed. It is not a good example to practice.

##### **3.2.2 Team Spirit**

A team spirit is requiring all the staffs to work together. Usually, a good team spirit will always have their mission that need to be achieve. For sure, they are responsible to maintain the reputation of the organization. Therefore, an organization should have the strong team spirit to maintain their reputation. Without it, they cannot work together.

What I could find is the staffs are lack of team spirit. This is because one of the legal staff does not help the others staffs to give confirmation. Due to his actions, it causes delaying of job. The effect will be their reputation and they unable to achieve their customer's policy.

### **3.2.3 Sense of urgency and ownership**

The meaning of sense of urgency and ownership is requiring the civil service to be efficient, punctual and be fully accountable in carrying out responsibility of delivering services that are timely, each time and every time, putting a stop to paper-pushing and pen-pushing culture. Based on YAB Tan Sri Datuk Amar Haji Mohamad Morshidi bin Abdul Ghani, he mentioned that paper-pushing and pen-pushing culture is not a good culture. This is because, a paper pushing means the letter been receiving will give to others whereas for pen-pushing is the staff is scribbling something and just pass it to somebody to take actions.

Here, I found out that some of the staff are practicing that way. The effect is burdening the others staff since the upper are only giving orders. So, the effect is affecting their productivity as they do not take immediate actions. It is causing the stakeholders are unhappy with them if things are very slow and not moving. A good example is the responsible staff should do his part first before delegate the task. Besides, they also need to be dedicated in doing their job.

### **3.2.4 Professionalism**

Professionalism is requiring the staffs to work not based on their interest or emotions. They need to know on how to control their emotion as it can affect his/her jobs. Plus, it can decrease the motivation of a person to work.

For example, I found that some of the staff mad at his/her staffs for making a simple mistake. But, he/she tends to mad at them and telling to others. It is not a good example as it can decrease the motivation of a person to work. Plus, it can affect the bonding among the staffs. A good staff should teach them instead of mad. So that they will not feel stress.

### **3.2.5 Integrity**

Integrity is should be exhibit within a person. It is the needs of trust, honest and accountability. This type of values can lead a person's action and behaviour. Without it, the staffs will misuse their power.

For example, in Mukah District Office, I found out that the staffs are using the office equipment for their own interest. A staff that apply integrity should not did that. This is because the office equipment is been bought using taxes been charged from the public. They must have the sense of responsibility as they are dealing with public's money.

### **3.3 Solution**

#### **3.3.1 Applied 6 shared values**

During my practical period, I had been exposed and making a slide about six shared values among the Sarawak Civil Service. The values are professionalism, team spirit, sense of urgency and ownership, integrity, kind and caring, and result-oriented. It is a good knowledge that should be acknowledge by the staffs. This is because, it can create awareness among them and doing the right things. Each of the values have its own definition that need to be followed.

The first one is sense of urgency and ownership. This type of values requires the personnel to be more responsible in doing their job. Usually in organization, the pen-pushing and paper-pushing is a routine. So, I think they really have to move away from that culture of pen-pushing and paper-pushing. If the personnel tend to do their job immediately, there will be no delaying the tasks provided. The amount of such incident in civil service will affect productivity and also affecting the kind of stress they will be dealing with when the public make complaints due to not take immediate actions. Or the stakeholders are unhappy with them if things are very slow and not moving. Therefore, the culture should be eliminating as the organization are representing the government.

Second value is kind and caring. A good staff should have this type of values because the public sector is dealing with the public. It is also important that members of the civil service must cultivate a feeling of care or if I can call it a feeling of love for the "rakyat" as they will come more and more in contact with them. It is a kind of relationship that will continue to make democracy working smoothly in future. Besides, it also can create a harmony and goodwill based on a sense of sincerity and friendship.

Third value is professionalism. Here require the employees to be fairer in doing their job. Basically, the staff should prevent letting the personnel interest in. There will be in two situations which are dealing with staffs and public. For staff's part, the employees/employer should know on how to control their emotion. This is to prevent the employees are not being motivated to come to work. The second situation is requiring the organization are being fair in entertain the public. They must convince the people that they do not practice favoritism and they recognize that, in a democratic society like ours, every citizen has his or her right in it. In other words, the civil service as a whole must recognize individual rights and give whatever is good in the society to the people with a sense of fairness and justice.



Fourth value is team spirit. This value requires a good team spirit among the staffs. They are also close related to the result –oriented values. This is because, a team spirit will require the organization to have the same vision, mission and objectives that need to be achieved. It is their responsible to achieve each of it. They need to break whatever walls that exist, build bridges and cross borders so that they can work together with staff from other units and other agencies as a team.

Fifth value is integrity. Integrity means honesty, trust and accountability demonstrated through transparency, justice and fairness in actions. It is being defined as a mother of 6 values. This type of value requires the staffs to do good things even without supervise. If the organization able to show this, they can gain trust from the public.

Conclusion, way to expose the values is organizing an event called 'sharing session with the employees' or having a seminar on that. Not only that, to make it more fun, the organization can make some games which require the staffs to evaluate each of their friend in which values they had applied. Besides, the exposure also can be in the form of presentations which includes videos and simple to understand.

### **3.3.2 Team bonding**

Team bonding brings people together by encouraging collaboration and teamwork. Fun activities that help people see each other in different light allowing them to connect in a different setting. One of the most powerful reason for team building is to get result through a series of planned team bonding event that are fun and motivational. Team bonding build skills such as communication, planning, problem-solving and conflict resolution.

This type of solution will help a person to change on perspective towards others. This is because the games that involve will need to encourage a strong team spirit. Automatically, they will need to let go of their ego and let the positive aura come. From there, can create a good team spirit. For example, they can organize and event called 'Family Day'.



### **3.3.3 Establishment Of Organization Policy**

Organization policy is almost the same as the rules that need to be followed by the staffs. It is also called as organization culture. Whereby they are sharing the same culture, goals and beliefs. The establishment of the policy also a guideline for the staffs to control their actions. It should consist of what action they should did before making actions. It is important because the District Office is representing the government. This is because the government are emphasizing the public service and delivery. Therefore, with this kind of solution can help to increase the sense of urgency and ownership of an employee's towards the public.

For example, one of the organization policy is to serve the public in the matter of probation within 14 days. It must be done within that day or else the employees will get warning/ If an employee still continue to fail to meet expectations after final documentation that has been given, might be a chance will be given for the employees in the form of suspension with a subsequent probation period. The probationary period may include a continuous supervision. Before an employee is suspended, Human Resource professionals should be consulted.

### **3.3.4 Creates a 'TO-DO LIST' for the staff**

During my Practical Training, I realize that the staff need to have a 'TO-DO LIST' for daily operation. Some would tend to ignore their work because it is too much for them to handle. By keeping a list of work in their hand they can improve their work adaptability and will prioritize their work more often and systematically plan how they can finish their work on time. Besides, it is also one way for them to keep on being an organize person. So that they will be more motivated in doing their job plus can increase their sense of urgency in doing their jobs.

This type of solution suitable for those staffs that is directly involve in fulfilling the needs of the citizens. For example, it is applicable in Development Section. This is because they are receiving projects that been suggested by the public. So, they need to be organize in prioritizing projects that had been received earlier. Therefore, they need to have a strong collaboration with the counter service to collect all those projects so that the responsible staffs can make their own list in what projects that they should do first. Besides, they also able to bring forward the projects especially that is beneficial towards the public. In development section term it is called as Rural Transformation Projects (RTP) which required them to look for new projects that been suggested to the representative for upcoming years.

### 3.4 Chapter Summary

As a conclusion, this industrial training gives me a lot of new experiences. Being exposed with these experiences gave me more confident to face challenges that awaits outside. Doing my industrial training in Mukah District Office give me an opportunity to learn lot of new things that comes from different sections.

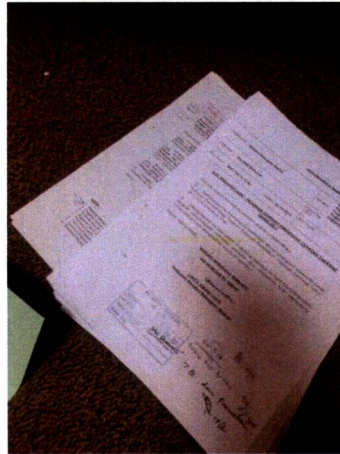
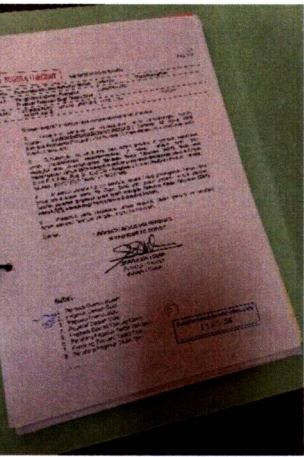
Apart from that, the environment in the work place is enjoyable where all the staffs are friendly and outgoing. It is my pleasure to have this opportunity because I can learn a lot of different things in different department too. By this experience, I able to improve my soft skills, overcome my minor weaknesses and also prepare for my future. During my practical training also teach me to be more responsible towards the public. This is because the course I am taking is about administrating the public's welfare.

I had encountered various challenges during my internship period, however, I consider it as motivations to become a more visionary, positive and open-minded individual. I also took my own initiative to solve the problems that I faced so that I could nurture myself to overcome every obstacle with patience and a calm mind. Besides, all the bad side I am reminding myself to be a good staff or leader in future. A good relay among the staff is most important part to have a stress-free environment at the workplace.

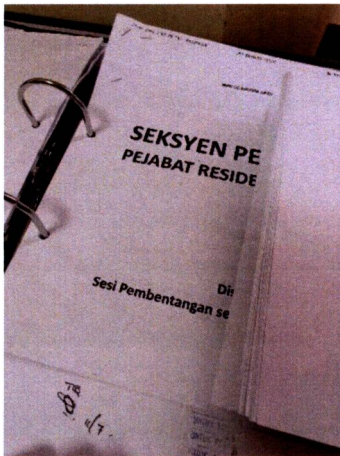
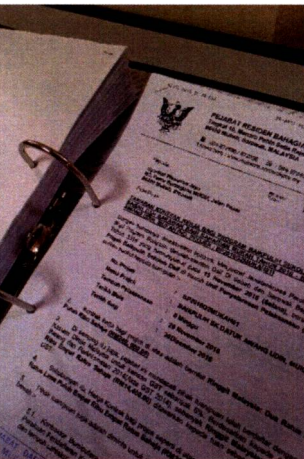
Last but not least, the involvement of students in this industrial training program has clearly reinforced the credibility of the students. Therefore, the existence of industrial training in the degree requirement really helps the students to be exposed towards the challenges and the fun of learning new experiences in the real working world.

D Appendices

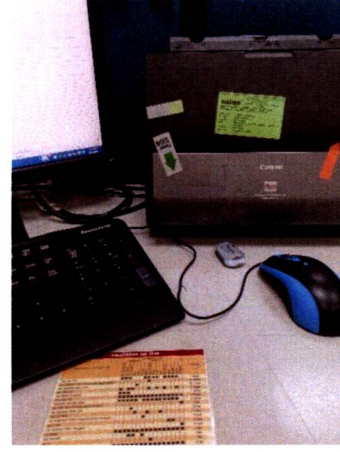
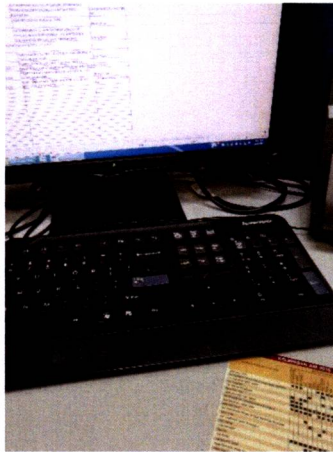
ate: 24 June 2019



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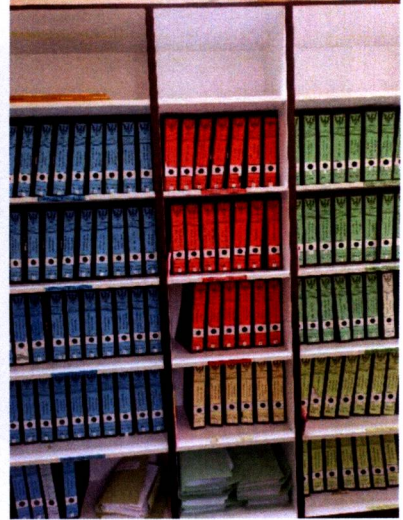
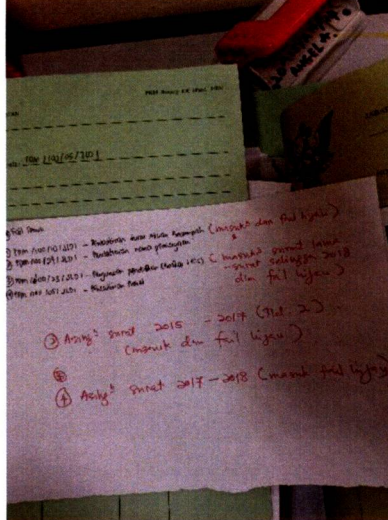
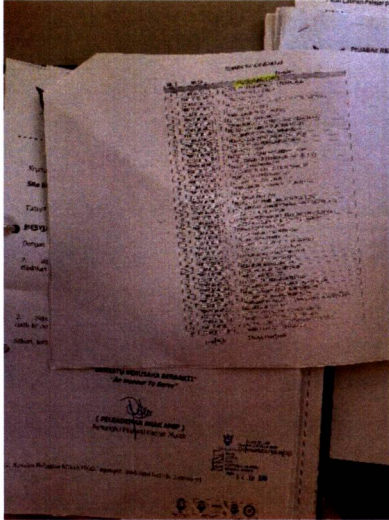


ate: 26 June 2019 (Recording New Incoming Mails and Punched the Letters in A File)





Date: 27 June 2019



Date: 28 June 2019 (Majlis Gawai Raya)



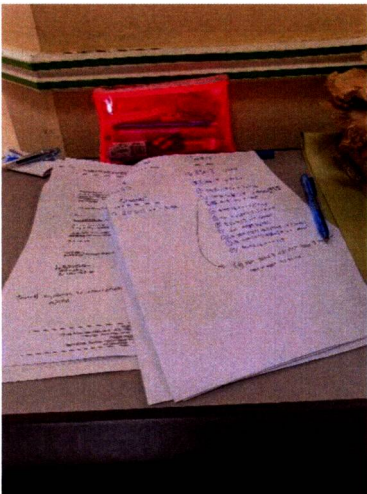
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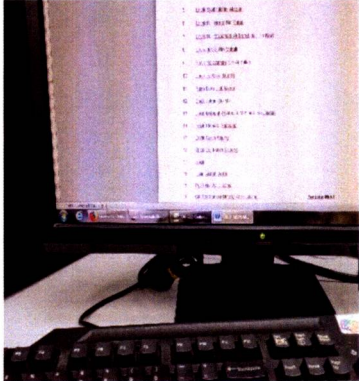
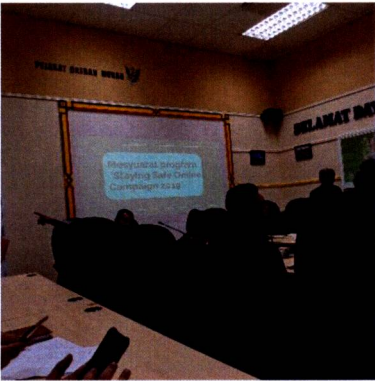
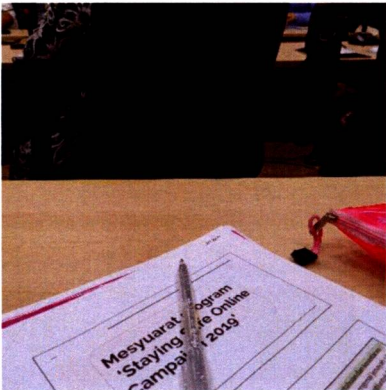




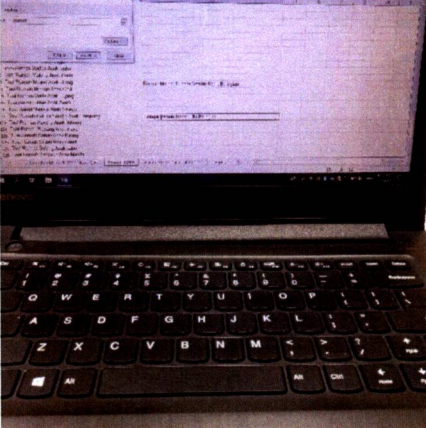
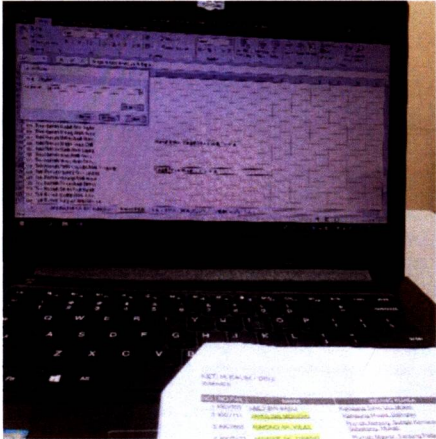
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Date: 4 July 2019 (Attending Meeting and Making a Minute Meeting)

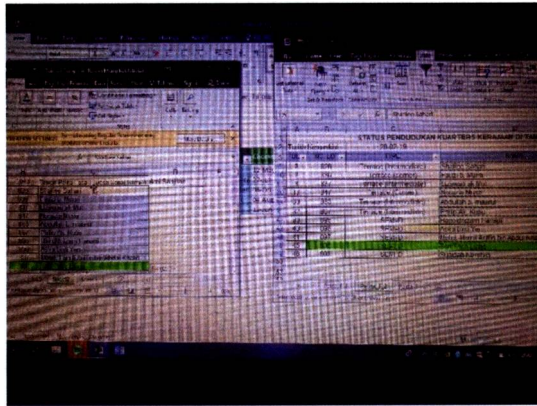
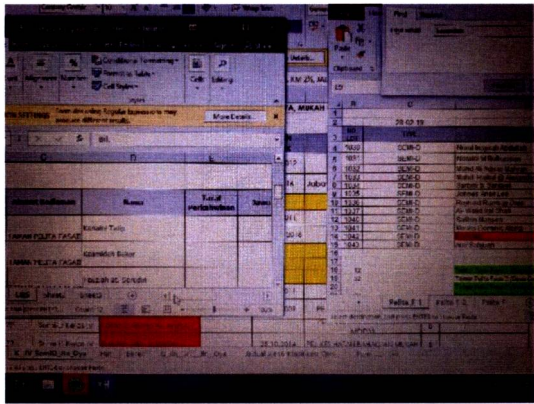


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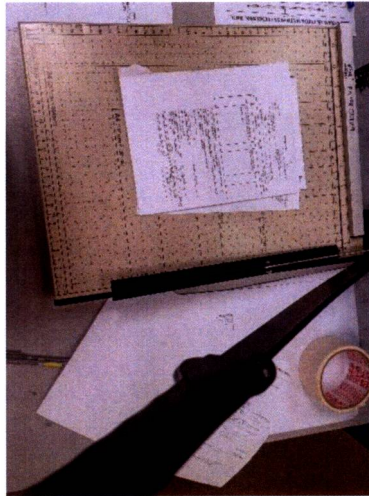
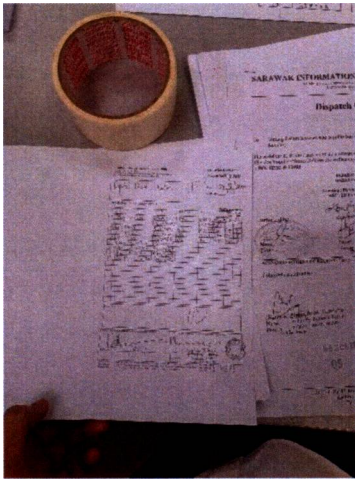




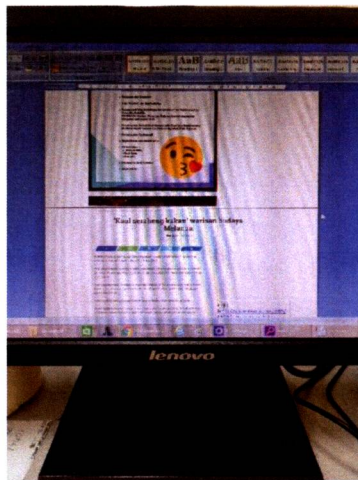
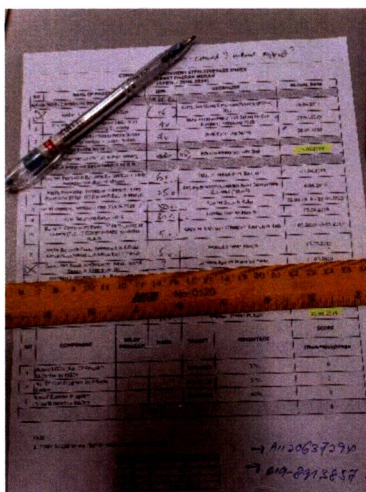
Date: 8 July 2019 (Collecting All the Recent Resident in Quarters, Mukah)



Date: 9 July 2019 (Printing the original certificate of the obsolete equipment for Board of Survey)

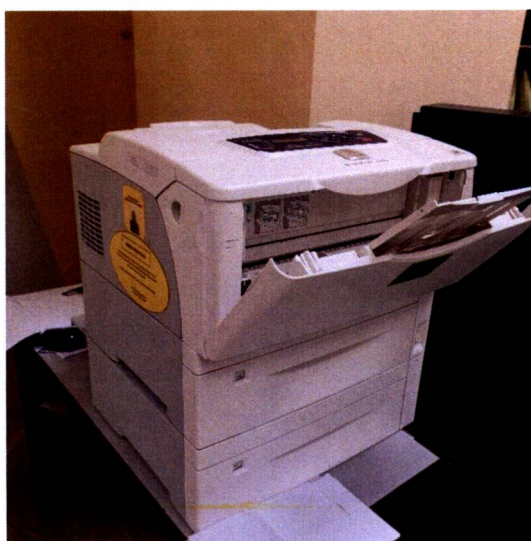
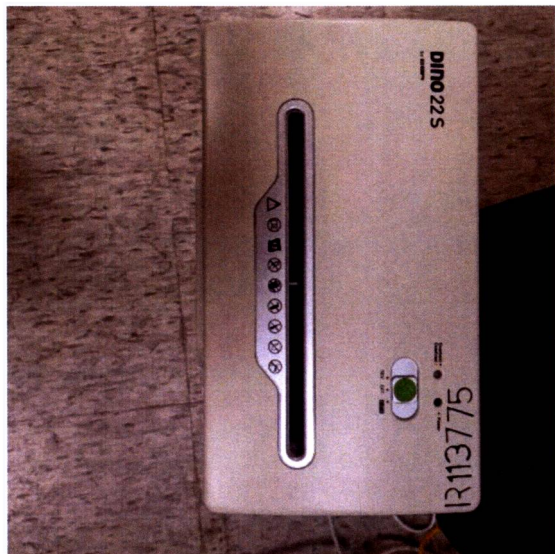


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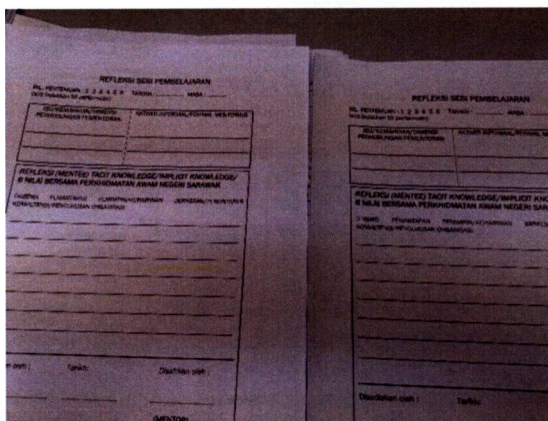
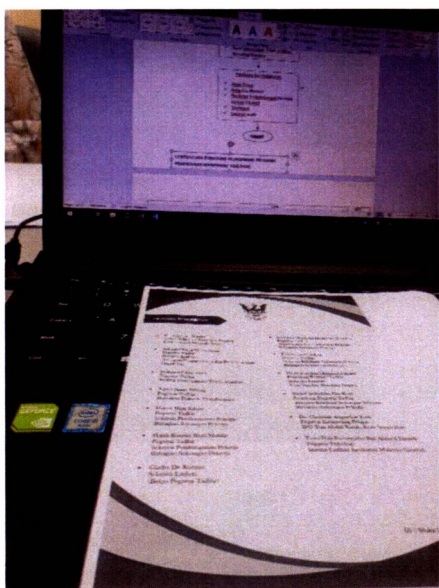




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Date: 16 July 2019

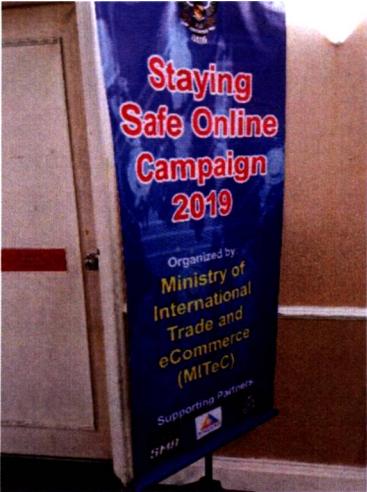
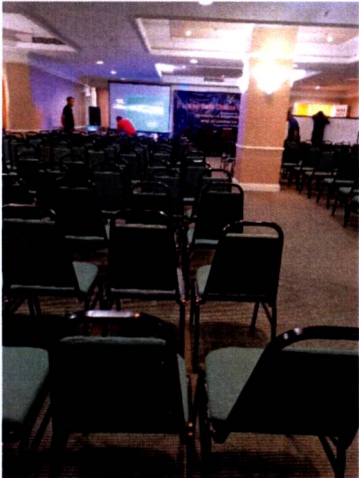




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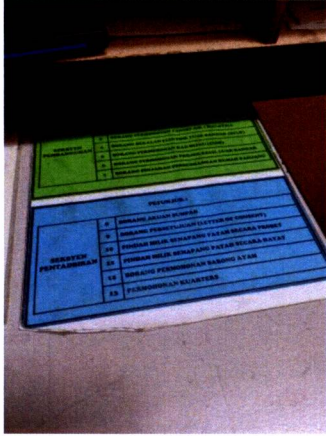
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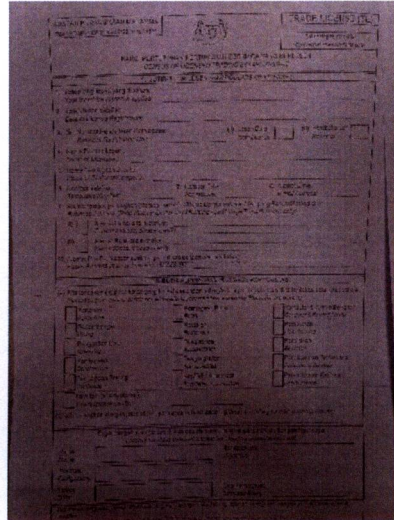
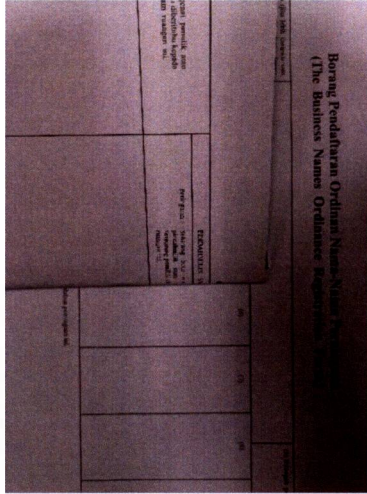
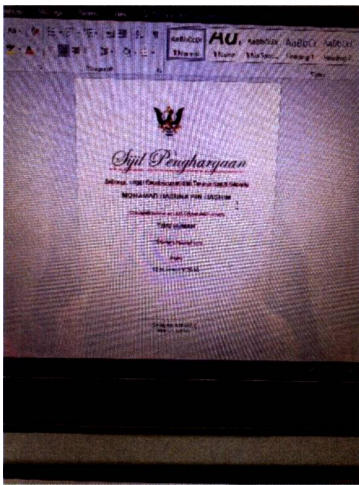
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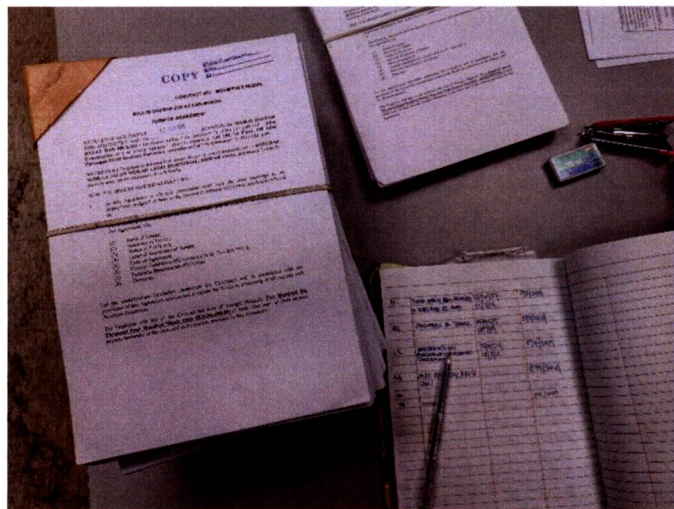
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Date: 25 July 2019 (Design The Certificate and Register New Business)



Date: 26 July 2019 (Record All Those Deeds)

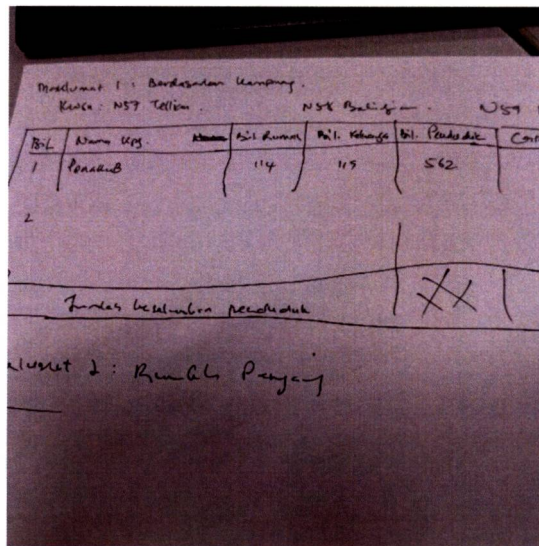
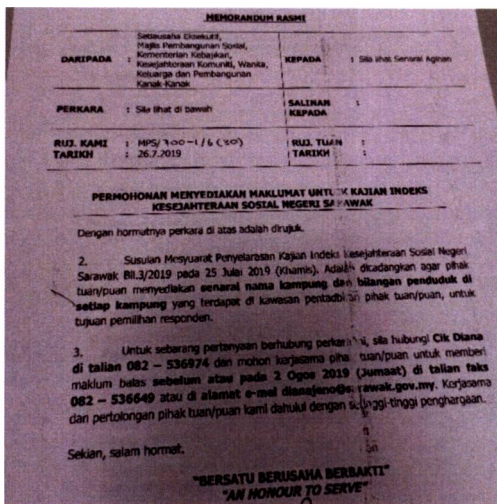




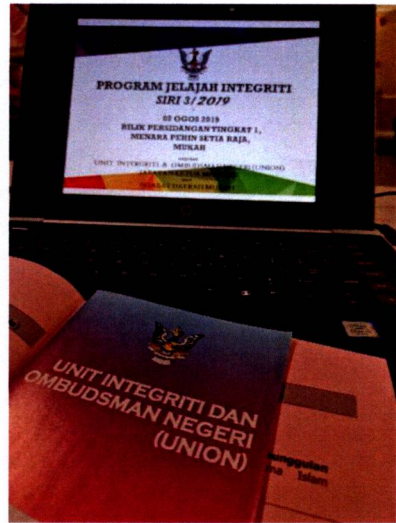
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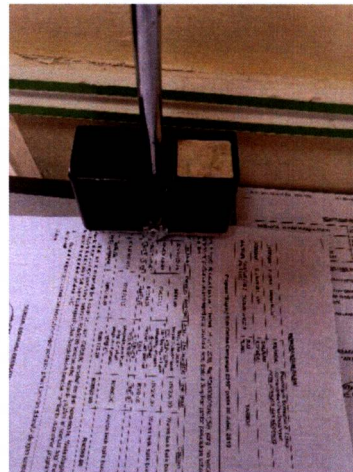
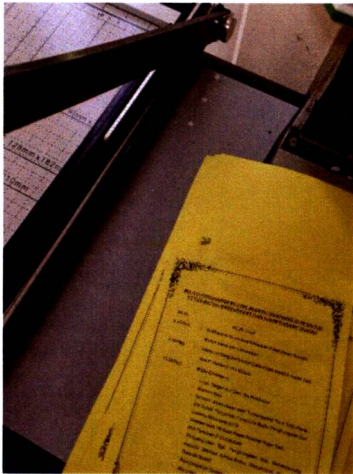
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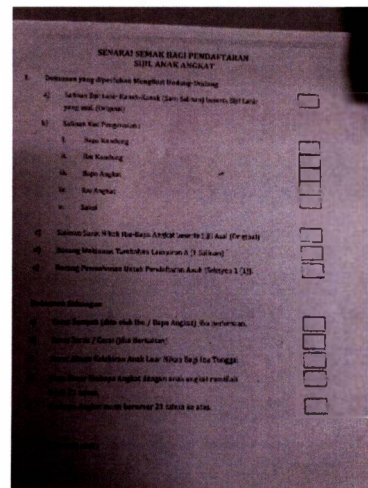
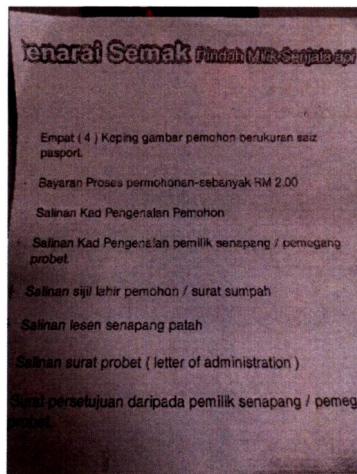
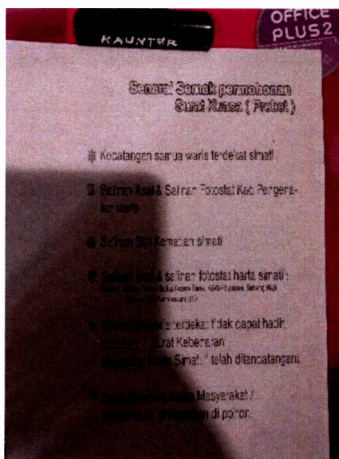
Date: 2 August 2019



Date: 5 August 2019 (Cutting The Tentative into Smaller Size)



Date: 6 August 2019 (Making Sure the Applicants Bring the Correct Documents Before Proceed)







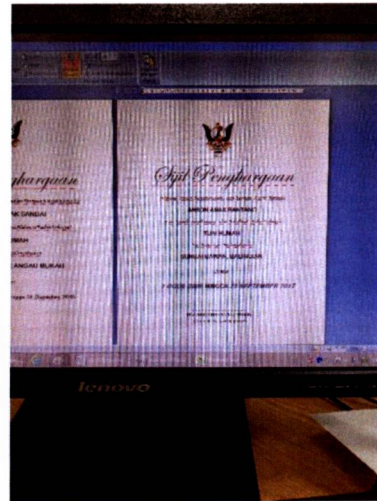
Date: 8 August 2019 (Involve in Census for Development Projects)

**BORANG BANGI**  
**CADANGAN PROJEK PEMBANGUNAN TERBUKA BANDAR & KAMPUNG**  
**(MUDAH SARAWAK) DAERAH MUKAH**

BIL.	PERKARA-PERKARA	CATATAN
1.	NAMA KAMPUNG	_____
2.	NOMBOR RUMAH	_____
3.	KEADAAN RUMAH (KELUZURAN)	_____
4.	RUMAH DIDAMI / TIDAK DIDAMI	_____
5.	NOMBOR LOT RUMAH TANAH	_____
6.	KELUASAN LOT TANAH	_____
7.	NAMA PEMILIK RUMAH	_____
8.	NAMA KETUA KELUARGA ASAL (KIR)	_____
9.	BILANGAN AHLI KELUARGA ASAL (KIR)	_____
10.	NAMA KETUA KELUARGA TAMBAHAN (EXTENDED FAMILY)	_____
11.	BILANGAN AHLI KELUARGA TAMBAHAN (EXTENDED FAMILY)	_____

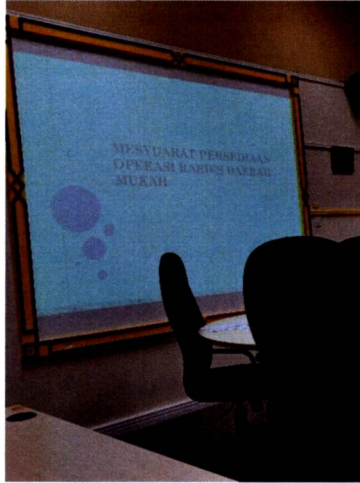


Date: 13 August 2019 (Designing and Printing Certificates for event "Majlis Penghargaan dan Jasamu Dikenang bagi Mantan Ketua-Ketua Masyarakat dan Ketua Kaum/Tuai Rumah/Kapitan Daerah Mukah 2019" )





Date: 16 August 2019 (Involve in Meeting for Ops Rabies)



Date: 17 August (Involve in event named "Majlis Penghargaan dan Jasamu Dikenang bagi Mantan Ketua-Ketua Masyarakat dan Ketua Kaum/Tuai Rumah/Kapitan Daerah Mukah 2019")









Date: 21 August 2019 (Calling for Each Villages Regarding Their Dogs Belonging and To Key in The Contractor's Name for Each Project)

*Rumah Perseorangan*

**STATISTIK BILANGAN ANJING DI DAERAH MUKAH UNTUK OPERASI BABIES 2019**

**LOKASI**

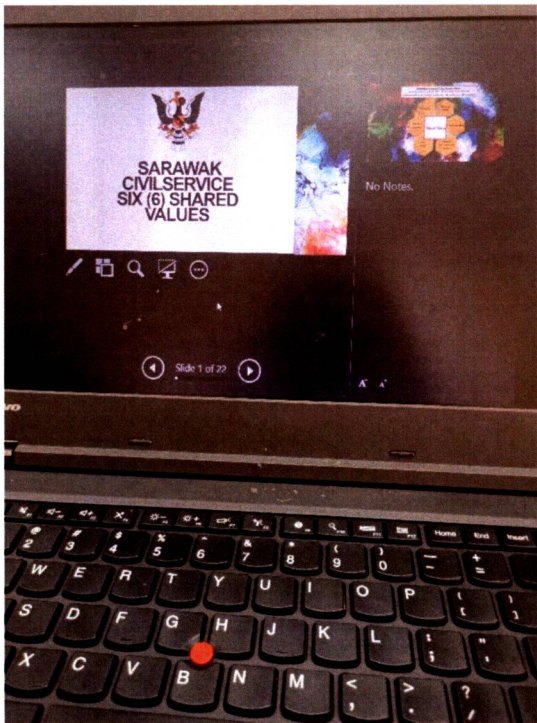
**NAMA KK**

BIL	NAMA KK	LOKASI	BILANGAN ANJING BERTUJUH ANJING
1.	Rumah Johan At Lawing		1
2.	Rumah Angia At Sotong		
3.	Rumah		

RAJAI PELAKSANAAN RURAL TRANSFORMATION PROJECTS (RTP) TAHUN 2018 BAGI PAHANG  
 BAHAGIAN: MUKAH  
 SETAKAT: 09.08.2019

KAWASAN PILIHAN RAYA	ANGGARAN KOS (RM)	KOS SEBENAR (RM)	STATUS PELAKSANAAN (%)			KONTRAKTOR	AGENSI PELAKSANA
			BM	DP	SS		
213	90,000.00	89,900.00			100	Batuphat Enterprise	DID
213	100,000.00	99,719.00			100	Syarikat Sinaran Baru	

Date: 23 August 2019 (Sharing session with the staff and presenting the slides I made)



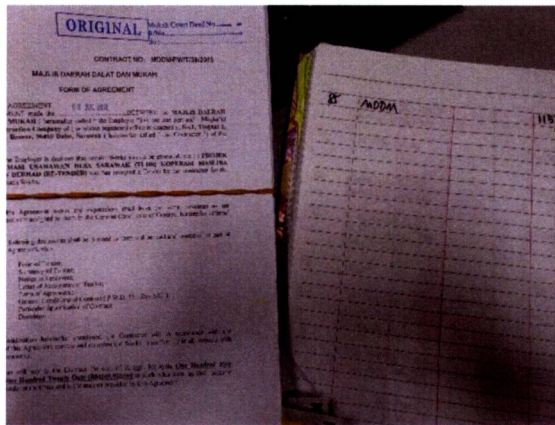








Date: 30 August 2019 (Record deeds and checking for each projects to have its own contractor)



	A	B	C	D	E	F	G	H	I	J	K	L
11	11/04/2019	11/04/2019	400,000.00	289,562.60	100	Baru	100%				100%	11/04/2019 - 11/04/2019
12	11/05/2019	11/05/2019	700,000.00	420,364.60	60%	Baru	60%				60%	11/05/2019 - 11/05/2019
13	11/05/2019	11/05/2019	110,000.00	110,000.00	100%	Baru	100%				100%	11/05/2019 - 11/05/2019
14	11/05/2019	11/05/2019	200,000.00	191,850.00	95%	Baru	95%				95%	11/05/2019 - 11/05/2019

Date: 4 September 2019 (Helping in registering marriage and checking either claims had been settle)

FORM A  
**ADAT IKAN 1993**  
**MARRIAGE CERTIFICATE**  
(Custom 1493)  
 NO. MELK. M/1993/001/2019

IT IS CERTIFIED that the marriage

**BETWEEN:**  
 Name: **Khair Anah Aini**  
 Identity Card No.: **671012-13-4093**  
 Age: **33** Race: **Penan** *Stead*  
 Occupation: **Operator** *Signature of Husband*  
 Address: **Rumah Dusun Btm 27 1/2 Jalan Selangau Mukah 96400 Mukah Sarawak**


**AND:**  
 Name: **Yusnia Anak Mili**  
 Identity Card No.: **505118-52-2068**  
 Age: **33** Race: **Iban** *Yusnia*  
 Occupation: **Suri Rumah** *Signature of Wife*  
 Address: **Rumah Dusun Btm 27 1/2 Jalan Selangau Mukah 96400 Mukah Sarawak**

was duly performed in accordance with Adat Ikan 1993 at **Rh. Dusun Btm 27 Jalan Matang Selangau** on the **2nd** day of **October 2008**.

In the presence of  
 (Full names and addresses of two witnesses who were present at the marriage ceremony. One of the witnesses shall be the Tual Rumaah.)

Name	Address	If relative state relationship	Signature
1. <b>Maria Anak Bawa</b>	<b>Rh. Mulu Bm 27 Jln Matang Selangau</b>	<b>Tom Rumaah</b>	<i>Maria</i>
2. <b>Sembah Anak Anir</b>	<b>Rh. Dusun Sg Badegang Mukah</b>	<b>Yadi Indu</b>	<i>Sembah</i>

Before me:

 **Penghulu Iju anak Tutong**  
 Full Name, Signature and Stamp of Ketua Masyarakat

Date: **4 September, 2019**

**PNMB KUCHING**

