

**UNIVERSITI TEKNOLOGI MARA  
FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY  
STUDIES  
BACHELOR IN ADMINISTRATIVE SCIENCE (HONS.)**



**PEJABAT PENDIDIKAN DAERAH BAU**

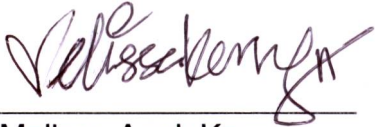
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**JANUARY – FEBRUARY 2015**

## DECLARATION FORM

I hereby declare that the work contained in this Practical Training report is my own except those which have been obtained from the department I attached with. If I am later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against us under the Academic Regulations of UiTM's.

Signed.



Melissa Anak Kerry

## CONTENT

Acknowledgement	1
1.0 Chapter 1 Introduction Of The Organization	
1.1 Background of the organization	2 – 3
1.2 Objectives	4
1.3 National Education Philosophy (Falsafah Pendidikan Kebangsaan)	4
1.4 Mission	4
1.5 Vision of the organization	4
1.6 Organization structure	5
1.7 Functions of Pejabat Pendidikan Daerah Bau	5 – 6
1.8 Functions of Finance and Accounting / Financial Unit	6
2.0 Chapter 2 Schedule Of Practical Training	
2.1 Introduction	7
2.2 Schedule of Practical Training	8 – 16
2.3 Summarization of the daily task for the whole six weeks	17
3.0 Chapter 3 Analysis of Training	
3.1 Introduction	18
3.2 Task Analysis	18
3.3 Counter Service Management	
3.3.1 Definition of Counter Service	18 – 19
3.3.2 Example of Counter Service scenario	
3.3.2.1 Hotel counter service	19
3.3.2.2 Food outlet counter service	19
3.3.2.3 Bank counter service	20
3.3.3 Service Quality	20
3.3.4 Gap Model and Dimension of Service Quality	20
3.3.4.1 Reliability	21
3.3.4.2 Assurance	21
3.3.4.3 Tangibility	21 – 22
3.3.4.4 Empathy	22
3.3.4.5 Responsiveness	23
3.3.5 Service Quality problem	23 – 24
3.3.6 The Servuction Model	24
3.3.6.1 Servicescape	25
3.3.6.2 Contact personnel or service providers	25
3.3.6.3 Other customer	26
3.3.6.4 Organizations and systems	26
3.3.7 Application of Counter Service Management at Pejabat Pendidikan Daerah Bau	26 – 28
3.4 Public Financial Administration	
3.4.1 Definition of Public Financial Administration	29
3.4.2 Activities in Public Financial Administration	
3.4.2.1 Accounting	29
3.4.2.2 Auditing	29
3.4.2.3 Purchasing and supply	30

3.4.3	Application of Public Financial Administration at Pejabat Pendidikan Daerah Bau	30
3.5	Data Processing	
3.5.1	Definition of Data Processing	31
3.5.2	Example of Data Processing System	
3.5.2.1	Organizing examination records	31
3.5.2.2	Preparing payslips	31
3.5.3	Stages of Data Processing System	31 – 32
3.5.4	Application of Data Processing System at Pejabat Pendidikan Daerah Bau	32 – 33
4.0	Recommendation	
4.1	Introduction	34
4.2	Strengths of the Pejabat Pendidikan Daerah Bau	
4.2.1	Quick respond by counter personnel	34
4.2.2	Friendly attitude of staff	34
4.2.3	Accurate services provided	34
4.2.4	Good cooperation between the staff	34 – 35
4.3	Weaknesses of the Pejabat Pendidikan Daerah Bau	
4.3.1	Limited knowledge of the counter personnel	35
4.3.2	Conflicting roles of the counter personnel	35
4.3.3	Lack of updated information at the counter	35
4.3.4	Unsuitable layout at and behind the counter	35
4.3.5	Lack of records management practice	36
4.3.6	Lack of conformity to filing procedures	36
4.3.7	Lack of 5S practice	36
4.4	Recommendations or solutions for improvement	
4.4.1	Staff training	36
4.4.2	Single role played by the counter personnel	37
4.4.3	Updated information available at the counter	37
4.4.4	Separate space for the counter and the office	37
4.4.5	Utilize the software application	37
4.4.6	Recheck the document	37
4.4.7	Apply 5S practice	38
5.0	Conclusions	39 – 41
	Appendices	42 – 57
	References	58 – 59

## LIST OF FIGURES

Figure	1.1.1	Holders of Pegawai Pelajaran Daerah Bau from 1982 - Present	2 – 3
Figure	1.1.2	List of schools in Bau District	3
Figure	1.6	Organization Chart of Pejabat Pendidikan Daerah Bau Year 2015	5
Figure	3.3.7.1	Service Marketing System of Pejabat Pendidikan Bau Counter	28
Figure	3.5.2	Data Processing System	31

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**1.1 Background of the organization**

Since the first establishment of Pejabat Pendidikan Daerah Bau, it was formerly known as Pejabat Pelajaran Daerah Bau which located and operated through Pejabat Majlis Daerah Bau. It was because the Pejabat Pendidikan Daerah Bau has been under the authority of District Council.

In the late-70s until 1982, Pejabat Pendidikan Daerah Bau has moved to the industrial shop area which was near to the Shell gas station. Only then in the mid-1982, the education office moved to the present location which is located at Jalan Tasik Biru.

Figure 1.1.1 Holders of Pegawai Pelajaran Daerah Bau from 1982 - Present

No.	Name	Years of service	Reason
1	Mathew Teo	mid-1982	
2	Gabriel Joog	December 1987	Transferred to the Pusat Sumber Pendidikan Negeri Sarawak
3	Abdul Rahim Bin Perin	late-1987 – April 1993	
4	Jamali Bin Hussain	April 1993 – August 1994	
5	Johana Bin Nai	August 1994 – August 1997	
6	Michael Benzi Anak Sepit	Mac 1997 – July 1997	Transferred to Pejabat Pendidikan Daerah Serian as Pegawai Pendidikan Daerah Serian
7	Alex Saben anak Nyipong	July 1997 – Feb 2000	Retired
8	Andin Brok@Brooke	Feb 2000 – Nov 2003	Transferred to Pejabat Pelajaran Gabungan Samarahan as the Penolong Penyelia due to restructuring of Pejabat Pelajaran Bahagian Kuching/Samarahan
9	Bihud Apok	Nov 2003 – late-2009	

10	Omar Bin Haji Mahli	late-2009 – July 2011	Promoted as Ketua Penolong Pengarah at Jabatan Pelajaran Negeri Sarawak
11	Yunus Apok	July 2011 – July 2013	Promoted as Pegawai Pelajaran Daerah Baram
12	Les Met	Oct 2013 – present	

There are 43 schools that were under supervision of Pejabat Pendidikan Daerah Bau which include 31 sekolah kebangsaan (SK), 9 sekolah jenis kebangsaan (SJK) and 3 sekolah menengah (SMK). Below are the list of schools in Bau district as to 2014:

Figure 1.1.2 List of schools in Bau District

No.	School	No.	School
1	SK Apar	23	SK Stass ( <i>SKM</i> )
2	SK Atas	24	SK Suba Buan ( <i>SKM</i> )
3	SK Bau	25	SK Sungai Pinang ( <i>SKM</i> )
4	SK Bobak	26	SK Tembawang
5	SK Buso ( <i>SKM</i> )	27	SK Tringgus ( <i>Berasrama</i> ) - Pedalaman 1
6	SK Grogog	28	SK St John
7	SK Gumbang ( <i>Berasrama</i> )	29	SK St Patrick
8	SK Jagoi ( <i>Berasrama</i> )	30	SK St Stephen
9	SK Opar	31	SK St Teresa
10	SK Pedaun Bawah ( <i>SKM</i> )	32	SJK Chung Hua Bau
11	SK Podam ( <i>SKM</i> )	33	SJK Chung Hua Buso ( <i>SKM</i> )
12	SK Puak ( <i>SKM</i> )	34	SJK Chung Hua Keranji ( <i>SKM</i> )
13	SK Sebobok ( <i>SKM</i> )	35	SJK Chung Hua Musi ( <i>SKM</i> )
14	SK Segong ( <i>Berasrama</i> )	36	SJK Chung Hua Paku ( <i>SKM</i> )
15	SK Segubang ( <i>SKM</i> )	37	SJK Chung Hua Sebuku ( <i>SKM</i> )
16	SK Senibong ( <i>SKM</i> )	38	SJK Chung Hua Siniawan
17	SK Serabak ( <i>SKM</i> )	39	SJK Chung Hua Taiton
18	SK Serasot ( <i>Berasrama</i> )	40	SJK Chung Hua Tondong ( <i>SKM</i> )
19	SK Serumbu	41	SMK Bau
20	SK Simpang Kuda ( <i>Berasrama</i> )	42	SMK Lake
21	SK Siniawan ( <i>SKM</i> )	43	SMK Paku
22	SK Skibang ( <i>SKM</i> ) - Pedalaman 1		



## 1.2 Objectives

1. To ensure that the principle and philosophy of the National Education were carried out effectively, efficiently and with trust in all level of education management in Bau district.
2. To enhance the quality and reputation of the education in Bau district in the curriculum, co-curriculum as well as the formation and development of the pure personality.
3. To enhance the quality of management in various level of education in Bau district in order to be efficient and effective through the approach of various philosophy and good management principle and appropriate with the education climate.
4. To enhance the enthusiasm toward the knowledge and reading practice so that it will become the culture among the teacher and student.
5. To enhance the professionalism level of all officers, school principal, senior assistant, teacher and non-academic staff in Bau district in the management, knowledge and skill.
6. To forge unit and bonds of affection in order to improve the cooperation between PPD, school, student and the community as a whole.
7. To create a community in Bau district that have potentiality, high morals, and loyalty through a balanced and comprehensive education.

## 1.3 National Education Philosophy (*Falsafah Pendidikan Kebangsaan*)

*“Pendidikan di Malaysia adalah satu usaha berterusan ke arah memperkembangkan lagi potensi individu secara menyeluruh dan bersepadu untuk mewujudkan insan yang seimbang dan harmonis dari segi intelek, rohani, emosi dan jasmani. Usaha ini adalah bagi melahirkan rakyat Malaysia yang berilmu pengetahuan, berakhlak mulia, bertanggungjawab, berkeترampilan dan berkeupayaan mencapai kesejahteraan diri serta memberi sumbangan terhadap keharmonian dan kemakmuran keluarga, masyarakat dan negara.”*

## 1.4 Mission

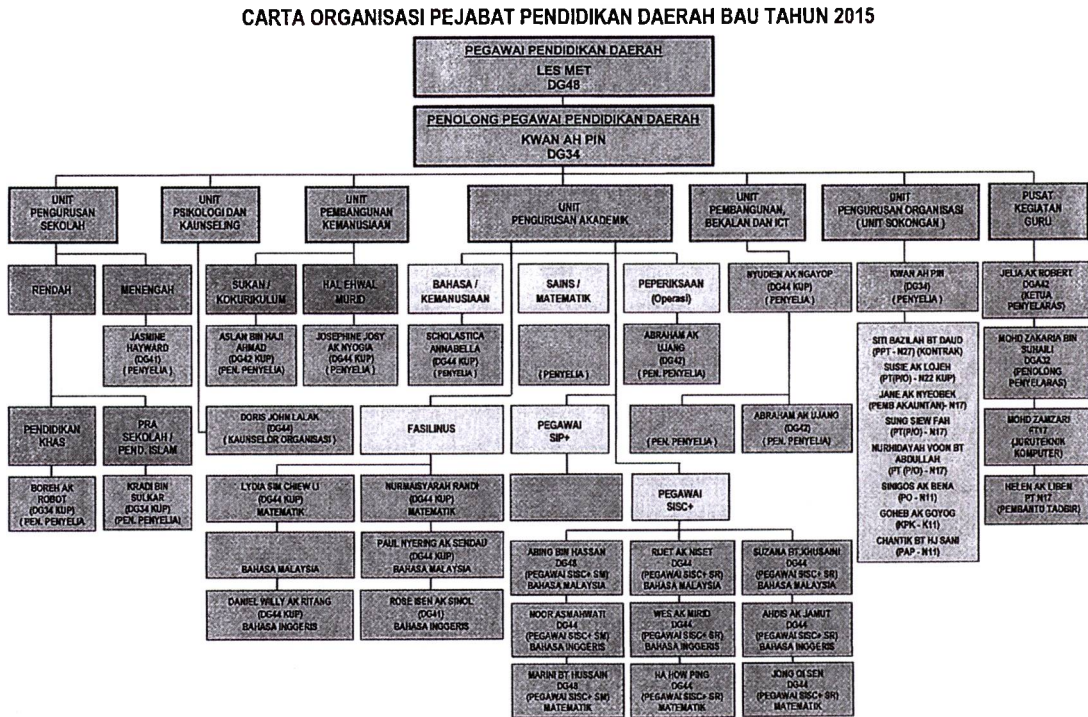
To conserve a quality education system for building an individual's potential in order to fulfil the country's aspiration.

## 1.5 Vision of the organization

*Pendidikan Berkualiti Insan Terdidik Negara Sejahtera*

## 1.6 Organization structure

Figure 1.6 Organization Chart of Pejabat Pendidikan Daerah Bau Year 2015



## 1.7 Functions of Pejabat Pendidikan Daerah Bau

1. Giving services and profession leadership to the teachers.
2. Supervising, guiding and encouraging the teacher in teaching and learning practice in school.
3. Carrying out staff progress programme for the education and support staff.
4. Forging mutuality and bright partnership with various parties in local level for the education progress of district level.
5. Coordinating and implementing education development programme at district level.
6. Undertaking a study and assessment, and also preparing the report comprehensively and continuously toward the implementation of education programme at district level.
7. Coordinating the information concerning the education progress at district level and distributing it to those parties concerned.

8. Ensuring the school management and administration in this district well- and effectively managed according to the rules and procedure of Ministry of Education, State Treasury and Education Department.

### **1.8 Functions of Finance and Accounting / Financial Unit**

1. Planning and coordinating the administration and financial matter.
2. Managing and legitimizing the takings/revenue acceptance and quotation.
3. Managing the fixed property record and disposal.
4. Regulating the financial and accounting record (Vote book, Bill registration etc.).
5. Supervising yearly expenditure.
6. Implementing financial system electronically.
7. Preparing advice and reference services in financial management to the schools.
8. Preparing the financial report in every the end of the months.
9. Ensuring sufficient allocation before the payment made.
10. Making the payment according to the fixed period.
11. Ensuring that all payment made are according to the enforcing financial procedures.
12. Making adjustment to the wrong activities codes.
13. Supervising and monitoring the school's accounts.
14. Adjusting and updating the authority deflation according to the AP101.
15. Responsible toward implementing the orders by Jabatan Akauntan Negara Malaysia.

### 2.1 Introduction

Chapter 2 explain about the exact of work done throughout my practical training in Pejabat Pendidikan Daerah Bau based on the weekly or daily task. The task was carried out since the first day of my practical training and ended on my last day of practical training. I have been attached in Financial Unit since the first day of my practical training without job rotation. The main language being used in Pejabat Pendidikan Daerah Bau was Malay Language. Therefore, most of the task that I have carried out were in Malay Language.

## 2.2 Schedule of Practical Training

### Week 1, 20 January 2015 – 23 January 2015

On the first day of my practical training as I reported my duty to Pegawai Pendidikan Daerah, he has assigned me to Financial Unit. As I have been attached in Financial Unit, the staff briefed me about several tasks and functions in Financial Unit.

The first task that I have handled was filing task. Mr. Sinigos, the Pembantu Pejabat taught me about filing system being practised in the unit. The first thing needed to be done in filing was to sort the document according to the order. The document that I have filed was Baucar Bayaran 2014. Every Baucar Bayaran need to be stamped as “Received”, “Telah bayar” or “Batal” before filing it. The record for each Baucer Bayaran was recorded in Kertas Minit based on its “No. Baucar”, “Tarikh”, “Amaun” and “Perihal”.

Besides, Mr. Les, the Pegawai Pendidikan Daerah Bau have shown me the Allocative Warrant (Waran Peruntukan). He asked me to create a table in Microsoft words then extract the data from the Allocative Warrant to be recorded inside the table that I have created. The table was named as “Rekod Waran Peruntukan”. The data extracted were “No. Rujukan”, “Tarikh”, “Aktiviti”, “Objek” and “Jumlah” (refer to Appendix B). Allocative Warrant here is the amount of money allocated to the Pejabat Pendidikan Daerah Bau for particular activity. The money would be distributed to particular schools for particular expenditure. Mdm. Susie would submitted the Allocative Warrant to me to be recorded. The warrant that I have recorded were Agihan Waran Peruntukan Pertama Di Bawah Aktiviti Pendidikan Awal Tahun 2015, Agihan Peruntukan untuk Perkhidmatan Lain, Perhubungan dan Utiliti, Waran Peruntukan Bagi Sumbangan Berkanun Untuk Kakitangan, Aktiviti Pendidikan Rendah Dasar Sedia Ada Peruntukan Pertama Tahun 2015, Waran Peruntukan Pertama and Agihan Peruntukan Mengurus Di Bawah Aktiviti Pendidikan Rendah . After it has been recorded, I were required to e-mail it to Mr. Les.

I also being asked to handle the counter service, to serve day-to-day customer, therefore, I started my day for the whole week to handle the counter service, to serve day-to-day customer. I have attended the customer on the services that they need. Sometimes, if I have not been able to attend to their requirement, I passed it to the office staff, who knew better about it.

As it was just the beginning of the year, the Financial Unit need to dispose of all the outdated files or document. Disposing of outdated files or document were

being practised on every beginning of the year. Sometimes, they would only shred the outdated document or burn it. Therefore, I have assisted to shred the outdated “Slip Gaji” for the year 2013 downward using the shredder machine. There were about 30 copies of “Slip Gaji” that I need to shred ranging from the year 2010 – 2013. I also required to attend the phone call when the staff was not available in the office.

I were required to handle the incoming and outgoing correspondence. Every correspondence needed to be recorded in the Kertas Minit for Bayaran eSPKB file. The incoming letter was recorded with red ink pen while the outgoing letter was recorded with blue ink pen.

Mr. Kwan, the Penolong Pegawai Pendidikan Daerah, and also my supervisor, have assigned me to create and develop the “Laporan Stok PPD Bau” system. Previously, they only recorded every incoming and outgoing stock using the Buku Rekod Stok Keluar dan Masuk. Mr. Kwan asked me to create the new system for incoming and outgoing stock using my own method, which was called data processing task. Therefore, I have started my task to explore on several appropriate method which would be applicable.

## **Week 2, 26 January 2015 – 30 January 2015**

I have started my day to handle the counter service, to serve day-to-day customer. I also have attended the phone call when the staff was not available in the office. I would note down any messages leaved by the phone callers and deliver it to the particular staff. Besides, I have performed some general administrative task such as photocopying required documents.

I have continued my task to develop and update the “Laporan Stok PPD Bau” system. I have created it by using Microsoft Excel as it was the most suitable software to be used to create the system. First, I have created new workbook named “Rekod Stok Keluar dan Masuk”. The item involved in the worksheet are such as “Tarikh”, “Kuantiti Stok - Baki dibawa ke Hadapan”, “Kuantiti Stok - Masuk”, “Kuantiti Stok - Masuk Terkini”, “Kuantiti Stok - Baki Semasa”, “Kuantiti Stok - Keluar”, “Kuantiti Stok - Keluar Terkini”, “Kuantiti Stok - Baki Terkini” (refer to Appendix D). The purpose of this worksheet is to record every incoming and outgoing stock where the staff can know directly the total amount of incoming and outgoing stock and also the latest balance of the stock. This is the replacement for the previous practice in PPD. After the item such as “Tarikh”, “Kuantiti Stok - Baki dibawa ke Hadapan”, “Kuantiti Stok - Masuk”, “Kuantiti Stok - Masuk Terkini”, “Kuantiti Stok - Baki

Semasa”, “Kuantiti Stok - Keluar”, “Kuantiti Stok - Keluar Terkini”, “Kuantiti Stok - Baki Terkini” has been created, I have created formula for the related item such as “Kuantiti Stok - Baki dibawa ke Hadapan”, “Kuantiti Stok - Masuk Terkini”, “Kuantiti Stok - Baki Semasa”, “Kuantiti Stok - Keluar Terkini” and “Kuantiti Stok - Baki Terkini”. After that each formula will be tested to determine its reliability and validity. After all the formula has been tested, only then the entry for total amount of “Masuk Terkini”, “Keluar Terkini”, and “Baki Terkini” would be created. I also have created the formula for those entry. Those are more likely to be said as the summary of all incoming and outgoing stock for that particular stock.

I also were required to create new workbook for “Jadual Pendapatan Syarikat” using Microsoft Excel based on its “Bil”, “Perkara”, “Unit Memohon” and “Jumlah (RM)” (refer to Appendix G). The purpose of this workbook is to record any goods or service purchased from external business. This record will be used to determine the amount spent by PPDB in obtaining external goods and service. I have recorded the bus rental service obtained from Stenggang Transport Co. and closed-stadium rental service from Dewan Suarah Bau.

I have received the Allocative Warrant from Mdm. Susie and recorded it in the Rekod Waran Peruntukan table. The warrant that I have recorded were Agihan Waran Peruntukan Bagi Tahun 2015, warrant for activity no. 00908 and Agihan Peruntukan Mengurus Untuk Tuntutan Perjalanan Kursus Guru/Kakitangan, Agihan Peruntukan Untuk Pertukaran/ Perpindahan dan Pengangkutan Barang, Agihan Peruntukan Untuk Guru Ganti, Agihan Waran Peruntukan Pertama Di Bawah Aktiviti Pendidikan Awal Tahun 2015, Kelulusan Tuntutan Bayaran Balik Perbelanjaan Suntikan Recormon/Eprex bagi Ng Tze Khien Suami Kpd Lim Ann Na and Agihan Waran Peruntukan Untuk Perjalanan Kursus Guru/ Kakitangan. After it has been recorded, I were required to e-mail it to Mr. Les. After that, I were required to arrange the Allocative Warrant document in the file according to the order in which I have recorded it.

Mdm. Susie have teach me on how to record the data in Prestasi Pembayaran Bil dan Tuntutan system. The data would be recorded based on its “Bilangan hari” and the “Amaun” in that range of days. For example, the amount between 0 to 3 days, 4 to 7 days, or 8 to 14 days will be total up. The payment that exceeded 14 days would need to be reported. This is a financial record of PPDB.

### **Week 3, 2 February 2015 – 6 February 2015**

As usual, I have started my day to handle the counter service to serve day-to-day customer and attended the phone call when the staff was not available in the office. As I were attached at the counter, I have received the incoming document from the external organization and were required to distribute it to the particular officer/staff.

I have continued my task to create the formula in Rekod Stok Keluar dan Masuk workbook. After the formula for “Masuk Terkini”, “Keluar Terkini”, and “Baki Terkini” has been created, I have tested its reliability and validity to ensure that the formula are correct. I have double checked any formula error occurred in the workbook. This task need to be done thoroughly to ensure all the formula are functioning and reliable. After all the formula have been created and double checked, I have created worksheet for all stocks in PPD. There are about 236 stocks registered. Therefore, there are 236 sheets in Rekod Stok Keluar dan Masuk workbook need to be created. I have created the sheet for stock no. 1 – 35.

Mdm. Susie have submitted Borang Permohonan Pesanan Kerajaan (PK) dan Waran Perjalanan Udara (WPA) to me to be recorded in Jadual Pendapatan Syarikat using Microsoft Excel. I have recorded the bus rental service obtained from Stenggang Transport Co., closed-stadium rental service from Dewan Suarah Bau and catering service obtained from Siti Café.

I have received the Allocative Warrant from Mdm. Susie and recorded it in the Rekod Waran Peruntukan table. The warrant that I have recorded were Waran Peruntukan Untuk Perkhidmatan Kawalan Keselamatan, Waran Peruntukan Untuk Perkhidmatan Kebersihan Bangunan Dan Kawasan, Pengurusan Asrama 2015 – Pembersihan Kawasan Dan Bangunan and Kawalan Keselamatan. After it has been recorded, I were required to e-mail it to Mr. Les. After that, I were required to arrange the Allocative Warrant document in the file according to the order in which I have recorded it. Mdm. Susie have asked me to retrieve the Waran Peruntukan from the Waran Peruntukan file to be submitted to Mr. Les.

Mdm. Jane, the Pembantu Akauntan, have teach me on how to produce Financial Report. Firstly, the data from eSPKB (Sistem Perancangan dan Kawalan Belanjawan) need to be extracted and then transfer or key in the data in the Laporan Prestasi Perbelanjaan Mengurus hingga Akhir Bulan – PPD Bau. I have attended Mdm. Jane to check and correct the error occurred (formula error) in Laporan Prestasi Perbelanjaan Mengurus hingga Akhir Bulan in which she has prepared



previously. Besides, I have double checked the data in Laporan Prestasi Perbelanjaan Mengurus hingga Akhir Bulan to ensure it has been inserted correctly by Mdm. Jane.

I also were required to double check the Supplier Master Listing with the invoice issued by particular supplier to ensure the amount are tally. The supplier involved are Dayang Ruthana Enterprise, Magenta Master Sdn. Bhd., Syarikat Jatimas, Sanyar Recources, Syarikat Bintang Sejati, Perusahaan Emilia, etc. The Supplier Master Listing is statement of all the amount rendered based on schools. I were required to double check the Supplier Master Listing with the Permohonan Kelulusan bagi Bayaran di bawah AP 58 (a) according to the Asrama, Rendah, and Pengurusan Pentadbiran Negeri. I need to ensure that the amount must be same between the Supplier Master Listing and the Permohonan Kelulusan. Then, I were required to sort the invoice according to the Master Listing of the supplier before it were submitted to the Jabatan Pelajaran Negeri.

I also were required to receive and check the incoming claim from staff or teacher. Upon receiving it, I will need to check it to ensure that all relevant information has been provided, the relevant letter and document such as a copy of identity card, bank account statement, receipt and pay slip have been attached and have approval stamps. I would have to reject any incomplete claim form and informed the particular staff or teacher on what they have left or mistake in their claim form.

As the auditing day was around the corner, I have assisted the staff to double check the Baucar Bayaran to ensure the date is tally with the Borang Permohonan Pesanan Kerajaan and Waran Perjalanan Udara, has been stamped as "Received". "Telah Bayar" or "Batal", and whether the relevant document (i.e. formal letter, receipt, etc) have an approval stamp. Any Baucar Bayaran that has no approval stamp, "Received", "Telah Bayar" or "Batal" stamped were taken out of the file and inserted in the box for further action. There are 88 files of Baucar Bayaran need to be checked. I have checked the files no. 1 – 25.

#### **Week 4, 9 February 2015 – 13 February 2015**

Here, I have started my day to handle the counter service to serve day-to-day customer, attended the phone call when the staff was not available in the office and received the incoming document from the external organization and were required to

distribute it to the particular officer/staff. All of these were the daily routine administrative work.

I have handled the incoming claim from teachers and staffs by checking it to ensure it has completed. After checked it, I submit it to Ms. Siti, the Penolong Pegawai NKRA Asset for further action.

I have continued my task to double check the Baucar Bayaran to ensure the date is tally with the Borang Permohonan Pesanan Kerajaan and Waran Perjalanan Udara, has been stamped as "Received". "Telah Bayar" or "Batal", and whether the relevant document (i.e. formal letter, receipt, etc) have an approval stamp. Any Baucar Bayaran that has no approval stamp, "Received", "Telah Bayar" or "Batal" stamped were taken out of the file and inserted in the box for further action. Throughout that week, I were required to finish checking all the Baucar Bayaran file before the following week. Therefore, I have checked the files no. 26 –88. After checked all the files, I have stamped and checked the any Baucar Bayaran that has no approval stamp, "Received", "Telah Bayar" or "Batal" stamped. Then, I have double checked them to ensure it has been signed and the relevant document have been certified.

I have received the Allocative Warrant from Mdm. Susie and recorded it in the Rekod Waran Peruntukan table. The warrant that I have recorded were Agihan Waran Peruntukan Pertama Untuk Bantuan Persekolahan Tahun 2015, Waran Peruntukan Pertama Rancangan Makanan Tambahan (RMT), Agihan WPK bagi Pembersihan Kawasan dan Pembangunan serta Perkhidmatan Kawalan Keselamatan, Agihan Waran Peruntukan Untuk Perjalanan Dan Pengangkutan Murid (PPM), Kelulusan Tuntutan Bayaran Balik Perbelanjaan Kemudahan Perubatan (Alat) bagi Vincent Anak Rinyep, Pengurusan Asrama Tahun 2015, Waran Peruntukan Pertama Bagi Bantuan Pakaian Seragam Pasukan Badan Beruniform (BPS) Tahun 2015, Agihan Peruntukan Untuk PCG bagi LPBT Asrama, Bantuan Makanan Asrama, Waran Peruntukan Tuntutan Perjalanan FasiLINUS Tahun 2015, Waran Peruntukan Untuk Pembayaran Emolumen Dan Imbuhan Kakitangan Kontrak dan Waran Peruntukan Untuk Bekalan Bahan Mentah dan Bahan-Bahan untuk Penyelenggaraan dan Pembaikan. After it has been recorded, I were required to e-mail it to Mr. Les.

I have recorded the data extracted from the hard copy of the Pembayaran Bil dan Tuntutan in the Prestasi Pembayaran Bil dan Tuntutan system. After that, the

printed copy of Prestasi Pembayaran Bil dan Tuntutan were submitted to Mr. Kwan for certification.

### **Week 5, 16 February 2015 – 20 February 2015**

As usual, I have started my day to perform daily routine administrative work such as handled the counter service to serve day-to-day customer, attended the phone call when the staff was not available in the office and received the incoming document from the external organization and were required to distribute it to the particular officer/staff.

I have moved the Baucar 2014 file which has been checked to the meeting room for pre-audit process before the actual audit being held on the next day.

I also have managed the latest Baucar Bayaran for the December 2014 and January 2014 by checking it before put it into the file for filing. I have stamped every Baucar Bayaran with “Received”, “Telah Bayar” or “Batal” stamp. Besides, I have submitted any relevant document that need approval stamp to any officer that eligible to certify it.

I have double checked the Baucar Bayaran 2015 to ensure it is tally with the data from the cheques named AKM – Pejabat Pelajaran Daerah Bau before those cheque were distributed to the schools. If the data in Baucar Bayaran 2015 were correct, therefore, those Baucar Bayaran can be submitted to Mr. Les for signature.

I have received the Allocative Warrant from Mdm. Susie and recorded it in the Rekod Waran Peruntukan table. The warrant that I have recorded were Agihan Peruntukan Untuk Pertukaran dan Pengangkutan Barang, Kelulusan Tuntutan Bayaran Balik Perbelanjaan Suntikan Recormon/Eprex bagi Ng Tze Khien Suami Kpd Lim Ann Na, Kelulusan Bayaran Perbelanjaan Rawatan Hemodialisis bagi Ng Tze Khien Suami Kpd Lim Ann Na dan Program Khusus Pengagihan Peruntukan Pertama Bantuan Kokurikulum ke Sekolah Rendah (Sistem Geran & Bukan Geran Tahun 2015). After it has been recorded, I were required to e-mail it to Mr. Les.

I have recorded the data extracted from the hard copy of the Pembayaran Bil dan Tuntutan in the Prestasi Pembayaran Bil dan Tuntutan system and submitted the printed copy of Prestasi Pembayaran Bil dan Tuntutan to Mr. Kwan for further action.

Mdm. Susie have asked me to make photocopy on all of the document in the supplier file drawer. Those copies then inserted in the Baucar Bayaran 2014 files for filing. There are about 50 files of document I have photocopied.

On 19<sup>th</sup> and 20<sup>th</sup> February, the Pejabat Pendidikan Daerah Bau were closed due to Chinese New Year public holiday.

### **Week 6, 23 February 2015 – 27 February 2015**

This was the last week of my practical training and I have started my day to handle the counter service to serve day-to-day customer, attend the phone call when the staff was not available in the office and receive the incoming document from the external organization and require to distribute it to the particular officer/staff.

I have double checked the utility bills in Baucar Bayaran 2014 to ensure the bills have been stamped as “Received”. I have stamped any bills that have no “Received” stamp. Mdm. Susie also have asked me to create table using Microsoft Word for utility bill according to its school, cheque no., meter no., month and amount. The table then named as “Bayaran Bil Air yang Telah Dibuat pada Tahun 2014 di PPD Bau”. The table will be used to record all the data for unpaid bills. I have recorded the data in Bayaran Bil Air yang Telah Dibuat pada Tahun 2014 di PPD Bau that have been extracted from Baucar Bayaran for utility bill based on its “Nama Sekolah”, “No. Cek”, “No. Meter”, “Bulan” and “Amaun (RM)” – refer to Appendix I. I have created table for “Maklumat Berkenaan Tunggakan Bil Air JKR” using Microsoft Excel based on its “Bil.”, “Nama Sekolah”, “Tunggakan Tahun 2014 (RM)”, “Tunggakan Tahun 2013 (RM)”, “Tunggakan Tahun 2012 (RM)”, “Tunggakan Tahun 2011 (RM)”, “Tunggakan Sebelum Tahun 2011 (RM)”, “Jumlah Tunggakan (RM)”, “Tunggakan Menurut JKR (RM)”, “Beza Tunggakan (RM)” and “No. Meter”. Then, I also have created the formula for each table (AutoSUM) – refer to Appendix H. This workbook will be used as part of financial record, to report any outstanding bills. I have calculated the Bill Amount in Bill Statement for the schools in Bau that unpaid according to the school and year. Then the data were inserted in the Maklumat Berkenaan Tunggakan Bil Air JKR workbook which I have created previously. After all the data have been inserted and double checked, I were required to print and submit it to Mdm. Susie.

I have received the Allocative Warrant from Mdm. Susie and recorded it in the Rekod Waran Peruntukan table. The warrant that I have recorded were Agihan Peruntukan Untuk Bantuan Kokurikulum Rendah, Bantuan Kokurikulum Asrama,

Agihan Peruntukan Untuk Bantuan Geran Per Kapita (PCG) Rendah Tahun 2015, Waran Peruntukan Untuk Penyelenggaraan Peralatan ICT, Agihan Waran Peruntukan Di Bawah Aktiviti Pendidikan Awal Tahun 2015, Waran Peruntukan Untuk Kerja-kerja Penyelenggaraan dan Pembaikan Kecil Institusi Pendidikan dan Kuarters (Sektor Pelajaran) Tahun 2015, Pengagihan Peruntukan Pertama Bantuan Sukan Ke Sekolah Rendah (Sistem Geran & Bukan Geran Tahun 2015), Bantuan Bayaran Peruntukan Persekolahan (BBTP) Tahun 2015, Peruntukan Tambang Mengunjungi Wilayah Asal, Agihan Peruntukan Untuk Pertukaran dan Pengangkutan Barang, Waran Peruntukan Bagi Pembayaran Emolumen PKP Cina dan India, Peruntukan Pertama Yuran Khas Tahun 2015 Bagi Sekolah Bukan Sistem Gran dan Kelulusan Tuntutan Bayaran Balik Rawatan Penyakit Buah Pinggang (lanjutan) bagi Ng Tze Khien Suami Kpd Lim Ann Na. After it has been recorded, I were required to e-mail it to Mr. Les.

Mdm. Susie have submitted Borang Permohonan Pesanan Kerajaan (PK) dan Waran Perjalanan Udara (WPA) to me to be recorded in Jadual Pendapatan Syarikat using Microsoft Excel. I have recorded the catering service obtained from Siti Café and Seri Wadil, photocopying service from Weisan Co., bus rental service obtained from Stenggang Transport Co. and LSTC, and sport equipment rental service from Persatuan Olahraga Amatur Sarawak.

I also have managed the latest Baucar Bayaran for the December 2014 and January 2014 by checking it before put it into the file for filing. I have stamped every Baucar Bayaran with "Received", "Telah Bayar" or "Batal" stamp. Besides, I have submitted any relevant document that need approval stamp to any officer that eligible to certify it.

I also have arranged the file at the file cabinet and sort it according to the file number. This was part of the 5S process.

I have recorded the data extracted from the hard copy of the Pembayaran Bil dan Tuntutan in the Prestasi Pembayaran Bil dan Tuntutan system and submitted the printed copy to Mr. Kwan for certification.

On my last day, I have applied for half day from my supervisor to attend the meeting with Timbalan Rektor (refer to Appendix Z).

### **2.3 Summarization of the daily task for the whole six weeks**

Summarily, all the task that I have performed throughout the six weeks of practical training are related to my field of study. Here, the task that I have performed covers the counter service management; office administration; file management; financial record and data creation such as Allocative Warrants, Jadual Pendapatan Syarikat, Prestasi Pembayaran Bil dan Tuntutan, Laporan Prestasi Perbelanjaan Mengurus hingga Akhir Bulan, Bayaran Bil yang telah dibuat Pada Tahun 2014 and Maklumat Berkenaan Tunggakan Bill air JKR; data processing where it include the software application such as Microsoft Excel to develop the system for incoming and outgoing stock, eSPKB system (Sistem Perancangan dan Kawalan Belanjawan); auditing such as checking the Baucar Bayaran and Supplier Master Listing and invoice; formal correspondence and document management such as the claims and formal letter; and also involved in 5S by arranging the files nicely at the cabinet. Even some of the task are difficult at my level, I still be able to catch up and became familiar with it as I perform the task as my routine in PPDB. In my opinion, the task where I have contributed a lot are in data processing where I have required to create and develop a system for incoming and outgoing stock. This task required my knowledge and expertise in order to come out with the successful system.

### 3.1 Introduction

This chapter is about the analysis of practical training which refer to a detailed examination of the task covered in the Practical Training Log Book. Therefore, the chosen task will reflect the definition of the concept, demonstration of practical and theoretical aspects after that relate all the concepts learned in the classroom with real task at the workplace. Besides, this chapter also consists of a reflection of student personal experience during the practical training.

### 3.2 Task Analysis

Throughout my practical training in Pejabat Pendidikan Daerah Bau, I have learned many new things which are also related to the lesson learned during class. The task that I have performed consist of general office administration, file management, budgetary process, preparation of financial report, counter service, data processing such as software application and data creation.

Hence, I have chosen three main tasks to be analyze which include counter service management, public financial administration and data processing task. I chose counter service management as I have been attached at the counter for all the time during my practical training. As I have been attached at financial unit, I also have been assigned with some financial task. For the data processing task, I spent most of my time by using the computer software application to create data record for PPDB financial unit.

### 3.3 Counter Service Management

#### 3.3.1 Definition of Counter Service

According to Counter Service Training (2013), counter service can be referred to the activity in which the counter personnel dealt with the organization customer care. Basically, counter service are carried out by those who involved in front desk activities and customer interfaces. This counter service concept is closely related to the service encounters which refer to the interaction between customers and service provider (Lin & Mattila, 2010).

Ministry of Civil 1 and Administrative Reform (n.d.) defined counter service as *“a front-line service where customers deal with public officers and are provided with various types of services such as issue of licenses, permits passports, identity cards, and civil status certificates.”* Counter service are very important either in private or

public organization as it portrays the primary image building features in the organization (Ling, 2006). The function to serve the customer and meet the customer needs are carried out in the counter services.

311 Service Office (2013) stated, *“counters vary significantly in terms of the number of services provided, the complexity of transactions, the length of time per transaction, average wait times for service, the level of specialization of staff providing the service, the volume of customers and more..”* Meaning to say, counter services might involve the services delivery as well as customer involvement in the service operation itself.

### 3.3.2 Example of Counter Service scenario

#### 3.3.2.1 Hotel counter service

The hotel counter service would involve the hotel receptionist and the customer. In the hotel counter service system, the customer can just directly approaches the counter without having to wait to be called. For example, Mr. A (the customer) first enter the hotel lobby's door and directly approach the hotel counter. Mr. B (the hotel receptionist) greet Mr. A and ask him on what he need. Mr. B would need to attend to Mr. A requirement immediately as it needed to be fulfilled immediately.

#### 3.3.2.2 Food outlet counter service

The food outlet counter service would involve the cashier and the customer. Usually, there are two type of services in the restaurant that are counter service or table service (WiseGEEK: What is Counter Service, 2015). The counter service would require the customer to approach the counter himself and take an order from the counter employee, usually the cashier. While the customer who directly seated would wait for the waiter or waitress to take their order is called a table service. In this context, we are referring to the food outlet counter service. For example, Mr. C (the customer) walking up to a counter and places an order with Ms. D (the cashier). Mr. C would remain standing waiting for the food to be prepared often on a tray or sometimes in a container bag for take away (WiseGEEK: What is Counter Service, 2015). Depending on the food outlet, they can either require the customer to pay before or after the customer collect their meal. After that, Mr. C takes the tray to their preferred dining area. Usually, the customer would have to queue up to wait for their turn to place an order, such as in KFC, McDonald and Sugarbun restaurant.



### 3.3.2.3 Bank counter service

The bank counter service would involve the accountant and the customer. Usually, the bank counter service would use the calling system (Ministry of Civil Service and Administrative Reforms, n.d.). For example, when the customer first enter the bank's door, he would need to approach the Enquiry Counter or electronic machines to get the registration number. After that, the customer may conveniently remain seated after they get the registration number while waiting to be called according to their number. Their number can either be called directly by the counter employee or can be seen clearly at the screen onto the counter. Only then they can approach the assigned counter.

### 3.3.3 Service Quality

Service quality (2015) indicated that service quality is *"an assessment of how well a delivered service conforms to the client's expectations."* At the time the customer come into contact with the counter personnel, they form their own expectation on the services that they might receive. Only then, they will compare that expectation with the actual service delivered.

### 3.3.4 Gap Model and Dimension of Service Quality

The writing in Service quality (2015) did explain that the recommendations, personal needs and past experiences are the factors that influenced customer expectation of the service. Since service quality are related to the customer comparing their expectation of the service with the actual performance of the service, if the expectation and the perceived service did not match, it will leave a gap in between. This later explained further in the "Gap Model".

Urban (2009) in his writing stated that the Gap Model consists of Gap 1: customers' expectation versus their understanding by managers; Gap 2: managers' perception of customers' expectation versus service specifications; Gap 3: service specifications versus fulfilment; Gap 4: information about service versus service that is actually provided; and Gap 5: the gap between customers' expectations and service provided. Those five gaps may become the factor of poor service quality or unsuccessful delivery experienced by the customer (SERVQUAL, 2014; Service quality, 2015). The determinants that influence the appearance of a gap were described in the RATER model: reliability, assurance, tangibles, empathy and responsiveness, which are also known as the dimension of service quality (Service quality, 2015).

#### 3.3.4.1 Reliability

Referring to *The Five Dimensions Of Service Quality Measured Marketing Essay* (2015), reliability is the ability to carry out the promised service dependably and accurately. It is related to the delivering on promise (The RATER Model – Service Quality Dimensions, n.d.). In other words, the company responsibility is to deliver its promises to their customer regarding the service provision, problem resolutions and pricing (The Five Dimensions Of Service Quality Measured Marketing Essay, 2015). The customer would look at the timeliness, consistency and accuracy of the delivery of the promises which then they can determine whether the company is reliable or not in keeping their promises (Downwindz, 2010; The RATER Model – Service Quality Dimensions, n.d.). For example, Pos Malaysia reliability can be interpreted through its customer charter where it stated that *“We are highly committed to delivering desired postal, logistics and financial services through multi- channels, with products and services that are reasonably priced, reliable, safe and of high quality standards that had been set forth.”* (Pos Malaysia, n.d.).

#### 3.3.4.2 Assurance

According to Zeithaml et al., quoted by Harr (2008), assurance refer to the employee’s knowledge and courtesy and the ability to inspire trust and confidence. The employee need to gain the customer’s trust and confidence in order to ensure the customer loyalty (Downwindz, 2010). Particularly, this dimension are important for the services that involving high risk where the customer will evaluate the company based on its staff competence, respect for stakeholders, credibility, probity and confidentiality, and safety and security (Harr, 2008; The RATER Model – Service Quality Dimensions, n.d.). Therefore, most of the time, the result of acquiring the service is uncertain. For example, when the customer acquire services from the medical and healthcare centre, assurance would be significant for the doctor or surgeon gain trust and confidence from their patient

#### 3.3.4.3 Tangibility

Tangibility in this context refer to the appearance of the physical facilities, equipment, employee and communication materials (Harr, 2008). In other words, it is the physical representations or images of the service provided in the company or *“representing the service physically”* (The RATER

Model – Service Quality Dimensions, n.d.). This can be described in the restaurant's counter services which includes the worker's physical attire, menu displayed at the counter and interior design at the counter area (Harr, 2008). Tangibility in this context are to convey the physical quality of the company. If the customer admire the tangible aspect of the company, they would likely to return to the company.

#### 3.3.4.4 Empathy

Downwindz (2010) defined the empathy as individualized attention that the company gives to their customers so that the customers feeling extra valued and special. If the company able to care about their customer by conforming to their requirement and satisfying their needs, the customer would likely to be a loyal customer. Downwindz (2010) further explained that this dimension is the combination of the reliability, assurance and responsiveness dimensions. It is the company's responsibility to meet the demand of their customer, otherwise, the customer may turn around. Here, the customer would evaluate the company's empathy based on their ability to access the staff, services, and information, the staff ability to provide a clear, appropriate and timely communication, the company ability to understand them and ability to provide appropriate services for them (The RATER Model – Service Quality Dimensions, n.d.). For some companies, customization is one of their tactics to convey their empathy to the customer in order to ensure a long term loyalty of the customer and the firm's survival (Harr, 2008). A very little information about the customer such as his name, his preferences and his needs are essential to show the empathy. For example in the hair and beauty services, the hair designer might already know their regular customer favourite hairstyle. While in the restaurant, the vegetarian food are ready for those vegetarian customer. Besides, the company may also shows their concerned to the customer by providing service recovery in case of service failure. For example, in the laundry services, the customer's money were refunded for the stained clothes due to the cleaners mistakenly mix it with other easily faded clothes. Another example would be, in the restaurant, the waiter served the customer with the under-cooked food (Customer service: Recovery, 2011). Then the under-cooked food is sent back to the kitchen and free dessert was offered to the customer.

#### 3.3.4.5 Responsiveness

The Five Dimensions Of Service Quality Measured Marketing Essay (2015) defined responsiveness as “*the willingness to help customers and provide prompt service.*” The customer evaluate the company based on its willingness to help, prompt attention to requests, questions, complaint and problems, and flexibility. Here, right after the customer enter the company, the first thing is about how long the customer have to wait to be served. Then after it comes to the customer’s turned to be served, it is then about how prompt are the employee able to respond to the customer request, questions or problems. In responding to the customer request, question or problems, the staff must be able to provide an appropriate, reliable and possible services, answer or solution to the customer. Otherwise, the customer would found out that the company is not responsive enough on what they need. While serving the customer, the staff must be able to adopt flexibility in customizing the service according to the customer needs. Most of the time, the customer admire a good, quality and fast services (Downwindz, 2010).

#### 3.3.5 Service Quality problem

Customer always put a high expectation on the service provider in providing a quality services. However, if the service provider unable to meet that expectation, there will be a gap between the expected service and the perceived service, therefore, lead to the perceived service quality to suffer (Berry, Parasuraman & Zeithaml, 1998).

In the Gap 3 of Gap Model which is service specifications versus fulfilment, refer to the service-performance gap (Berry et al., 1998). Some of the companies do understand the customer expectation, however, they believe that it is impossible to be able to meet all the expectation. In the case where the demand is peak during school holiday, the hotel might not able to accept all the customer when all the rooms were occupied. Here, there is a failure to match demand and supply in order to maintain service quality.

Berry et al. (1998) also indicated the service quality problem resulted from the people factor. The employee might unwilling, unable or poorly trained to perform the set service standard. The employee willingness can be described as the “*difference between the maximum amount of effort and care that an individual could bring to his or her job, and the minimum amount of effort required to avoid being fired or penalized.*” (Berry et al., 1998). The employee might get exhausted due to a too

many long lines, too many unreasonable customers and too many rules and regulations. When the employee unable to perform at the level specified, it may be due to lack of skilled workers due to uninterested wage rate offered or poorly trained worker. In other cases, the employee might be put into a high-level position when they are not even ready, which cause them to be unwilling and unable to provide a service quality.

Another problem highlighted by Berry et al. (1998) would be role conflict which often occurred in the service organization. Role conflict here defined by Berry et al. (1998), is *“a poor fit among different elements of a service provider’s job.”* Service quality problem arise where the service provider are overwhelmed by too many demands on their attention. For instance, the service provider are also required to serve the phone callers, at the same time when there is a customer coming, they will have a role conflict in dividing their attention to both the phone callers and the waiting customer in front of them.

Inadequate role support was also a service quality problem where the role support include hiring practices, training programs, and support services (Berry et al., 1998). The company might refuse to hire more employees due to high cost. Therefore, there might be insufficient manpower. The training programs for employees might be too little which caused the employee to have too limited knowledge when serving the customer. It might be dangerous when the customer know better than the employee about the service. Regarding the support service, centralization might cause the frustration in controlling by the service provider. This often occurred in the public agencies where they have to follows the instruction or rules by the headquarters. For example, when the lecturer try to register the course for the student, the system breakdown occurred. The lecturer in branch campus cannot do anything because the system was controlled by the main campus.

### 3.3.6 The Servuction Model

In Hoffman and Bateson (2010), servuction model is defined as *“A model used to illustrate the four factors that influence the service experience, including those that are visible to the consumer and those that are not.”* There are four factors which directly influence the service experience of the customer which include the visible part that are servicescape, contact personnel or service providers and other customer; while the invisible part are the organizations and systems.

### 3.3.6.1 Servicescape

Servicescape is the use of physical evidence to design the service environment as defined as Hoffman and Bateson (2010). Most of the time, the customers often unable to evaluate the service quality due to the service intangibility. Therefore, physical evidence can be used as a mean of evaluation by the customers. Servicescape might include the facility exterior such as exterior design, signage, parking, landscape and surrounding environment; and the facility interior such as interior design, equipment, signage, layout, air quality/temperature, and sound/music/scent/lighting (Marketing Service – Chap011, 2009). Physical evidence might be not the same in every service organization, instead, it varies by the type of service organization (Hoffman & Bateson, 2010). For example, the servicescape in the hospital might include the building exterior, parking, signs, waiting areas, admissions office, patient care room, medical equipment and recovery room (Marketing Service – Chap011, 2009). Different from the servicescape in the airline services which include, airline gate area, airplane exterior, airplane interior (décor, seats, air quality), check-in kiosks and security screening area. According to Hoffman and Bateson (2010), no matter in what way the physical evidence are being used, its role are the same which include packaging the service, facilitating the service delivery process, socializing customers and employees, and differentiating the firm from its competitors.

### 3.3.6.2 Contact personnel or service providers

Hoffman and Bateson (2010) state *“contact personnel are employees other than the primary service provider who briefly interact with the customer.”* Contact personnel examples are the parking attendants, receptionists, and hosts and hostesses. Moreover, Hoffman and Bateson (2010) defined the service providers as *“the primary providers of the core service, such as a waiter or waitress, dentist, physician, or college instructor.”* The service are being consumed within where the service is produced such as restaurant, hospital and airport or within the consumer’s residence or workplace such as lawn care, house painter and rubbish collection. Here, the service provider might have dual roles where they need to interact with the customer and report back to the internal organization. Hoffman and Bateson (2010) highlight that the service providers are an important source of product differentiation. For example, the poise and attitude of flight attendants (service providers) are what make one airline different from other.

### 3.3.6.3 Other customer

Hoffman and Bateson (2010) defined other customers as “*customers that share the primary customer’s service experience.*” One’s service experience can either be enhanced or detracted by the presence of other customers. This is because the influence can be active (i.e. student having conversation with each other during lecture, customer fighting in the restaurant) or passive (i.e. customer show up late for the appointments). Due to unpredictable other customers’ actions that enhance or detract from the service experience, what the service organizations can do is that to manage the behaviour of customers. For example, the service organization may set a first come first serve standard to reduce waiting time. The other customer in a university’s library, for example, the other students, classmate, staff, lecturers or visitor.

### 3.3.6.4 Organizations and systems

Hoffman and Bateson (2010) defined invisible organization and systems as “*that reflect the rules, regulations, and processes upon which the organization is based.*” The invisible part of organization and systems includes organization policies, the number of employee, the registration process etc.

## 3.3.7 Application of Counter Service Management at Pejabat Pendidikan Daerah Bau

Throughout my practical training at Pejabat Pendidikan Daerah Bau (PPDB), I have been assigned to handle the counter service at the Financial Unit. Even though it was located at the Financial Unit, the matter to be handled at the counter are general matter. Which means, every customer would first approach the general counter service before they can access to a more specific unit. General counter service where I have been attached with would need to serve every customer by responding to their enquiry, guide the customer to the correct unit or personnel as they required, handle the incoming correspondence or claim forms and handle the phone calls. Other minor tasks at the counter would be helping the customer to photocopy or print their document and helping the customer to pass the information to the relevant officer or staff. Most of the time, the customer of PPDB are among those teachers, students, suppliers, student’s relative, other employees of other organization or other public.

By referring to the counter service concept as discussed above, it can be said that Pejabat Pendidikan Daerah Bau (PPDB) has applied the concept of counter service. The PPDB counter service would involve the counter personnel and the customer. In PPDB counter service system, the customer can just directly approaches the counter without having to wait to be called. Here, I would immediately respond to what the customer asked for. Therefore, the concept of service quality is applicable here. Each time the customer came to PPDB, for sure they have their own expectation about the service that are going to be provided by the counter personnel or other service provider. Whether or not the customer expectation are like what they perceived, the five dimension of service quality will be applied to the PPDB counter service.

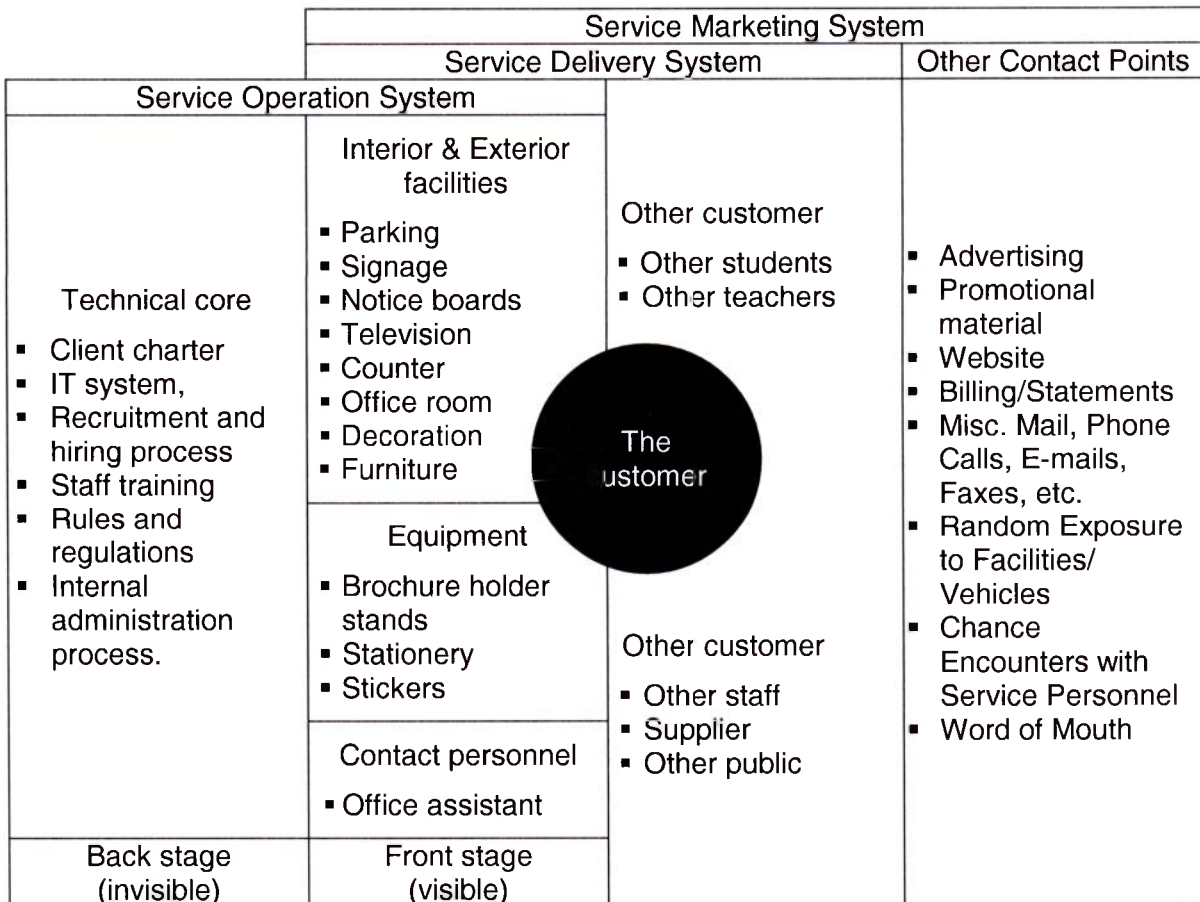
Under the reliability of service quality, the PPDB counter service personnel are reliable in keeping their promises where they provide a timely, consistent and accurate services to the customer. For example, when the teacher came to the counter regarding the travelling claims, I able to provide an accurate forms and information and also timely in providing the service within few minutes. In PPDB, the assurance dimension is not very important as there is risk is low regarding the service being provided. This is because the service offered by PPDB is related to mental stimulus processing where risk is lower. However, the tangibility of service in PPDB are important to represent the service physically at the counter service. For example, the signage, decoration, staff attire, television to display announcement or notice and brochure are the tangible aspect of service in PPDB. PPDB also highly put individualized attention to their customer where the empathy dimension is very applicable. Most of the time, I would able to understand what their customer need and therefore, able to customize the services based on the customer preference. As most of the customer are teachers and students, I would have known beforehand the services that the customer would asked for. For example, at the counter, I always handle the matter regarding the claims, incoming formal document, an appointment with the officers and also other general question such as the location of the officer's office. In PPDB as well, the service provider are required to respond to the customer requests, questions, complaint and problems promptly. However, some of the service might take about 10 – 15 minutes to serve one customer, for example regarding claims on transfer of the teachers, the other customer who require the same service would have to wait within that certain amount of time. The services are mostly performed by the administrative assistant. Here, the responsiveness dimension would be a matter. While in responding to the customer question or



problem, I would need to provide a reliable answer and solution as soon as possible. If there is question or problem I am not able to attend to, I would pass it to the relevant staff. But most of the time, the other staff able respond the question and problem promptly and made the customer satisfied with the answer and solution given.

In applying the Servuction Model in PPDB, the visible part and invisible part of factors that influence the service experience will be considered. The servicescape in PPDB counter service include the building exterior, parking, signage, notice boards, television, counter, office rooms, furniture, decoration etc. In PPDB, the contact personnel are the office assistant, while the service providers are the administrative assistant, clerk, assistant accountant and officers in charge. The PPDB other customer would include the other students, other teachers, staff from other Pejabat Pendidikan Daerah, supplier or public. While the PPDB invisible part might include its client charter, IT system, recruitment and hiring process, staff training, its rules and regulations, and also internal administration process.

Figure 3.3.7.1 Service Marketing System of Pejabat Pendidikan Bau Counter



## 3.4 Public Financial Administration

### 3.4.1 Definition of Public Financial Administration

Public financial administration basically concern with the efficient and prudent management of the financial resources of the government (Johnson, 2014). Here, the financial management concept are related. According to Management Study Guide (2013), financial management can be refer to the planning, organizing, directing and controlling of the financial activities which include procurement, allocation and utilization of financial resources of the enterprise.

### 3.4.2 Activities in Public Financial Administration

#### 3.4.2.1 Accounting

Accounting is one of the main activities in financial administration which include recording, summarising, reporting and analysis of all financial transaction (Johnson, 2014). Financial records is use to show the transaction of a business, individual or other organization by preparing a formal documents (Financial records, 2010). The examples of financial records are the statement of retained earnings and cash flow, income statements and company's balance sheet. Another example would be bookkeeping which is use to record the day-to-day financial transaction (How to Keep Financial Records, n.d.).

#### 3.4.2.2 Auditing

As defined by Audit (2015), auditing involve a very detail examination of books, accounts, documents and vouchers of an organization in order to examine whether it is true and properly maintained. Johnson (2014) define audit as an objective scrutiny of the financial accounts and statement of an organization by independent and competent person. Furthermore by Johnson (2014), audit will be used to determine the legality, accuracy, fairness and truthfulness of the financial accounts and statements produced. While the financial audit refer to a detail examination of a financial records and reporting activities of an organization for the purpose of disclosure, compliance, taxation, legal and etc. (Financial audit, 2010). Usually the external auditor would involve in financial to get the evidence to identify any material errors or other misstatement in the financial statement and claims (Financial audit, 2015). They also will check whether the statement followed international accounting standards.

### 3.4.2.3 Purchasing and supply

Johnson (2014) state that purchasing and supply activity involve procurement, storage, monitoring and distribution of goods and supplies. Here, the responsible officer would perform this activity to purchase required goods and service rightfully in terms of quality, quantity, price, supplier and time. The main focus would be in procurement function where it can be refer to the acquisition of goods, services or works from external suppliers (Procurement, 2015).

### 3.4.3 Application of Public Financial Administration at Pejabat Pendidikan Daerah Bau

As I have been attached at financial unit, surely I have mainly performed several financial task. Under accounting activity, I were in charged to produce financial record for Allocative Warrant and Jadual Pendapatan Syarikat. I were required to produce Allocative Warrant record weekly in Microsoft Word and submitted it to Mr. Les. I also have produce Jadual Pendapatan Syarikat records by using Microsoft Excel which were pertaining to the amount spent by PPD to obtain external goods and services. Other than that, I also have learnt on how to produce PPDB financial report called Laporan Prestasi Perbelanjaan Mengurus hingga Akhir Bulan through eSPKB. I have assisted the accountant assistant to double check and correct any error occur in the system before finalize it. Besides, I have recorded the financial data in Prestasi Pembayaran Bil dan Tuntutan system based on its "Bilangan hari" and the "Amaun" in that range of days. For example, the amount between 0 to 3 days, 4 to 7 days, or 8 to 14 days days will be total up. Under purchasing and supply, I have performed procurement task where I were required to double check the Supplier Master Listing with the invoice issued. After checking it all, I have drafted all the error on a paper and rendered it to the officer in charge of procurement for further action. I also have recorded all the transaction of purchasing goods and services from supplier in the Jadual Pendapatan Syarikat, which is part of procurement activity. Under auditing activity, I have involved in the pre-audit activity where I were require to double check all the Baucar Bayaran files before the actual audit take place by the external auditor.

## 3.5 Data Processing

### 3.5.1 Definition of Data Processing

According to Data Processing (n.d.), data processing refer to *“the processing of converting data into useful information”*. In the data processing system would involve the activities, equipment and personnel. Usually this data processing is applicable for administrative, commercial, financial, managerial, supervisory or forecasting purposes (G06Q, 2013).

Figure 3.5.1 Data Processing System



### 3.5.2 Example of Data Processing System

#### 3.5.2.1 Organizing examination records

In a university, after the examination sheets has been collected, the lecturer would marked the sheets based on course. Then, the scores for the course would be entered in the score sheet. The score sheet then submitted to Head of Programme. The Head of Programme would calculate the marks for all courses and average the score of each student. The examination result would be produced for each student through their student portal while the master record sheet is kept for future reference (Data Processing, n.d).

#### 3.4.2.2 Preparing payslips

In an organization, the daily working hours of each employee are recorded on a time sheet. After that, the personnel responsible would checked the data recorded for accuracy and transfer them onto a summary sheet. At every end of the month, the summary sheet are submitted to the accountant for further action. After calculating the total number of hours worked, the accountant would produce wages for each employee based on that. The payslip then are produced to indicate the amount of wages received by the employees and are distributed to them (Data Processing, n.d).

### 3.5.3 Stages of Data Processing System

According to Data Processing (n.d.), there are five stages of Data Processing System which involve collection of data, preparation of data, input of data, processing of data and output of information.

The first stage include the collection of data where the data are obtained from either the primary source or secondary source. For example, the organization used the attendance sheet to get the signature and also clock-in and -out time of each employee who are presented.

The second stage include the preparation of data where the data collected are made ready for further use. The activities involve in preparing the data are classifying, coding, rearranging and editing of the raw materials. For example, from the attendance sheet, the respective officer will classify the attendance of the employee based on those who has presented and those who has absented.

The third stage include the input of data where the data are submitted to the person responsible for processing data. Then the person responsible would transfer the data in the computer software application. For example, the data of the employee presented and employee absented are key in into the Employee Monthly Attendance Record by using Microsoft Excel.

The fourth stage include the processing of data. Here, the manipulation of data involve where it would include calculating, sorting and updating of the data. A set of working procedure or instruction are used in processing the data to ensure its reliability and validity. For example, in Microsoft Excel, the AutoSUM function would be used to calculate the attendance data which has been key in to auto calculate the total amount of working hours by the employee.

The last stage include the output of information. The end result of the data would be produced in appropriate and suitable format to become an information. For example, the Employee Attendance Record for the Month of May is produced for the administration further action.

#### 3.5.4 Application of Data Processing System at Pejabat Pendidikan Daerah Bau

As I have performed most of my task by using computer, I also involved in data processing activities. Among the data processing tasks that I have performed are developing the system for incoming and outgoing stock by using Microsoft Excel, producing record for Jadual Pendapatan Syarikat, Allocative Warrants, Bayaran Bil yang telah dibuat Pada Tahun 2014 and Maklumat Berkenaan Tunggakan Bill air JKR.

As I have performed a task to produce a record for utility bill, hence, I have applied the stages of data processing system in producing the record. The first stage in producing the record for utility bill include the collection of data. I have collected

and gather the data from the secondary source which are the Baucar Bayaran for utility bills. In the preparation of data, I have drafted it first on the paper by classifying and rearranging it according to its "Bil.", "Nama Sekolah", "Tunggakan Tahun 2014 (RM)", "Tunggakan Tahun 2013 (RM)", "Tunggakan Tahun 2012 (RM)", "Tunggakan Tahun 2011 (RM)", "Tunggakan Sebelum Tahun 2011 (RM)", "Jumlah Tunggakan (RM)", "Tunggakan Menurut JKR (RM)", "Beza Tunggakan (RM)" and "No. Meter". After it has been drafted, then the input of data involved. I have transferred the data in the computer software application which is Microsoft Excel. The data entry are created based on what have been drafted. I have named the workbook as "Maklumat Berkenaan Tunggakan Bil Air JKR". Next, in processing of data, first I need to calculate the monthly Bill Amount in Bill Statement for the schools in Bau that unpaid according to the school and year manually. Then, I have used the AutoSUM function in Microsoft Excel to create the formula for each entry to auto-calculate the total of unpaid bill from the year before 2011 until 2014. Then the data which has been calculated manually were inserted in the Maklumat Berkenaan Tunggakan Bil Air JKR workbook. The last stage in the output of information include producing the end result of the data. I have printed the Maklumat Berkenaan Tunggakan Bil Air JKR workbook in a hardcopy form and submitted it to Mdm. Susie for the financial record.

### 4.1 Introduction

This chapter highlights and discuss the strengths and weaknesses of the tasks assigned during practical training as discussed in Chapter Three. After done with the analysis of the task assigned, the strengths and weaknesses of the Pejabat Pendidikan Daerah Bau can be determined. This chapter also will provide the solution for improvement on counter service that can be applied in the future. Thus, there are several strengths and weaknesses of counter service at Pejabat Pendidikan Daerah Bau that I have observed during my practical training.

### 4.2 Strengths of the Pejabat Pendidikan Daerah Bau

#### 4.2.1 Quick respond by counter personnel

In PPDB, the counter personnel would greet the customer that approach the counter promptly. When the customer demand for services, ask question or address their problem, the staff able to respond immediately. Even if the staff unable to give an immediate answer or solution for the customer question or problem, they would inform the customer immediately that they will contact them if they have found the answer or solution. At least the staff did not leave the customer waiting for a response.

#### 4.2.2 Friendly attitude of staff

The staff in PPDB are very friendly especially those involved at the counter service. This is the strength of the PPDB that every visitor might notice. They are very good in creating a friendly relationship with the customer.

#### 4.2.3 Accurate services provided

Most of the time, the main services demanded by the customer are provided by the service provider such as the administrative assistant and officer. They able to provide a clear information to the customer in regards of the service requested.

#### 4.2.4 Good cooperation between the staff

One of the prominent strength in PPDB is that, the staffs are working well together regardless of which unit they are from. They able to provide

good cooperation when it comes to organizing a program, meeting or any activities.

### **4.3 Weaknesses of the Pejabat Pendidikan Daerah Bau**

#### **4.3.1 Limited knowledge of the counter personnel**

As in PPDB, the counter personnel are still considered as new for few months, here, the counter services have been left for the new staff to be in-charged. Therefore, the counter personnel have lack of knowledge as a frontline staff. In this case, most of the time, the other service provider (not the frontline staff) have to take control to serve the customer. Lack of training might be the possible factor that lead to the counter personnel having lack of knowledge.

#### **4.3.2 Conflicting roles of the counter personnel**

The counter personnel in PPDB have dual roles that is to serve as a receptionist, and also to be an office assistant. Here, the counter personnel are always in between whether to serve the customer as their main responsibility or to do all the general administration task such as filing. While doing their administrative work, the counter personnel are somehow distracted by the customer.

#### **4.3.3 Lack of updated information at the counter**

Most of the time, any news or announcement at PPDB are not being informed to the counter personnel. This leaving the counter personnel to be not updated by the latest information. The problem will occur when the customer asked the counter personnel about the latest updates. Besides, the necessary forms are not placed at the counter, instead, placed behind the counter.

#### **4.3.4 Unsuitable layout at and behind the counter**

As in PPDB, the main counter are combined with the financial and accounting unit's office, it somehow create the confusion to the customer. The customer would confuse where the main counter of PPDB is located. Sometimes, the unnecessary equipment such as files and boxes belongs to the financial and accounting unit are placed at the counter area which might distract the service process.



#### 4.3.5 Lack of records management practice

As some of my task is to create and produce financial and inventory records, it shown that PPDB having lack of records management. For example, before this, they did not have any proper records for transaction they have made with the supplier (procurement) and other government agencies. Only then the records for Jadwal Pendapatan Syarikat and Allocative Warrant were created.

#### 4.3.6 Lack of conformity to filing procedures

As I have assisted in pre-auditing process, I have frequently identified that the filing for Baucar Bayaran are not following its financial filing procedures. For example, every Baucar Bayaran need to be stamped as "Received". "Telah Bayar" or "Batal", and whether the relevant document (i.e. formal letter, receipt, etc) have an approval stamp, signed or attached before filing it. However, I have found many missing items in Baucar Bayaran files which were often overlooked by the staff.

#### 4.3.7 Lack of 5S practice

There are lack of 5S practice in PPDB. The filing cabinet at financial unit are having no proper labelling. Besides, there are also poor management of office furniture in financial unit making the office room looks too crowded. Moreover, there are several unnecessary item are put at the file cabinet. For example, the personal stuff of the staff. Other than that, the food items are not supposed to be placed at the workstation area where it need to be kept at the pantry.

### 4.4 Recommendations or solutions for improvement

#### 4.4.1 Staff training

Staff training is the most recommended and necessary for all the new personnel especially for the counter personnel. This is because the counter personnel are the one who might have frequent contact with the customer and who always serve the customer daily. The counter personnel need to be knowledgeable and equipped with all the necessary information pertaining to their roles at the counter. Instead of replacing the incompetent staff, it is better to train them to be more knowledgeable and competent.

#### 4.4.2 Single role played by the counter personnel

The counter personnel should play a single role that is to serve the customer as their main responsibility. Therefore, they can focus in giving a good quality service to the customer instead of distracted by the other extensive task. The counter personnel should be the one with a customer-oriented role.

#### 4.4.3 Updated information available at the counter

The counter must be updated with the latest information from the relevant officer in-charge. Every customer came to the counter must know first the updates from the counter because the counter is the first place that they will approach in PPDB. The officer may display the announcement or latest news through the television screen placed outside or in front of the counter. Another ways is to inform the counter personnel about the latest updates, then the counter personnel may inform the customer verbally about it. The staff behind the counter must work well with the staff at the counter, therefore, the service at the counter can be improved.

#### 4.4.4 Separate space for the counter and the office

As the counter in PPDB are combined with the financial and accounting unit, it is better to separate the counter with the other office or leave a space. Therefore, the counter personnel also will not be distracted by the conflicting role and can focus on serving the customer at the counter.

#### 4.4.5 Utilize the software application

PPDB should fully utilize the software application available in their computer. The financial records should be created and every data can be key-in by using the software application as it is easier for the staff to update, change, keep or modify the records. The use of Microsoft Excel or Microsoft Access are very much preferable.

#### 4.4.6 Recheck the document

Every document especially the Baucar Bayaran must be recheck before put it in the file for filing. In preparing the document for filing, every necessary procedures required must be followed. This is to avoid the time might be wasted to do a last minute recheck few days before the audit day.

#### 4.4.7 Apply 5S practice

According to Stephenson (2015), the 5S refer to Sort, Set in order, Shine, Standardize and Sustain. The purpose of this 5S practice is to improve the safety, quality and productivity of the organization. Therefore, it is highly recommended for PPDB to have 5S practice therefore can offer more safe and quality office environment and heighten productivity of their staff.

## CHAPTER 5 CONCLUSION

This chapter is about the conclusion or summary for Chapter One until Chapter Four which has been discussed earlier.

In Chapter One, the introduction of the organization has been discussed where the point covers the background of Pejabat Pendidikan Daerah Bau which includes the establishment of PPDB, its holder since 1982 until present and the total number of schools under the supervision of PPDB. Besides, Chapter One also discussed the PPDB's objectives, mission, vision, organization structure, main functions and also the function of Financial Unit in which I have been attached to. The National Education Philosophy also been included. Basically, Chapter One is the information about the organization or department in which I have undergone my practical training. The nature of business or the function of the organization can be known in Chapter One.

In Chapter Two, it is about the schedule of practical training. It covers the exact nature of work done for the whole six weeks in PPDB. Among the task that I have performed are: counter service; general administrative task; filing; data record and data creation such as Allocative Warrants, Jadual Pendapatan Syarikat, Prestasi Pembayaran Bil dan Tuntutan, Laporan Prestasi Perbelanjaan Mengurus hingga Akhir Bulan, Bayaran Bil yang telah dibuat Pada Tahun 2014 and Maklumat Berkenaan Tunggakan Bill air JKR; data processing such as develop the system for incoming and outgoing stock using Microsoft Excel; auditing such as checking the Baucar Bayaran and Supplier Master Listing and invoice; handle the formal correspondence and document such as the claims and formal letter; and lastly the 5S task such as arranging the file at the cabinet accordingly. Here, all the task that has been performed can be identified through the thorough explanation on each task performed. The task performed only within the organization or department in which I have been attached to.

Chapter Three is about the analysis of practical training. The first task that I have chosen to be analysed is the counter service management task. The counter service concept has been introduced by giving its definition as well as its scenarios. The counter service scenarios that I have gave are the hotel counter service, food outlet counter service and bank counter service. Moreover, I also include the service quality concept which is closely related to the counter service concept. In service quality concept, the Gap Model and the dimension of service quality or known as RATER Model has been introduced. The RATER Model include the reliability, assurance, tangibility, empathy and responsiveness. Besides, the service quality problem also has been discussed where among the problem

highlighted are: failure to match demand and supply in order to maintain service quality; problem due to people factor such as employee unwilling, unable or poorly trained to perform the set service standard; role conflict by the service provider; and inadequate role support. The analysis also include the Servuction Model where the four factors which directly influence the service experience of the customer are discussed under this model. The four factors are: servicescape; contact personnel or service providers; other customer; and organizations and systems. The counter service concept are then applied at the PPDB where the concept are according to the task that I have performed in PPDB's counter. The second task that I have analysed is the Public Financial Administration. The definition of Public Financial Administration and the activities involved in it has been discussed. There are three main activities that I have discussed that are accounting, auditing, and purchasing and supply. Then the Public Financial Administration concept has been applied in the task that I have performed in financial unit. Lastly, the third task that I have analysed is Data processing. The definition as well as example of Data Processing System has been discussed. The example of Data Processing system given are organizing examination records and preparing payslips. Besides, I also have discussed the stages of Data Processing System which include collection of data, preparation of data, input of data, processing of data and output of information. Data Processing System application in the task that I have performed also have been discussed in this chapter.

Chapter Four, however, is about the strengths and weaknesses of the counter service at PPDB. After that, the appropriate solutions has been recommended to improve overall administration and environment at PPDB. Among the strengths at PPDB are: the counter personnel quick respond; friendliness of the staff who serve the customer; service being provided to the customer are accurate; and good cooperation between the staff. On the other hand, PPDB's weaknesses are: limited knowledge of the counter personnel due to lack of training; conflicting roles of counter personnel; lack of updated information at the counter; unsuitable layout at and behind the counter; lack of records management practice; lack of conformity to filing procedures and lack of 5S practice. Appropriate solutions which I have recommended to improve PPDB's overall administration and environment are: staff training; single role played by the counter personnel; updated information must available at the counter; separate space for the counter and the office; utilize the software application; recheck the document; and apply 5S practice.

In a nutshell, even though I have been attached at financial unit, all the tasks that I have performed are related to my field of study. The analysis on specific tasks that I have chosen have identified their strengths and weaknesses. Besides, the solutions that I have recommended can be taken into consideration in order to overcome the weaknesses of the

job tasks. Therefore, I hope my practical training report can be used as a reference by the other students who also will undergo their practical training.

# APPENDICES

## Appendix A: Allocative Warrant Sheet

KERAJAAN MALAYSIA

**WARAN PERUNTUKAN**

Belanjawan bagi Tahun 20<sup>15</sup>

(Kew. 308)

No. RUKUN	00356 ✓	TARIKH	08012015
Pd YANG	PERHAL	KOD JAB.	KOD PTD
MENGE LUAR	PENGARAH, JABATAN PENDIDIKAN NEGERI SARAWAK	211	600101
MENERIMA	PEJABAT PENDIDIKAN DAERAH BAU ✓	211	602901

Tuan adalah diberi kuasa melakukan perbelanjaan yang ditentukan di bawah dalam tempoh 1hb Januari hingga 31 Disember 20<sup>15</sup> Untuk berbuat demikian, waran ini bersama dengan Bil Perakuan dan Penyelesaian yang sama adalah mencukupi bagi melepaskan tanggungan ini

Perbelanjaan yang melebihi peruntukan ini adalah tidak dibenarkan melainkan jika ada peruntukan tambahan yang di kepada tuan melalui waran peruntukan selanjutnya.

**UNTUK KEGUNAAN PEJABAT PERAKAUNAN SAHAJA**

11 Tarikh Dokumen Diterima

JENIS	KEGUNAAN MEMBATAL REKOD PERUNTUKAN SAHAJA		
110	No. RUKUN	TARIKH	

**PERUNTUKAN DIMASUKIRA KEPADA AKAUN-AKAUN DI BAWAH**

MAKSUD	16 JAB.	17 PTD/PK	18 PROG /AKT AMANAH	19 PROJEK	20 CP	21 OBJEK	22 AMAUN		23 TK +/-	
							RM	SEN		
B63 ✓	211 ✓	602900 ✓	020318 ✓	-	-	11000 ✓	780,000.00 ✓			
B63 ✓	211 ✓	602900 ✓	020318 ✓	-	-	12000 ✓	320,000.00 ✓			
B63 ✓	211 ✓	602900 ✓	020318 ✓	-	-	13000 ✓	11,500.00 ✓			
Pengurusan Asrama 2015 ✓										
Perihal : Waran Peruntukan Pertama ✓										
24 JUMLAH								1,111,500.00		

1,111,500.00

*[Signature]*

**R.H. SERINA BINTI SAUNI**  
Pengaroh Pendidikan Sarawak

08012015      29 Cap Jabatan

JABATAN PENDIDIKAN NEGERI SARAWAK

30 Diperiksa oleh: \_\_\_\_\_

Tandatangan di \_\_\_\_\_

Kew. (JAN 2014) jika ruang di dalam dokumen ini tidak mencukupi.

Unit Bajet

YSR (8.15) 248-10 (SK. 6) JD. 5/(29)

## Appendix B: Allocative Warrant Record

## REKOD WARAN PERUNTUKAN

NO. RUJUKAN (WARAN)	TARIKH	AKTIVITI	OBJEK	JUMLAH
No. Rujukan: 00142 Perihal: Agihan Waran Peruntukan Pertama Di Bawah Aktiviti Pendidikan Awal Tahun 2015	07.01.2015	020101 020101 020101	11000 12000 13000	2,533,437.00 877,981.00 53,209.00
No. Rujukan: 00395 Perihal: Agihan Peruntukan untuk Perkhidmatan Lain, Perhubungan dan Utiliti	07.01.2015	020215 020215	29000 23000	25,000.00 140,000.00
No. Rujukan: 00209 Perihal: Waran Peruntukan Bagi Sumbangan Berkanun Untuk Kakitangan	08.01.2015	010501	13000	8,000.00
No. Rujukan: 00325 Perihal: Aktiviti Pendidikan Rendah Dasar Sedia Ada Peruntukan Pertama Tahun 2015	08.01.2015	020215 020215 020215 020215	11000 12000 13000 14000	30,005,794.00 9,300,000.00 340,760.00 4,000.00
No. Rujukan: 00356 Perihal: Waran Peruntukan Pertama	08.01.2015	020318 020318 020318	11000 12000 13000	780,000.00 320,000.00 11,500.00
No. Rujukan: 00707 Perihal: Agihan Peruntukan Mengurus Di Bawah Aktiviti Pendidikan Rendah	08.01.2015	020216 020227 020228 020215 020219 020215 020220	21000 21000 21000 24000 24000 27000 27000	80,000.00 1,000.00 1,000.00 5,000.00 38,500.00 21,000.00 30,000.00
No. Rujukan: 00177 Perihal: Agihan Waran Peruntukan Bagi Tahun 2015	09.01.2015	010501 010501 010501 010504 010501 010512 010501 010513 010501	11000 12000 14000 21000 23000 24000 27000 27000 29000	1,000,000.00 380,000.00 2,000.00 25,000.00 58,000.00 9,000.00 12,000.00 2,970.00 10,000.00
No. Rujukan: 00908	09.01.2015	020318	23000	37,000.00
No Rujukan: 01114 Perihal: Agihan Peruntukan Mengurus Untuk Tuntutan Perjalanan Kursus Guru/Kakitangan Rujukan: JPS(W)SK2P(Laty153/04/01/17 Jld.3(47)	12.01.2015	020218	21000	10,000.00



LAPORAN PERSELESAIAN / VERIFIKASI STOK TAHUN 2013  
(Periode Pengukuran 2013 dan 2012)

Konvensional/Inklusif: Penghitung Perselesaian Dengan Baru

No. Ref. Kode Barang/Barang	Uraian Barang	Uraian Barang	Uraian Barang	STOK GUDANG PERSELESAIAN 2013			STOK GUDANG PERSELESAIAN 2012			Perubahan Stok (Saldo Awal/akhir pengurangan masuk/produksi baru/produksi akhir)			
				Saldo Awal	Saldo Akhir	Saldo Akhir	Kuantitas Stok				Kuantitas Stok		
							Saldo Awal	Saldo Akhir	Saldo Akhir		Saldo Awal	Saldo Akhir	Saldo Akhir
1	MATCH P&Z	9.80	0	0	212	-	-	-	-	-	1,027.80		
2	BATERI EVEREADER (AAA)	9.80	0	0	13	-	-	-	-	-	64.00		
3	BATERI PANASONIC (AA)	1.50	0	0	14	-	-	-	-	-	17.00		
4	BATERI PANASONIC (C)	1.50	0	0	1	-	-	-	-	-	1.50		
5	BATERI PANASONIC (D)	4.00	0	0	14	-	-	-	-	-	64.00		
6	BINDING KOMIK (SILKON)	1.50	0	0	48	-	-	-	-	-	68.00		
7	BINDING KOMIK (SILKON/PAK)	1.00	0	0	32	-	-	-	-	-	26.00		
8	BINDING KOMIK (SILKON)	0.80	0	0	32	-	-	-	-	-	46.00		
9	BINDING TAPAK (BORDERED COLOUR)	9.80	0	0	12	-	-	-	-	-	177.00		
10	SD KERTAS	1.00	0	0	171	-	-	-	-	-	48.00		
11	CELLULOSE	2.00	0	0	28	-	-	-	-	-	6.00		
12	CORRECTIVE FLUID	4.00	0	0	1	-	-	-	-	-	51.50		
13	CORRECTIVE PEN (PENTEL)	5.50	0	0	9	-	-	-	-	-	5.00		
14	CUTTER KASIR	2.00	0	0	2	-	-	-	-	-	5.00		
15	DAMP-PROOF (MAGAZINE)	17.00	0	0	1	-	-	-	-	-	534.00		
16	DIAPHRAGM (GUMMET)	18.00	0	0	13	-	-	-	-	-	1,136.00		
17	DIAPHRAGM	1.50	0	0	158	-	-	-	-	-	302.10		
18	DOUBLE SIDED TAPE	2.40	0	0	12	-	-	-	-	-	28.00		
19	DUO BINDER	2.00	0	0	288	-	-	-	-	-	426.00		
20	FLASH CARD (PACKET)	20.00	0	0	1	-	-	-	-	-	20.00		
21	GLUE STICK	0.50	0	0	9	-	-	-	-	-	4.50		
22	HARD CARBON BLOCK	0.20	0	0	148	-	-	-	-	-	9.40		
23	LIANT NEUTRAL FILM	0.50	0	0	157	-	-	-	-	-	86.35		
24	MARSI P&Z	3.00	0	0	4	-	-	-	-	-	11.00		
25	MARKER H-MONORE (PEMBAGIAN WARNA)	4.00	0	0	8	-	-	-	-	-	36.40		
26	MARSHING TAPE	3.20	0	0	14	-	-	-	-	-	44.80		
27	NOTES YELLOW (PILKAKAN - THINAN X 12MM)	9.20	0	0	3	-	-	-	-	-	16.00		
28	PALAM	4.50	0	0	1	-	-	-	-	-	21.50		
29	PAPER PUNCH (RAMI) - 4/321	15.50	0	0	4	-	-	-	-	-	66.00		
30	PAPER PUNCH (RAMI) - 8/321	18.50	0	0	4	-	-	-	-	-	0.00		
31	PERMANIS PAKSIK (PLASTIK)	1.20	0	0	9	-	-	-	-	-	10.80		
32	PEN HITAM BUKA BILAY (PAPER CASTELL)	1.00	0	0	47	-	-	-	-	-	47.00		
33	PEN BIRU BUKA BILAY (PAPER CASTELL)	1.00	0	0	28	-	-	-	-	-	28.00		
34	PEN MERAH BUKA BILAY (PAPER CASTELL)	1.00	0	0	47	-	-	-	-	-	47.00		
35	PEN HITAM (BULKINET)	1.00	0	0	6	-	-	-	-	-	0.00		
36	PEN MERAH (BULKINET)	1.00	0	0	74	-	-	-	-	-	74.00		

Appendix D: Incoming and Outgoing Stock Record

REKOD STOK MASUK DAN KELUAR 2015 - ARCH FILE

Tarikh	Kuantiti Stok		Tarikh	Kuantiti Stok	
	Baki Dibawa Ke Hadapan	Masuk		Keluar	Baki Terkini
24/1/2015	112	0			112
	112		25/1/2015	0	112
	112		30/1/2015	0	112
2/2/2015	112	0	2/2/2015	0	112
2/4/2015	112	0			112
	112		18/2/2015	0	112
22/2/2015	112	0			112
	112		25/2/2015	0	112
27/2/2015	112	0	27/2/2015	0	112
	112				112
	112				112
	112				112
	112				112
	112				112

Masuk Terkini	0
Keluar Terkini	0
Baki Terkini	112

Appendix E: Incoming and Outgoing Stock Record (Unhide)

REKOD STOK MASUK DAN KELUAR 2015 - ARCH FILE

Tarikh	Kuantiti Stok				Tarikh	Kuantiti Stok		
	Baki Dibawa Ke Hadapan	Masuk	Masuk Terkini	Baki Semasa		Keluar	Keluar Terkini	Baki Terkini
24/1/2015	112	0	0	112			0	112
	112		0	112	25/1/2015	0	0	112
	112		0	112	30/1/2015	0	0	112
2/2/2015	112	0	0	112	2/2/2015	0	0	112
2/4/2015	112	0	0	112			0	112
	112		0	112	18/2/2015	0	0	112
22/2/2015	112	0	0	112			0	112
	112		0	112	25/2/2015	0	0	112
27/2/2015	112	0	0	112	27/2/2015	0	0	112
	112		0	112			0	112

Masuk Terkini	0
Keluar Terkini	0
Baki Terkini	112

Appendix F: Incoming and Outgoing Stock Record (With formula)

REKOD STOK MASUK DAN KELUAR 2015 - ARCH FILE

Tarikh	Kuantiti Stok				Tarikh	Kuantiti Stok			
	Baki Dibawa Ke Hadapan	Masuk	Masuk Terkini	Baki Semasa		Keluar	Keluar Terkini	Baki Terkini	
24/1/2015	112	0	=SUM(C4)	=SUM(B4-C4)			=SUM(E4)	=SUM(F4-G4)	
	=SUM(H4)		=SUM(D4+C5)	=SUM(B5-C5)	25/1/2015	0		=SUM(G5+H4)	=SUM(I5-C5)
	=SUM(I5)		=SUM(E5-D5)	=SUM(B6-C6)	30/1/2015	0		=SUM(H5+H5)	=SUM(I5-C6)
42087	=SUM(J6)	0	=SUM(F6-D6)	=SUM(B7-C7)	42087	0		=SUM(I7+H6)	=SUM(J7-G7)
42086	=SUM(K7)	0	=SUM(G7-D7)	=SUM(B8-C8)				=SUM(J8+H7)	=SUM(K8-G8)
	=SUM(L8)		=SUM(H8-D8)	=SUM(B9-C9)	18/2/2015	0		=SUM(K9+H8)	=SUM(L9-G9)
22/2/2015	=SUM(M9)	0	=SUM(I9-D9)	=SUM(B10-C10)				=SUM(L10+H9)	=SUM(M10-G10)
	=SUM(N10)		=SUM(J10-D10)	=SUM(B11-C11)	25/2/2015	0		=SUM(M11+H10)	=SUM(N11-G11)
27/2/2015	=SUM(O11)	0	=SUM(K11-D11)	=SUM(B12-C12)	27/2/2015	0		=SUM(N12+H11)	=SUM(O12-G12)
	=SUM(P12)		=SUM(L12-D12)	=SUM(B13-C13)				=SUM(O13+H12)	=SUM(P13-G13)
	=SUM(Q13)		=SUM(M13-D13)	=SUM(B14-C14)				=SUM(P14+H13)	=SUM(Q14-G14)
	=SUM(R14)		=SUM(N14-D14)	=SUM(B15-C15)				=SUM(Q15+H14)	=SUM(R15-G15)
	=SUM(S15)		=SUM(O15-D15)	=SUM(B16-C16)				=SUM(R16+H15)	=SUM(S16-G16)
	=SUM(T16)		=SUM(P16-D16)	=SUM(B17-C17)				=SUM(S17+H16)	=SUM(T17-G17)
	=SUM(U17)		=SUM(Q17-D17)	=SUM(B18-C18)				=SUM(T18+H17)	=SUM(U18-G18)
	=SUM(V18)		=SUM(R18-D18)	=SUM(B19-C19)				=SUM(U19+H18)	=SUM(V19-G19)
	=SUM(W19)		=SUM(S19-D19)	=SUM(B20-C20)				=SUM(V20+H19)	=SUM(W20-G20)
	=SUM(X20)		=SUM(T20-D20)	=SUM(B21-C21)				=SUM(W21+H20)	=SUM(X21-G21)
	=SUM(Y21)		=SUM(U21-D21)	=SUM(B22-C22)				=SUM(X22+H21)	=SUM(Y22-G22)
	=SUM(Z22)		=SUM(V22-D22)	=SUM(B23-C23)				=SUM(Y23+H22)	=SUM(Z23-G23)
	=SUM(A23)		=SUM(W23-D23)	=SUM(B24-C24)				=SUM(Z24+H23)	=SUM(A24-G24)
	=SUM(B24)		=SUM(X24-D24)	=SUM(B25-C25)				=SUM(A25+H24)	=SUM(B25-G25)
	=SUM(C25)		=SUM(Y25-D25)	=SUM(B26-C26)				=SUM(B26+H25)	=SUM(C26-G26)
	=SUM(D26)		=SUM(Z26-D26)	=SUM(B27-C27)				=SUM(C27+H26)	=SUM(D27-G27)
	=SUM(E27)		=SUM(A27-D27)	=SUM(B28-C28)				=SUM(D28+H27)	=SUM(E28-G28)
	=SUM(F28)		=SUM(B28-D28)	=SUM(B29-C29)				=SUM(E29+H28)	=SUM(F29-G29)
	=SUM(G29)		=SUM(C29-D29)	=SUM(B30-C30)				=SUM(F30+H29)	=SUM(G30-G30)
	=SUM(H30)		=SUM(D30-D30)	=SUM(B31-C31)				=SUM(G31+H30)	=SUM(H31-G31)
	=SUM(I31)		=SUM(E31-D31)	=SUM(B32-C32)				=SUM(H32+H31)	=SUM(I32-G32)
	=SUM(J32)		=SUM(F32-D32)	=SUM(B33-C33)				=SUM(I33+H32)	=SUM(J33-G33)
	=SUM(K33)		=SUM(G33-D33)	=SUM(B34-C34)				=SUM(J34+H33)	=SUM(K34-G34)
	=SUM(L34)		=SUM(H34-D34)	=SUM(B35-C35)				=SUM(K35+H34)	=SUM(L35-G35)
	=SUM(M35)		=SUM(I35-D35)	=SUM(B36-C36)				=SUM(L36+H35)	=SUM(M36-G36)

Masuk Terkini	=SUM(C4:C1000)
Keluar Terkini	=SUM(E4:H1000)
Baki Terkini	=SUM(I1000)

Appendix G: *Jadual Pendapatan Syarikat*

JADUAL PENDAPATAN SYARIKAT - Excel

Bil.	Perkara	Unit yang memohon	Jumlah (RM)
1	Dialog prestasi	UPA	1,500.00
2	Minum petang - Bengkel Verifikasi Data (SMA)	UPM	75.00
3	Minum petang - Bengkel Verifikasi Data (SMM)	UPM	275.00
4	Minum petang - Taklimat Pegawai Teknik Kejohanan Balapan dan Padang MSSR Daerah Bau	Unit Sukan	200.00
5	Minum pagi - Majlis Pembukaan & Penutupan Kejohanan Balapan dan Padang MSSR Daerah Bau	Unit Sukan	600.00
6	Minum pagi, makan tengahari & minum petang - Naziran eSPKB & pemeriksaan Espkb	Unit Kewangan	180.00
7	Minum pagi & makan tengahari - Dialog Prestasi	Unit Akademik & Peperiksaan	840.00
8	Minum pagi, makan tengahari & minum petang - Mesyuarat Penyelarasn Pengurusan Unit Pembangunan Kemanusiaan PPD Bau	UPM	900.00

STC | Siti Cafe | Dewan Suarah Bau | LSTC | Persatuan Olahraga Amatur Swk | Weisan | Seri Wadil

Appendix H: *Maklumat Berkenaan Tunggakan Bil Air JKR*

MAKLUMAT BERKENAAN TUNGGAKAN BIL AIR JKR  
 BAGI SEKOLAH-SEKOLAH DI SARAWAK  
 SETAKAT 31 DISEMBER 2014  
 PEJABAT PENDIDIKAN DAERAH BAU

BIL.	NAMA SEKOLAH	TUNGGAKAN TAHUN 2014 (RM)	TUNGGAKAN TAHUN 2013 (RM)	TUNGGAKAN TAHUN 2012 (RM)	TUNGGAKAN TAHUN 2011 (RM)	TUNGGAKAN SEBELUM TAHUN 2011 (RM)	JUMLAH TUNGGAKAN (RM)	TUNGGAKAN MENURUT JKR (RM)	BEZA TUNGGAKAN (RM)	NO METER
1	SRK Smaisan	324.00	303.60				627.60	619.60	12.00	01-0218-1004
2	SK Gagang	107.40		60.00	2.40		169.80	177.00	-7.20	01-0214-7984
3	SRK Bau Kpg Sebukan	193.20	140.40				333.60	447.90	-114.30	01-0210-1682
4	SK Grogo	42.60					42.60	118.00	-75.20	01-0210-1397
5	SK Grogo	136.60	68.60				205.20	269.80	-64.60	01-0210-0945
6	SK Grogo	125.65	274.50	186.65			586.70	704.90	-118.20	01-0210-4948
7	SK Busto	514.80	266.40				781.20	799.80	-18.60	01-0211-7107
8	SK Bobat	297.00	656.60	1,043.40			2,106.00	2,060.00	26.00	01-0214-7229
9	SK St. John	448.40	613.80	618.00			1,680.20	1,869.20	-209.00	01-0214-3392
10	SK St. John	277.80		576.00			853.80	1,010.40	-156.60	01-0214-3393
11	SRK Apar	255.00					255.00	742.60	-487.60	01-0214-2768
12	SRK Kpg Atas	211.20	390.00	51.00			652.20	774.00	-121.80	01-0214-6980
13	SRK Semambu	1,852.80					1,852.80	1,984.00	-132.00	01-0219-4517
14	SK Seribong	364.80	164.40				529.20	654.00	-124.80	01-0214-6861
15	SK Temawang	480.00					480.00	791.00	-311.00	01-0210-3667
16	SK Podam	486.00					486.00	548.00	-60.00	01-0211-4566
17	SK Opar	1,684.20	661.60				2,345.80	2,116.80	219.00	01-0217-3675
18	SRK Bau	460.80	604.30	62.10			1,027.20	1,074.60	-47.40	01-0203-128
19	SRK Chung Hua Pahu	63.00					63.00	121.60	-58.60	01-0211-1319
20	SRB Chung Hua Masi	33.60					33.60	225.60	-192.00	01-0218-1021
21	SRB Chung Hua Bau	850.20					850.20	824.40	25.80	01-0204-860
22	SRB Chung Hua Bau	474.00					474.00	505.80	-31.80	01-0204-6808
23	SRB Chung Hua Tanton	112.80					112.80	373.80	-261.00	01-0203-183
24	SRB Chung Hua Busto	457.80	268.80				726.60	795.00	-68.40	01-0211-1321
25	SRB Chung Hua Sebuku	385.80	67.00				452.80	630.00	-177.20	01-0212-1965
<b>JUMLAH BESAR</b>		<b>10,550.55</b>	<b>4,989.80</b>	<b>2,597.15</b>	<b>2.40</b>	<b>0.00</b>	<b>17,738.95</b>	<b>20,232.20</b>	<b>-2,493.25</b>	

Carian :  
 1. SK St. Teresa (01-0216-5716) - CR 181.80  
 2. SK Saas (01-0220-7701) - Kuarters guru

Appendix I: Bayaran Bil Air yang Telah Dibuat pada Tahun 2014 di PPD Bau

**BAYARAN BIL AIR YANG TELAH DIBUAT PADA TAHUN 2014 DI PPD BAU**

NAMA SEKOLAH	NO. CEK	NO. METER	BULAN	AMAUN (RM)
SJK CH Sebuk, Bau	404916	01021201965	Jan - Mac	127.80
SJK CH Buso	403958	01021101321	Jan - Jul	296.40
SJK CH Talton, Bau	404891	01020300183	Jan - Jul	234.60
SJK CH Bau	403986	01020405808	Jan - Ogos	445.20
SJK CH Bau	403987	01020405860	Jan - Ogos	910.80
SJK CH Musi, Bau	401344	01021801021	Mac	71.70
SJK CH Musi, Bau	402262	01021801021	Apr - Mei	105.00
SJK CH Musi, Bau	404927	01021801021	Okt	129.00
SJK CH Patu, Bau	402589	01021101319	Apr - Jun	109.20
SJK CH Patu, Bau	404919	01021101319	Jul - Ogos	40.80
SK Sq. Pinang	401335	01021800921	Feb - Mac	156.60
SK Sq. Pinang	402268	01021800921	Apr - Mei	108.00
SK Sq. Pinang	403700	01021800921	Jun - Ogos	212.40
SRK Bau	403991	01020300128	Jan - Sep	382.50
SK Segong, Bau	403957	01021407065	Jan - Mei	462.60
SK Opar, Bau	403955	01021703675	Jan - Jul	1,346.40
SK Podam, Bau	402588	01021104566	Apr - Jun	309.60
SK Tembawang, Bau	404918	01021003667	Ogos - Okt	247.20
SK Tembawang, Bau	400203	01021003667	Jan	207.00
SK Tembawang, Bau	401013	01021003667	Feb	163.80
SK Tembawang, Bau	402273	01021003667	Mac - Mei	399.60
SK Tembawang, Bau	403340	01021003667	Jun - Jul	199.80
SK Tembawang, Bau	404962	01021003667	Nov - Dis	101.40
SK Senibong	400208	01021405861	Jan	72.60
SK Senibong	481338	01021405861	Mac	63.00
SK Senibong	403599	01021405861	Jun - Ogos	175.80
SK Serumbu, Bau	403956	01021904517	Jan - Mac	502.80
SK Serumbu, Bau	402754	01021904517	Apr	416.40
SK Serumbu, Bau	403959	01021904517	Mei - Jul	1032.60
SK Atas, Bau	400204	01021400590	Jan	150.60
SK Atas, Bau	401012	01021400590	Feb - Mac	88.20
SK Atas, Bau	402266	01021400590	Apr - Mei	51.60
SK Atas, Bau	403341	01021400590	Jun - Jul	66.60
SK Atas, Bau	404922	01021400590	Sep - Okt	75.60
SK Atas, Bau	404961	01021400590	Nov - Dis	56.40
SK Apar, Bau	400210	01021402768	Jan	192.60
SK Apar, Bau	401011	01021402768	Feb - Mac	213.00
SK Apar, Bau	402260	01021402768	Apr - Mei	250.80
SK Apar, Bau	403343	01021402768	Jun - Jul	216.00
SK Apar, Bau	404912	01021402768	Ogos - Okt	388.20
SK Apar, Bau	404859	01021402768	Nov - Dis	187.80
SK St. John, Bau	400205	01021403392	Jan	141.00
SK St. John, Bau	400855	01021403392	Feb	87.60
SK St. John, Bau	401337	01021403392	Feb - Mac	60.00
SK St. John, Bau	402261	01021403392	Apr - Mei	117.60
SK St. John, Bau	403598	01021403392	Jun - Ogos	204.60
SK St. John, Bau	404908	01021403392	Sep - Okt	187.20
SK St. John, Bau	404913	01021403393	Sep - Okt	64.20
SK Bobak, Sejingang	400209	01021407228	Jan	47.40

Appendix J: Payment Voucher

**TELAH BAYAR**

PPDS-BKA-07  
(Perlu diisi oleh 2 salinan)

**Borang Permohonan Pesanan Kerja (PK) dan Waran Perjalanan Udara (WPA)  
PEJABAT PELAJARAN DAERAH BAU**

**BAHAGIAN A DAN B - BENDAKAH/DISILOKIH PEMOHON**

<b>A</b> Unit / Servis		<b>PEJABAT PENDIDIKAN DAERAH BAU</b>		Nama Pembekal		<b>SITI CAFE &amp; CATERING</b>	
Alamat		<b>SUKAN (MSSM)</b>		NO. 18, Bangunan Shong Shih		94000 Bau Bazaar	
Sembungan Tel				Status Pembekal		BerdFTAR dengan Pejabat Kewangan Persekutuan YA / TIDAK *	
Sebutbang/Tender Puj				Syarikat Bum		YA / TIDAK *	
Tarikh		04 Februari 2014					

Bil	Perihal Barangan Atau Perkhidmatan Yang Diperlukan	Jumlah Yang Diperlukan	Harga Satu Unit (RM)	Jumlah Kos (RM)	
1	Tampahan makanan untuk Pertandingan Ping Pong MSSR Daerah Bau 2014, pada 6 Februari 2014, bertempat di SUK CH Talon, Bau.				
	Makan Tengah hari				
	Bungkus = RM6.00 X 50 set = RM300.00			300.00	
	Air mineral = RM14.00 X 4 kotak = RM56.00			56.00	
				<b>Jumlah Besar</b>	<b>356.00</b>

Justifikasi permohonan pembelian: Tampahan makanan & minuman untuk Pertandingan Ping Pong MSSR Daerah Bau 2014 bertempat di SUK CH Talon, Bau.

Tandatangan pegawai yang memohon		<b>ASLAN BIN HAJI AHMAD</b>		Tandatangan Penyelia		<b>KWAN AH PIN</b>	
Nama		04 Februari 2014		Nama		04 Februari 2014	
Tarikh				Tarikh			

**BAHAGIAN C, D & E - UNTUK KEGUNAAN BAHAGIAN KEWANGAN**

<b>C</b> Aktiviti		<b>D</b> Bil		Pecahan Kepala		<b>40300</b>	
1 Jumlah Perolehan		RM 10,00.00		Tandatangan Kerani Buku Vol		<b>4</b>	
2 Jumlah Pertandingan		RM		Tarikh		<b>4.2.2014</b>	
3 Jumlah Tanggungan Baki Perolehan		RM 10,00.00					

Untuk diisi oleh pegawai yang melulus permohonan

Disulus / Tidak disulus \*

Nama		<b>LES NET</b>		Tandatangan			
PPDS/PEL/PPDS				Tarikh		<b>4.2.2014</b>	
No Pesanan Kewangan				Tandatangan Pegawai yang menandatangani PK			
No Dal Rapad Aktiviti				Nama		<b>LES NET</b>	
Jumlah Tanggungan				Tarikh		<b>4.2.2014</b>	
Tandatangan Kerani yang mengeluarkan PK				Catatan			
Tarikh							
Catatan							

Bila: 1. Untuk permohonan PK dan WPA yang memerlukan disulus oleh pejabat Kewangan hendaklah mengisi tandatangan pejabat kewangan.  
2. Untuk permohonan PK dan WPA yang memerlukan disulus oleh pejabat Kewangan hendaklah mengisi tandatangan pejabat kewangan.  
3. Untuk permohonan PK dan WPA yang memerlukan disulus oleh pejabat Kewangan hendaklah mengisi tandatangan pejabat kewangan.

Appendix K: Bundle of Payment Voucher



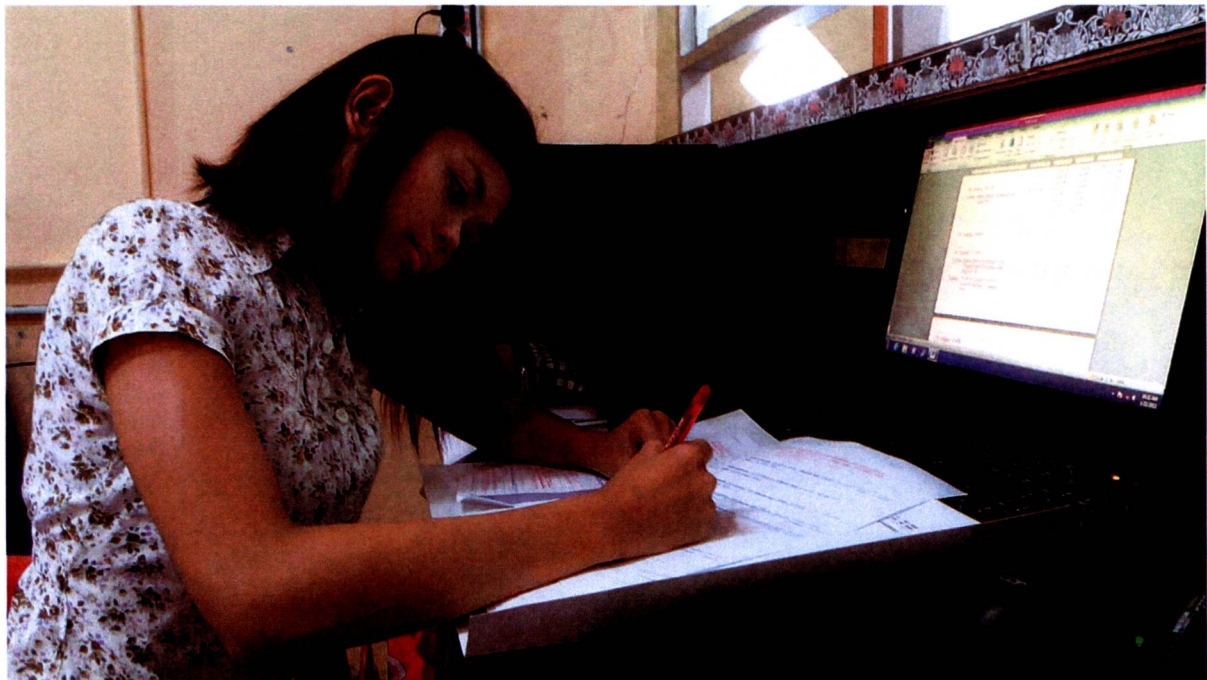
Appendix L: Payment Voucher files



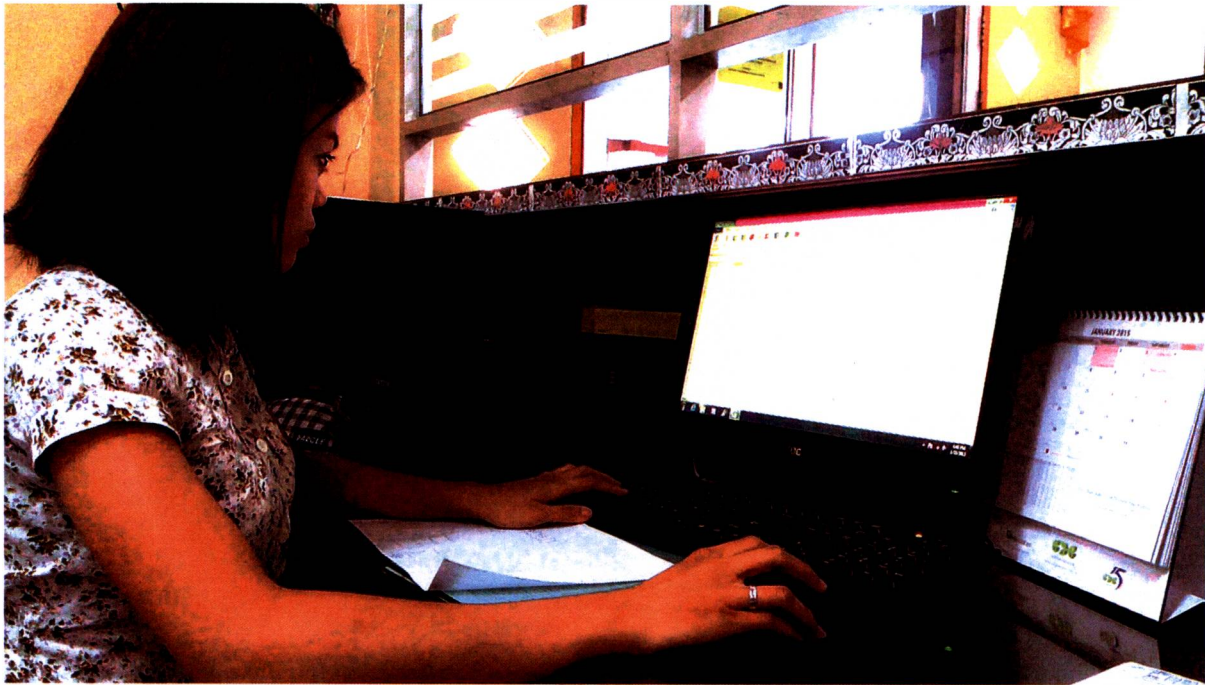
Appendix M: Shredding outdated document



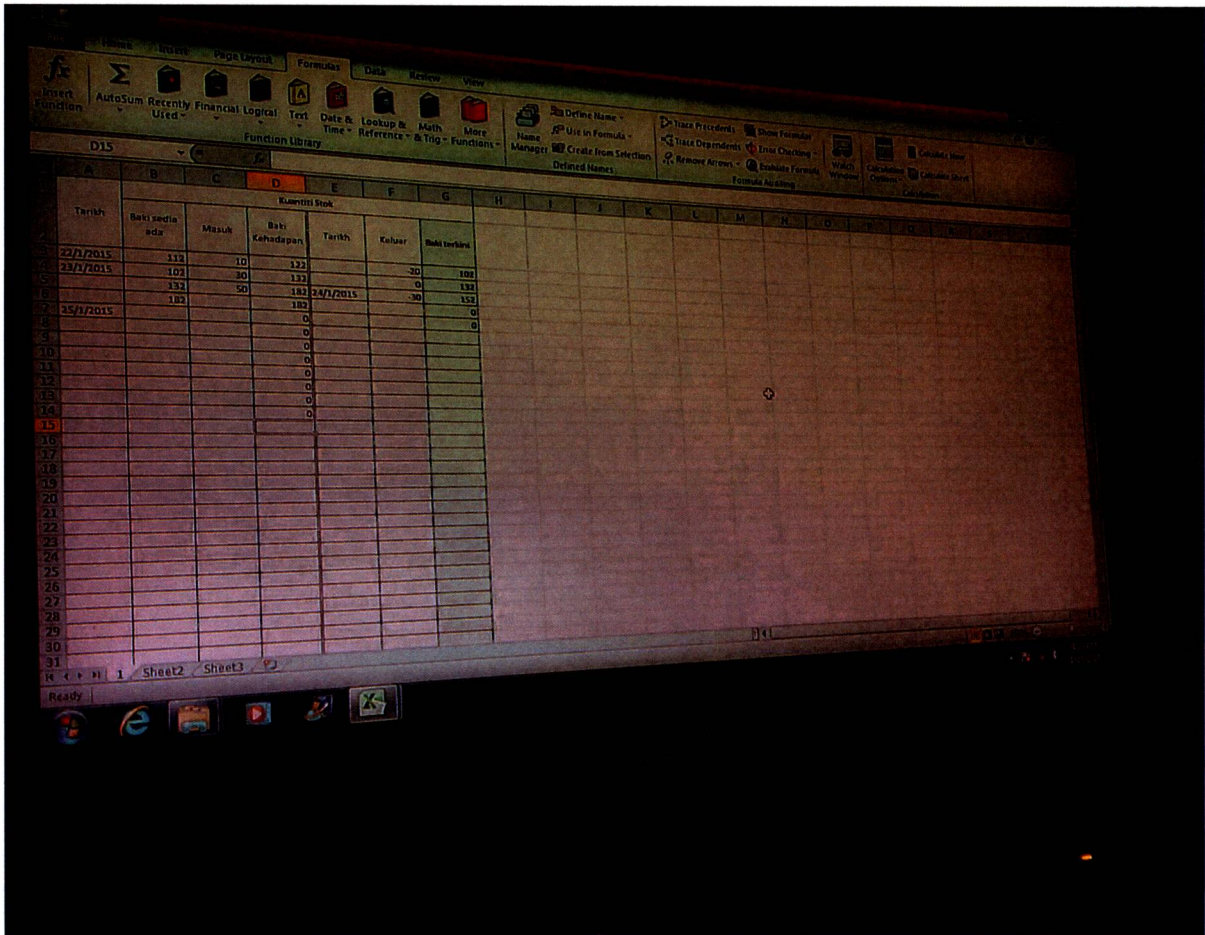
Appendix N: Filing of correspondence



Appendix O: Creating data in the computer software application



Appendix P: Data processing task





Appendix Q: Supplier Master Listing

Unit Pembangunan Dan Perolehan)

Tuan

TUNTUTAN BAYARAN PERKHIDMATAN KAWALAN KESELAMATAN DAERAH BAU

No Kontrak: KPM/13/2014/03/0016 (BAU ZON 1)

Tempoh Kontrak: 1 JANUARI 2014 - 31 DECEMBER 2016

NO	KETERANGAN	JUMLAH
	Tuntutan pembayaran bagi Perkhidmatan Kawalan Keselamatan Bagi Daerah Bau, Zon 1, 8 buah sekolah di bawah Jabatan Pelajaran Negeri Sarawak Bagi Bulan DISEMBER 2014 / (14-31 DIS 2014)	
	Lampiran 1 - Senarai Sekolah Rendah	
	1) SK APAR	2
	2) SK OPAR	2
	3) SK ATAS	2
	4) SK BOBAK	2
	5) SK SEGONG A	
	6) SK SERABAK	
	7) SK ST JOHN	
	Jumlah Tuntutan Sekolah Rendah	(1)
	Lampiran 2 - Senarai Pejabat Pendidikan Daerah	
	1) PEJABAT PENDIDIKAN BAU	

Semua Bayaran hendaklah di buat ke :  
**MULTI MERIDIAN SDN BHD**  
 A/C : 3162 1421 28  
 Public Bank, Bukit Damansara

*Bayaran untuk  
& Sengau Bulan*

Malaysia :  
 JUMPAH SEMBILAN RIBU TUJUH RATUS SEMBILAN PULUH DUA  
 EMPAT PULUH SARAJA.

atas adalah termasuk Cukai Perkhidmatan.

NGAN DAN COPI SYARIKAT

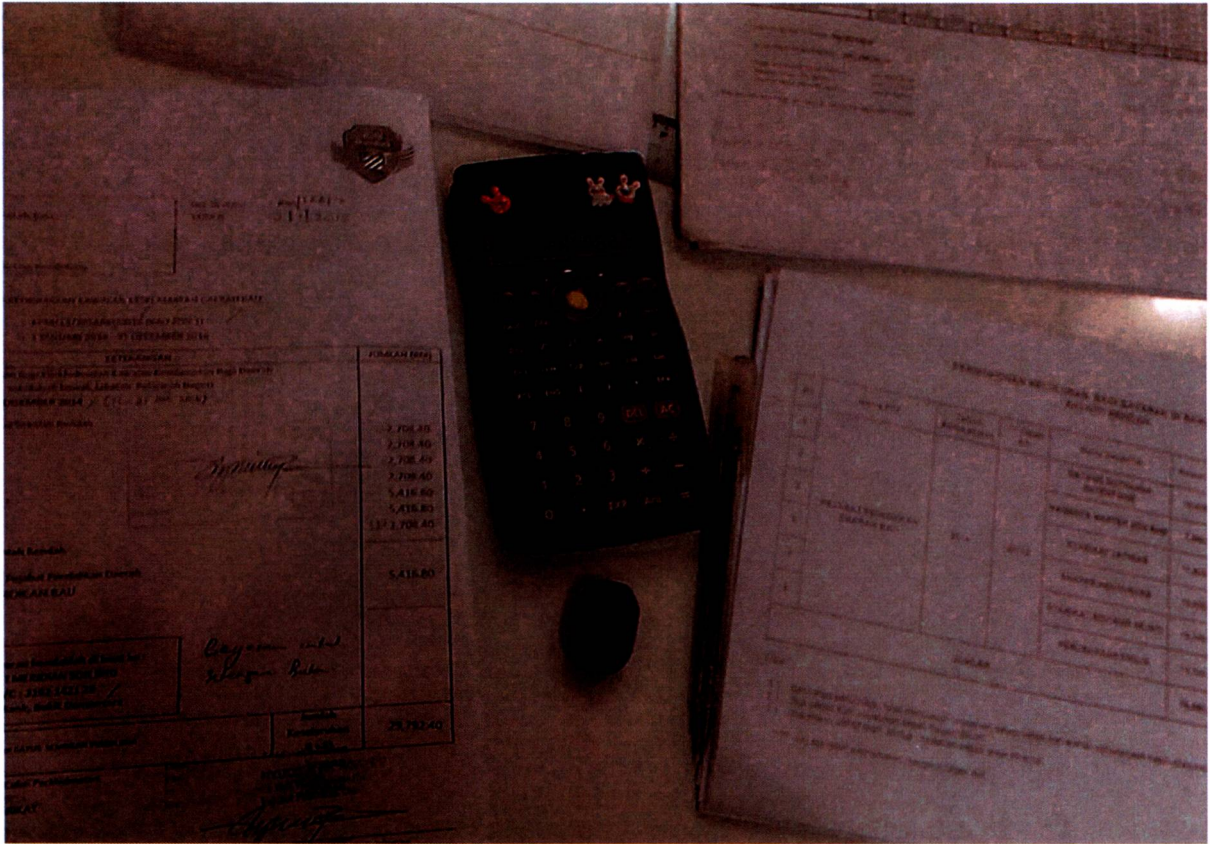
Disetujui dan  
 yang  
 in  
 men

NYUDEN  
 Unit  
 Pejabat Pendidikan

Tandatangan Yang Sah &  
 Tandatangan Pegawai

MULTI MERIDIAN SDN BHD (Co. No. 793544-H)  
 4140, Taman Casling Indah, 46000, Petaling Jaya, Selangor Darul Ehsan.

Appendix R: Double checking, calculating and correcting the Supplier Master Listing



Appendix S: Drafting the *Maklumat Berkenaan Tunggakan Bil Air JKR*

Nama Sekolah	2014	2013	2012	2011
SRK Siniawan	324.00	008.6	-	-
SRK Segong	107.4	-	60.00	2.40
SRK Bau Kpg. Sebuluh	173.20	140.00	-	-
SK Grogol (1792)	42.60	-	-	-
SK Grogol (4945)	156.60	68.65	-	-
SK Grogol (4946)	125.55	274.50	186.65	-
SK Buso	514.80	266.40	-	-
SK Babak	207.00	755.60	1048.00	-
SK St. John (3392)	447.40	618.80	618.00	-
SK St. John (3393)	277.8	-	576.00	-
SRK Apar	255.00	-	-	-
SRK Kpg Atas	211.20	390.00	51.00	-
SRK Sembun	1852.80	-	-	-
SK Sembong	864.80	164.40	-	-
SK Taub...	000.00	-	-	-

Appendix T: Calculating the Maklumat Berkenaan Tunggakan Bil Air JKR

The image shows a JKR Water Billing System (JKR WTS) printout with the following details:

**Bill Statement Details**  
 Account No.: 01-0212-4517  
 Bill Issue Year: 1  
 Bill Status: Unpaid

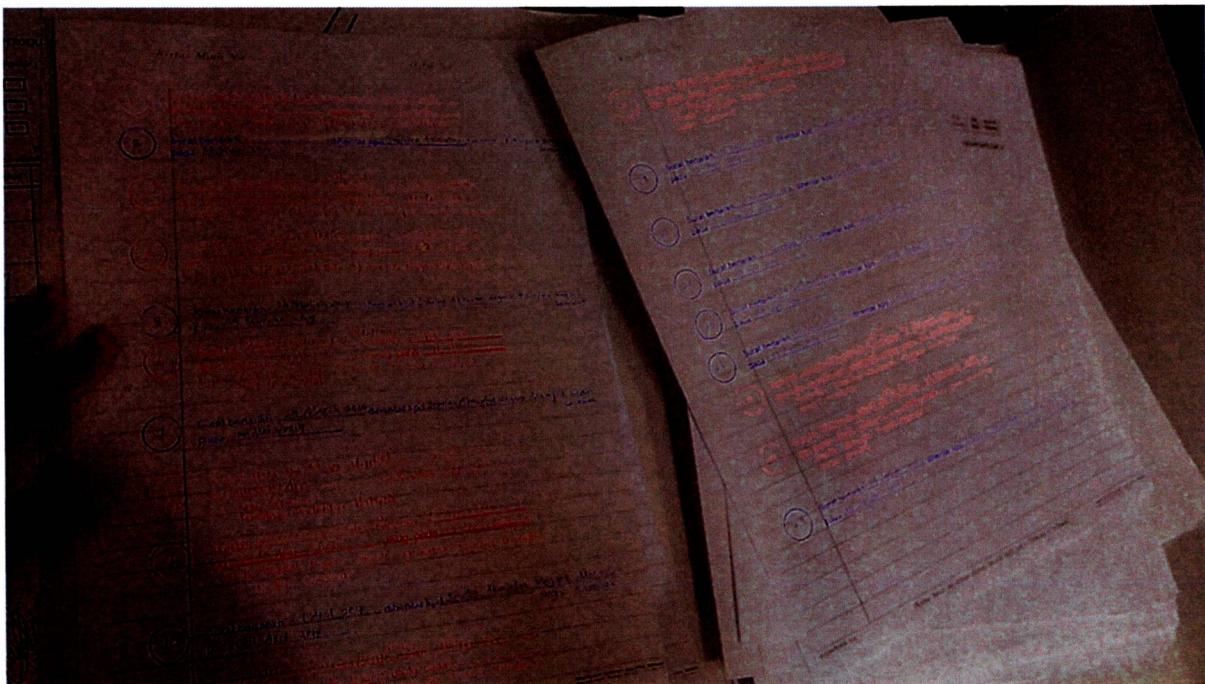
No.	Bill No.	Bill Status	Issue Date	Due Date	Bill Amt
1	010219045171412M	Unpaid	31-12-2013	30-01-2014	185
2	010219045171411M	Unpaid	29-11-2013	31-12-2013	250
3	010219045171410M	Unpaid	30-09-2014	29-11-2014	200
4	010219045171409M	Unpaid	30-08-2014	31-10-2014	270
5	010219045171408M	Unpaid	30-08-2014	31-07-2014	300
6	010219045171407M	Unpaid	30-08-2014	30-08-2014	310
7	010219045171406M	Unpaid	30-08-2014	30-08-2014	310

Handwritten table of school water bill arrears (Maklumat Berkenaan Tunggakan Bil Air JKR):

Nama Sekolah	2014	2013	2012	2011	2010
SK Sindaun	324.00	303.6	-	-	-
SK Segong	107.4	-	60.00	2.40	-
SK Baw Kpg Sebatu	143.20	140.60	-	-	-
SK Grogg (1194)	42.60	-	-	-	-
SK Grogg (4945)	156.60	68.65	-	-	-
SK Grogg (4946)	125.55	134.50	186.65	-	-
SK Buso	218.80	268.80	-	-	-
SK Babak	207.00	955.60	1043.40	-	-
SK St John (3392)	447.40	613.80	618.00	-	-
SK St John (7393)	279.8	-	-	-	-
SK Apar	255.00	-	-	-	-
SK Kpg Atas	211.20	390.00	81.00	-	-
SKK Selembu	1852.80	-	-	-	-
SK Seimbang	864.80	164.40	-	-	-
SK Tembung	480.00	-	-	-	-
SK Podam	486.00	-	-	-	-
SK Opar	1684.20	651.60	-	-	-
SRB Bau	460.80	504.30	62.10	-	-
SRB CH Bau	63.00	-	-	-	-
SRB CH Paki	33.60	-	-	-	-
SRB CH Muxi	850.20	-	-	-	-
SRB CH Bau (860)	474.00	-	-	-	-
SRB CH Bau (580)	112.80	-	-	-	-
SRB CH Taiton	457.80	-	-	-	-
SRB CH Buso	255.80	-	-	268.80	87.00

Appendix U: Minute sheet of filing system



Appendix V: File cabinet for Payment Voucher



Appendix W: File cabinet for Allocative Warrant etc.



Appendix X: Customer Rating system



Appendix Y: General counter of PPDB



Surat Kami : 500-UiTMKS(TPHEP 4/10)

Tarikh : 27 Februari 2015

Pegawai Pendidikan Daerah  
Pejabat Pendidikan Daerah Bau  
Jalan Tasik Biru  
94000 Bau  
UP: En Kwan Ah Pin  
Penolong Pegawai Pendidikan Daerah

Tuan

**PELEPASAN MENJALANI LATIHAN PRAKTIKAL**

**NAMA PELAJAR : MELISSA ANAK KERRY**

**NO PELAJAR : 2012186615**

Perkara di atas dengan hormatnya dirujuk.

2. Dimaklumkan bahawa Bahagian Hal Ehwal Pelajar UiTM Sarawak akan mengadakan mesyuarat seperti butiran berikut:

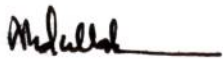
**Tarikh : 27 Februari 2015**  
**Masa : 5:00 petang**  
**Tempat : Bilik Perbincangan HEP UiTM Sarawak  
Kampus Samarahan 2**

3. Sehubungan itu, pihak kami ingin memohon pelepasan menjalani latihan praktikal bagi pelajar pada 27 Februari 2015 (Jumaat) jam 2:00 hingga 5:00 petang bagi membolehkan pelajar menghadiri mesyuarat di atas.

4. Kerjasama serta pertimbangan pihak tuan adalah dihargai dan didahului dengan ucapan terima kasih.

Sekian.

Yang benar



**PROF MADYA WAN AKIL TUANKU ABDULLAH**  
Timbalan Rektor (Hal Ehwal Pelajar)

WA/sn

salinan: Ketua Pusat Pengajian, UiTM Sarawak

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