UNIVERSITI TEKNOLOGI MARA SARAWAK

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)

PRACTICAL TRAINING REPORT
ROYAL MALAYSIA POLICE HULU SELANGOR DISTRICT

Name of Supervisor
MADAM SHARON PEARL HENRY SERUB

MUHAMMAD FADHLI BIN AMRAN
2014441862

20 JANUARY- 17 MARCH 2016

ACKNOWLEDGEMENT

Praise to Allah for eight weeks I undergo my Practical Training that begins on 20 January this year until 16 March, and I finally managed to complete my report for Practical Training. I would like express heartfelt gratitude to Hulu Selangor District Police Office for the opportunity of having Industrial Training at this organization. Appreciation goes to Superintendent Suparamaniam Ramasamy my organization's supervisor. The sharing of knowledge had brought the new dimension of thoughts about to grab the values and get the experience of life behind every event or course assisted.

In addition, I would to appreciate my supervisor, Madam Sharon Pearl Anak Henry Serub the person that in-charge in order to evaluate my practical training report, for all the necessary guidance and precious advice regarding the requirement of this practical training report. As the most important person, I also want to thanks to the Officer Cop Station ASP Suhaimi that giving me chance and opportunity to carry out my practical training in his organization within this eight weeks until it's been done completely. Even though he being busy with his duties, he still took time out to guide and keep me on the correct path and gave a right direction toward completion of my tasks in her organizations. Last but not least, I would like to thanks for all Hulu Selangor District Police Office staffs and officers that provided me with the facilities and conductive conditions, and also for sharing their knowledge and guidance regarding my tasks during my practical training.
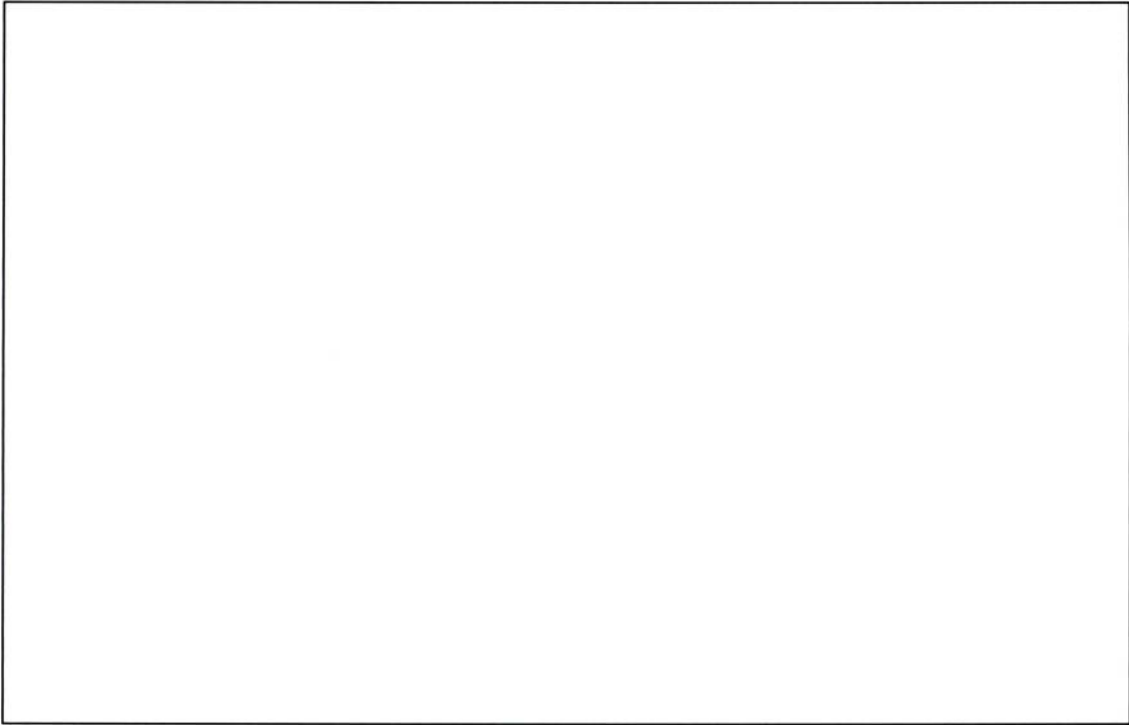

MUHAMMAD FADHLI BIN AMRAN (2014441862)

Bachelor of Administration Science (Honours)

Faculty of Administrative Science & Policy Studies

University Teknologi MARA, Sarawak.

Supervisor's Comments

Moderator's Comments

CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE SUPERVISOR

Name of Supervisor   : MADAM SHARON PEARL ANAK HENRY SERUB

Name of Organization   : ROYAL MALAYSIA POLICE HULU SELANGOR

                                         DISTRICT

Name of Student   : MUHAMMAD FADHLI BIN AMRAN (2014441862)

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

Signed.

MADAM SHARON PEARL ANAK HENRY SERUB

DATE:

THE DECLARATION

Declaration

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

Signed.

MUHAMMMAD FADHLI BIN AMRAN

TABLE OF CONTENTS

1.0   Introduction

This chapter explain about the background of the organisation, vision and mission of the organisation, department of organisation, organisation chart, codes of ethic and ranks of officer in the organisation. This chapter also includes the functions of the organisation.

1.1   Background of Royal Police Malaysia

Royal Malaysia Police was formed in 25 March 1807 (Royal Malaysia Police, 2016). Its headquarters are located at Bukit Aman, Kuala Lumour. The Royal Malaysia police led by an Inspector General of Police (IGP) Tan Sri Khalid Abu Bakar. The constitution, control, employment, recruitment, funding, discipline, duties and powers of the police force are specified and governed by the police act 1967 (Royal Malaysia Police, 2016). In carrying out its responsibilities, the regular RMP is also assisted by a support group of Extra Police Constables, Police Volunteer Reserves, Auxiliary Police, Police Cadets and civilian service element (Royal Malaysia Police, 2016). The Royal Malaysia Police consist of nine department involved crime prevention which is Criminal Investigation Department, Narcotic Criminal Investigation Department, Internal Security and Public Order Department, Special Branch, Commercial Crime Investigation Department and Counter Terrorism Special Operation Team. The administration involved of Management Department and Strategic Resources and Technology Department. These department led by the Commissioner of Police.

1.2 Vision of Royal Malaysia Police

Foremost in maintaining safe, secure and prosperous Malaysia (Royal Malaysia Police, 2016).

1.2.1 Mission of Royal Malaysia Police

To provide professional and quality service in protecting the country to ensure public safety, security and prosperity (Royal Malaysia Police, 2016)

1.3 Motto of Royal Malaysia Police

Our commitment towards peaceful community (Royal Malaysia Police, 2016).

1.4 Objective of Royal Malaysia Police

- To reduce crime rate to minimum level.

- Improve the efficiency and effectiveness of human resource development service.

- Improve rate of case solution and eliminate planned crime.

- Reduce the drug supplier.

- Improve the efficiency of financial administration and optimum logistic demand

- Strengthen the effectiveness of internal security.

1.5   DEPARTMENTS IN ROYAL MALAYSIA POLICE

1.5.1 Management Department

The management department is the one of the crucial part in the Royal Police Malaysia. The duties of the management department is to controlling administration for the whole police department (Royal Malaysia Police, 2016). It also support the services in the organization for the officer in term of human resource, research and development, public relation, counselling, sports, welfare, training, administration, intake and camp commandant. The function of management department consist of designation, general administration, training and discipline. First, for the designation it includes recruitment, service record administration, confirmation, promotion, transfer, salaries and allowances. Second, the function of general administration is research and development, civil affairs, welfare, sports, PERKEP (Police's Family Association) generally for the social activity for the family of police. Third, the function for the training includes basic course, development courses, further studies, and rehabilitation course. Last, the function of discipline in Management Department is to monitoring term of references, filtering the investigation, and counselling. The management department play vital role in delivering a good services to the public and the organization itself.

1.5.2 Strategic Resources and Technology Department

The strategic resources and technology department provided the services of supply the equipment needed in the Royal Malaysia Police (Royal Malaysia Police, 2016). Every department has their own unique equipment so The Strategic resources & technology responsible towards all the asset and financial administration of this organization. The administration is of the branches of the StaRT Department

responsible to control the management of the department confront with standard and procedure. Second, communication branch responsible to communicate with the others district, contingent and federal level. It is to ensure that the Royal Malaysia Police have a wide range to access the communication regarding to share information about the crime. Third, information technology branch is responsible to improve the technology of the communication to increase the effectiveness of the organization. Third, transport branch is responsible to manage the transport in term of maintenance, service, and upgrading with latest transport technology. Fourth, financial branch is to manage the federal and state revenue is compliance with rules and regulation. Fifth, technical turnover responsible to give assistance to Royal Malaysia Police for the contingency cases such as Bomb Diffuse Unit and K-9 Unit. Sixth, weaponry branch is to provide the weaponry asset, improve the technology of the weapon and get service maintenance of the weapon. Seventh the general turnover, part of the building and disposal/stock/verification/write-off.

1.5.3 Criminal Investigation Department

The department responsible to deal with investigation, arrest and prosecution of hard crimes such as theft, house breaking, murder and so forth (Royal Malaysia Police, 2016). This department also specialise in combating illegal gambling, vice secret societies (triads) which is called D7. The function of the Criminal Investigation Department first is investigation duties which is consist of the interrogation, crime scene investigation, and collecting evidences, identify the witnesses, forensic tasks and completing investigation diaries. Second, the function of the Criminal Investigation Department is arrest and prosecution the suspect. The suspect allegedly must have the element of crime in order to arrest and prosecution. Besides, the execution of arrest and prosecution must accordance the police act 1967. Lastly, the function for

this department are to enforce of laws related to gambling, vice and secret societies. In which is this department also focussing to combating any immoral activities and prevent any dangerous group activism in Malaysia.

There are a ten division to manage the department which responsible to achieve the Royal Malaysia Police mission and vision (Royal Malaysia Police, 2016). For the first division is the Administrative division responsible to manage for the whole department operation. It is includes the Human Resource in the department and manage the activities-activities in the department. Secondly, the division for this department is Criminal Record Registration. This division is responsible to record the criminal and updates to the Investigation Management System. The updates of the criminal record can be view by officer for the whole nation in order to arrest the suspect. Thirdly, the division of the Crime Investigation department is internal affairs. This department is responsible to cooperate to the others law enforcer agency such as immigration and custom department in order to giving assistance to protect the law and sovereignty. The fourth division in Crime Investigation Department is crime statistic. The statistic is crucial in giving assistance to the department in order to analyse the trend of the criminal. This division responsible to make a statistic according the days, weeks, months, years and special case statistic. Hence, the figure of crime statistic will be publish to the public in order to put trust the people towards the organization in combating crime, The fifth division is the prosecution and law division. In order to prosecute the defendant in court proceeding, this division responsible to completing the final investigation paper as can be review by the public prosecutor to give further instruction toward the case. The sixth division for this department is technical assistance investigation division. This division is responsible to give further technical assistance in providing special services of the investigation. It includes K-9 service in

which to trace the suspect and evidence object by trained dog, special equipment investigation such as UV lamp and specialize team to investigate the special case. The seventh division for this department is gambling, vice and secret societies division. This division responsible to combating illegal gambling and immoral activities in which will affect negative family institution and societies. Besides, this division also responsible to prevent any triads activities that will affect the internal securities. The eighth division is special investigation. The special case regarding of the criminal will be conducted with this division in order to maximize the efficiency of the department. It includes to solve the VIP and attractive cases. This division has established very skilful and professional team in order to complete the mission. The ninth division is the serious crime investigation division. Arm robbery and murder case among the handling by serious crime investigation division in order to arrest and prosecute the suspect. The serious crime investigation division has a special team and suitable equipment to deal with the suspect. The tenth division is the Forensic Laboratory Division. This is among intellectual team in order to identify the suspect and evidence object in the crime scene. Besides, this division also has a completed equipment of the forensic to trace the crime chronology. The eleventh division is sexual investigation division. This division usually lead by the female officer which is to focussing towards sexual cases. It includes rape, molest, child abuse and family sexualise. The twelfth division is the National Centre Bureau-Interpol division. This division responsible to cooperate with others foreign police in order to combat the international crime such as human trafficking, drug smuggler, terrorism and others special crime.

1.5.4 Narcotic Criminal Investigation Department

This department major responsible is to fight against dangerous drug by enforcing law to stop and reduce the demand and supply of dangerous drugs (Royal Malaysia Police, 2016). The function of the narcotic crime investigation department is to enforce law regarding drug abuse and drug trafficking. Second is to collect, study, asses and spread drug-related information. It can be seen during the exhibition anti-drug awareness at school and public events. Third, the function of the department is to investigate distributor activities and drug trafficking syndicates. It is to cut down the demand and supply of dangerous drug in order to maintain the good environment in Malaysia. Fourth, fight drug smuggling activities including chemicals used to process drugs. This function focus to combating smuggling drug at airport and border Malaysia and destroy the chemical to process the drug. Fifth, implement prevention of drug abuse programme. It focus to young generation to educate them towards prevention drug abuse. Sixth, the function of this department is to exchange the information with domestic and international agencies. The exchange information is vital in order to plan the strategy in reducing the number of narcotic cases. Seventh function is to keep records and statistic related to drug distribution and others drug-related matters. The statistic can be used as a references to analyse the trend of the narcotic cases. Eighth function is to surveillance activity for former drug offender. This function is to ensure the former drug offender not repeat the same narcotic offend. The ninth function is to provide training locally and overseas for officer Narcotic Crime Investigation Department. This activities to enhance the knowledge and skill of the officer regarding of the narcotics cases. Lastly, the function of this department is to attend the meetings related to drugs in locally and international level.

There are eleven division for this department which is firstly is special investigation division (Royal Malaysia Police, 2016). This division focus to investigate the report from the informer related to narcotic cases. Secondly, coordination part and international relation division. This division focus to international relation in combating narcotic crime across the border. Thirdly is administrative division. This division focussing for the whole narcotic crime investigation department in term of the management. Fourthly is the detention division. The detention of the drug offender will be managed by this division. Fifthly, is the estate stripping division focussing to investigate the illegal plantation of the drug. Sixthly, interrogate division is responsible to collect the intelligence towards narcotic cases. Next is the technical assistance division focus to give additional assistance such as special team (STINGG) in combating narcotic case. Next is the statistic division which is particularly provide the statistic in order to analyse the current trend of the drug abuse. Next, registration division responsible to record the narcotic cases and drug offender. The other division is the logistic division. The logistic division responsible to provide equipment to the department in order to enhance the efficiency of the officer to deal with the task such as surveillances van and urine test machine. Lastly, is the airport customs staff in which focusing to prevent the drug smuggler in the airport.

1.5.6 Internal Security and Public Order Department

This department is tasked with the maintenance of public security and order (Royal Malaysia Police, 2016). Besides, this department focus more to traffic control and search and rescue operation. In this role, this department cooperates with others agencies such as Malaysia Armed Forces and Navy Maritime Patrol to prevent piracy and to secure the national borders. In addition, this department responsible to assist Transport Ministry and Public Enterprise Ministry in the enforcement of the Traffic Act.

There are the main branches under this department which is the General Operation Force. This branches also known as the police Field Force during communist era. The General Operation force is the units of para-military Royal Malaysia Police. The force was tasked to operate in the jungles fringes in counter insurgency roles during Malayan Emergency, Indonesia-Malaysia confrontations and later Communist guerrilla insurgencies along the Malaysia-Thai border and in the jungles of Sabah and Sarawak. The other branches under this department is Police Counter-Terrorism Unit. After the incident 11 September in United State and following several series of bombings in Bali and Jakarta, The Royal Malaysia Police has set up anti-terrorism police. Which is Pasukan Gerakan Khas and Unit Gempur Marin (UNGERIN). Besides, the other branches under this department is Federal Reserve Unit. This branches is riot suppression, crowd control, disaster relief and rescue as well as special operation assistance. Next, Marine Operation Force responsible to maintaining law and order and co-ordinating search and rescue operations in the Malaysia Maritime Zone on the high seas. Lastly, the branches under this department is Royal Malaysia Air Wing Unit which is established on 1 February 1979. This branches is responsible in maintaining national security with through surveillance air patrolling.
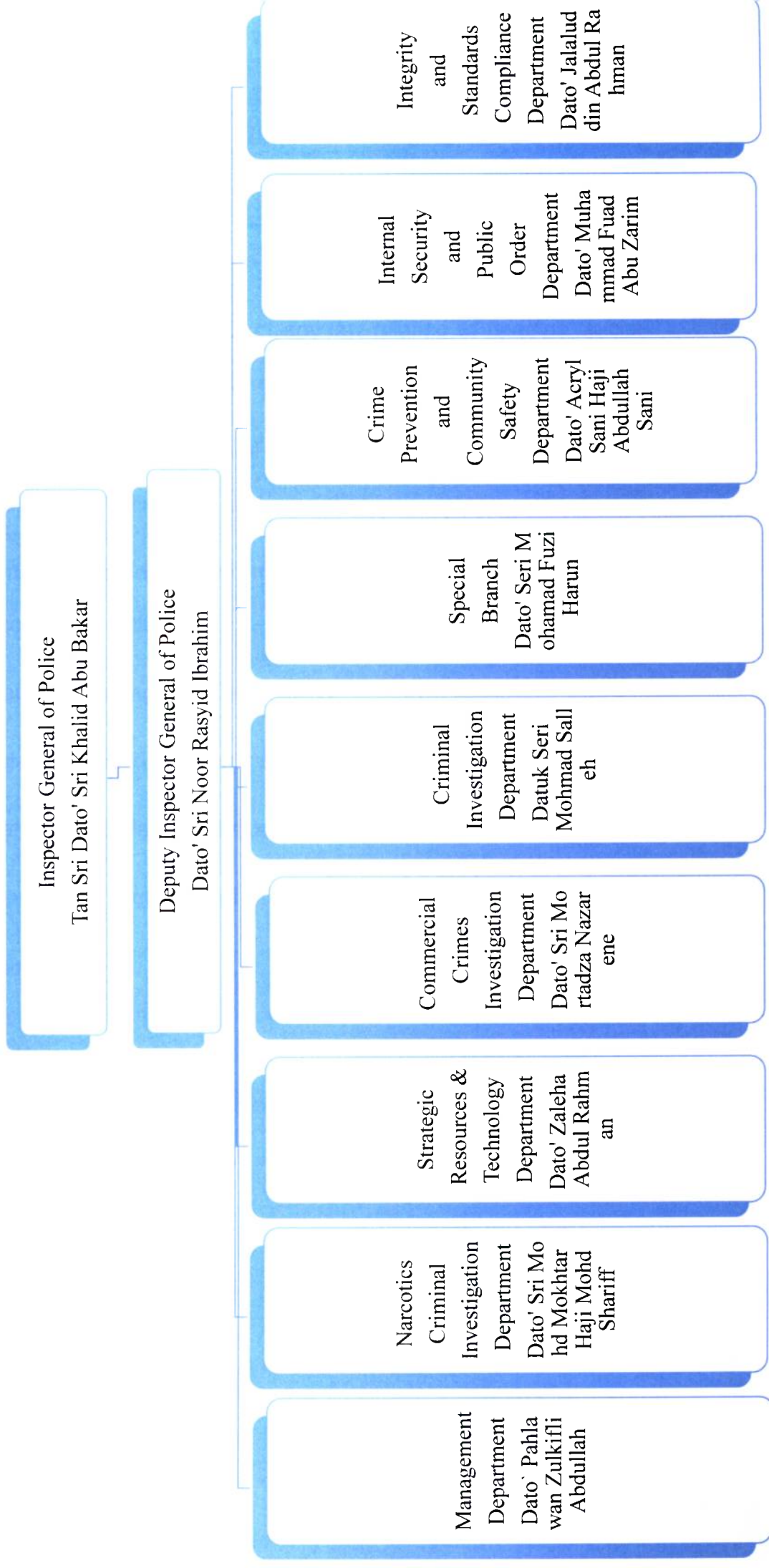
1.5.7 Special Branch

This department is responsible for collecting intelligence for national security (Royal Malaysia Police, 2016). Its vital role is to collect the intelligence related both internal and external threats, intercept the terrorism activities in which could threaten the national security. Besides, this department also responsible to obtaining, processing, evaluating and disseminating he intelligence to others department and other organisation. This department consist of technical intelligence, political intelligence, external intelligence, economic intelligence and security intelligence.

1.5.8 Commercial Crimes Investigation Department

This department role is to investigate, arrest, and prosecute offender in which committing white collar crime such as fraud, breach of trust, cyber-crime, forgery, counterfeiting and so forth (Royal Malaysia Police, 2016). Besides, this department also particular about new modus operation of the commercial crime Furthermore, the objective of this department is to have an effective and efficiency investigation in order to prosecute the offender to the justice. This department also responsible to collect the intelligence relating of the commercial crime. The data will be analyse according the trend, modus operation and the type of the related commercial crime. In addition, the data collected can be a references to assist in the investigation process. There are few division in this department which is Forensic Accounting Investigation, Financial Investigation, Corporate Investigation, Counterfeit, Cyber-Crime Investigation, Operation and Technical Assistance, Administrative, International Relation, Research and Intelligence and Law Prosecution

1.6 ORGANIZATION CHART ROYAL MALAYSIA POLICE IN YEAR 2015

- **Inspector General of Police**
  Tan Sri Dato' Sri Khalid Abu Bakar
  - **Deputy Inspector General of Police**
    Dato' Sri Noor Rasyid Ibrahim
    - **Management Department**
      Dato' Pahlawan Zulkifli Abdullah
    - **Narcotics Criminal Investigation Department**
      Dato' Sri Mohd Mokhtar Haji Mohd Shariff
    - **Strategic Resources & Technology Department**
      Dato' Zaleha Abdul Rahman
    - **Commercial Crimes Investigation Department**
      Dato' Sri Mortadza Nazarene
    - **Criminal Investigation Department**
      Datuk Seri Mohmad Salleh
    - **Special Branch**
      Dato' Seri Mohamad Fuzi Harun
    - **Crime Prevention and Community Safety Department**
      Dato' Acryl Sani Haji Abdullah Sani
    - **Internal Security and Public Order Department**
      Dato' Muhammad Fuad Abu Zarim
    - **Integrity and Standards Compliance Department**
      Dato' Jalaludin Abdul Rahman

1.7 Function of Royal Malaysia Police

• Processing security intelligence

• Conducting prosecution

• Giving assistance in the carrying out of any law relating to revenue, excise, sanitation, quarantine, immigration and registration

• Giving assistance in the preservation of order in the ports, harbours and airport of Malaysia and in enforcing maritime and port regulation.

• Execute summons, subpoenas, warrants, commitments and others process lawfully issued by a competent authority.

• Exhibit information regarding crime awareness.

• Protecting unclaimed and lost property and finding the owners thereof

• Seizing stray animal and placing them in a public pound.

• Giving assistance in the protection of life and property.

• Attending criminal court

1.8 Code of Ethics

• Trustworthy

• Discipline

• Caring

• Excellent

1.9 Royal Malaysia Police Ranks

Inspector General of Police (IGP)

Deputy Inspector General of Police (DIG)

Commissioner of Police (CP)

Deputy Commissioner of Police (DCP)

Senior Assistant Commissioner of Police (SAC)

Assistant Commissioner of Police (ACP)

Superintendent of Police (SUPT)

Deputy Superintendent of Police (DSP)

Assistant Superintendent of Police (ASP)

Inspector (Insp)

Probationary Inspector (P/Insp)

Sub Inspector (SI)

Sergeant Major (SM)

Sergeant (Sgt)

Corporal (Cpl)

Lance Corporal (L/Cpl)

Constable (PC)

CHAPTER 2

SCHEDULE OF PRATICAL TRAINING

2.0   Introduction

Practical Training is a compulsory credit that need to be taken and undergo by all final year students of UiTM Bachelor (Hons) of Administration Science (AM228) in order to meet and fulfilling their course structure requirements. The main objectives of this practical training is to give the real working experience to the trainee as well as give sufficient exposure in both theoretically and practically of the real work environment and how the organization daily routine tasks are been carried out.

In this second chapter, the schedule of practical training will be discussed. The scope for this chapter is covered the jobs and task during practical. This chapter explains the jobs and task executed by the trainee throughout the training week. The explanation will focus on different task assigned to the trainee. I had gone through practical period from 20th January 2016 until 16th March 2016 which is 8 weeks at Hulu Selangor District Police Office.

The scope of tasks such as Services, Administration, Financial, Personnel, Meetings, Counter Services, Public Relation, and Analysing. However, all the scope of tasks are not fully applied as I had time constrain to do all the task regarding of Administration as the time period is limited. My host supervisor has assigned me to the administration and management task for several department which is Balai Polis Bukit Sentosa, Crime Investigation Department, Traffic Division, Strategic Sources and Technology Department, Narcotic Crime Investigation Department and Management Department. There are few tasks given during the practical training according the department. The

task is divided according the Head of Department assign me during practical training period. For overall, I was assigned with the general task available in organization such as services, administration, meeting, and public relation.

I had carried out the task successfully for the total of 8 weeks as required by the faculty in order to fulfil my course requirements. I have been exposed and introduced with the administration and management of the real time office situation and also tasks in the Hulu Selangor District Police Office which can be describe also as one of the public sector organizations.

2.1 Schedule of the Tasks

2.1.1 Bukit Sentosa Police Station (Week First and Second)

In 20 January 2016 until 29 January 2016, the host supervisor assigned me the first task to Balai Polis Bukit Sentosa to learn and monitor the administration system. It is because police station has a smaller and lower task rather than Police District Office. It ease me to faster in learn and practice of my duties. Besides, there no complicated hassle bustle office department in police station and is a good point to unleash my skill to perform the first task. Besides, the transmitted me in Balai Polis Bukit Sentosa allow me to understand the working environment about police administration system rather than others sector. Officer Cop Station ASP Suhaimi has assigned me to made a report regarding of weaknesses administration system in Balai Polis Bukit Sentosa and conducted the best solution to solve the issue arising. In the first day, I have learn and practice a sorting files document to ensure the relevant files is synchronise with the serial number. It is the first task given for the first day of my practical training period. Besides, the task given is not though enough and really to

understand as the tutorial of the task has stipulated it is the systematic way to keep the filing record in the track. I was learned about files management of the public sector that has published in the book of "Perintah-Perintah Am Edisi 2012". This book are crucial for the public servant for those working in management department because it contain a policies and procedures regarding of the tasks involved such as files management, filing, and documentation. Besides, the staff also give full commitment to help me for further explanation and tutorial about the task given. The Royal Malaysia Police is the organization where the teamwork and collaboration emphasize in the working environment. It is crucial part in order to achieve the mission and vision of Royal Malaysia Police.

The following day in same the department, the host supervisor assigned me to conducted SWOT analysis regarding of the problem in the Bukit Sentosa Police Station. This is most challenges task as I do not have any experience in this organization. Besides, it is the first week that I exercised my duties in the practical training. The Chief Officer Station ASP Suhaimi asked me to perform the task with professionally and meet the requirements. Besides, he also assigned me to conduct informal interview to the staff in order to gain the data collection from them as to be review of SWOT analysis that will be conducted. This is interesting task had given to me as it related to the field of study that had been lectured in class. However, the staff show the positive commitment in participating the informal interview as my requirement of the task. The interview session contain about questions of the problem arising in the Balai Polis Bukit Sentosa Administration and suggestion to solve the issue. Besides, I am also conducted observation for the whole Balai Polis Bukit Sentosa to identify the root of Strengths, Weakness Opportunities and Threads in the organization. The result finding of my observation it consist of the Security,

Administration, Human Resource and Total Quality Management. It is to ensure that my observation is coherent with the SWOT analysis that will be made. The observation also is the additional task in order to fulfil my task of the SWOT analysis beside of interview session. The interview session went smoothly as I learned communication skills in class and practice it properly. The good communication skills is the one step ahead to exercise the duties after us graduates. Besides, good communication skill also enhance our self-confidence and develop social skill to influence the others.

After the data has been collected, I have identified several problem that will be conduct SWOT analysis. The first problem that I have been identified is the officer smoking in restricted area. The suggestion to solve this problem are provide the special room for smoking area, immediate fined for those people found guilty smoke in restricted area and deploy smoke detector in restricted area. The second problem is unsystematic administration vehicle case evidence. The suggestion to solve this problem is recruit new staff to manage administration vehicle case evidence, develop new software application connected with tablet to ease the staff key in the data, get training to all staff regarding of administration vehicle case evidence and upgrade the facilities of the vehicle case evidence. Third, problem that I have been identified is lack of reading material in Balai Polis Bukit Sentosa. The suggestion that to solve this problem is provide special room such as small library to foster read awareness and allocate the budget for reading material. Last but not least is the problem that I have been identified is weak security system in Balai Polis Bukit Sentosa. The suggestion to solve this issue is recruited more officer to sentry post and deploy surveillance camera system in Balai Polis Bukit Sentosa. For overall my duties in Balai Polis Bukit Sentosa it allow me to enhance the social skill through the communication process.

2.1.2 Crime Investigation Department (Week Second and Third)

On 1 February 2016 until 12 February 2016 my host supervisor has assigned me to the Crime Investigation Department in which the core department in the organization. This department is quite busy as The Royal Malaysia Police is the responsible government bodies to execute the law in the country. The first tasks that has been accomplish is the filling the investigation paper. Investigation paper is the confidential document in this department in which it contains of the investigation case to be refer during the court proceeding. In this task, the filling of the investigation paper process must be done carefully to prevent any mistaken and negligence. Besides, the process of filling investigation paper must adhere the procedure and policies according the Police Act 1967. It is to ensure the investigation paper are keep confidential and comply with rules and regulation of Crime Investigation Department. In this task, it focussing of the Total Quality Management where the staff and officer continues improve the filling system from year to year. Nowadays, the filling of the investigation paper can be done with the computerize system which called "Investigation Management System". Next day, the head of the department assign me to attend the court hearing. In this duty, I responsible to observe the process of extend the remand of the suspect. Besides, I also responsible to manage the escort the suspect to the court. It is to ensure the department has adhere the standard and procedure regarding of the escort security in order to minimize any threats and avoid from negligence. There has several procedural in order to escort the suspect with professional way. This task has increase my leadership skill in order to give instruction about the security management to escort the suspect.

2.1.3 Traffic Division (Week Fourth)

On 15 February 2016 until 19 February 2016 I have assigned to Traffic Division to assist officer to manage the department. The first task has assign to me is attend the meeting 'shortage of staff to conduct roadblock for prevention crime'. In this task, I can see the officer and the head of the department are brainstorming to solve the issue. All the officer contribute their ideas and respect the others opinion. It is indicate that this department have a tolerance attitude towards the others staff. Besides, the head of the department also is open minded to accept any ideas from his subordinates. The meeting has conduct smoothly and bright idea of the issue is concluded. It show that the Royal Malaysia Police select the best and brilliant officer to join the organization. The next day, I was assign to visit Serendah and Hulu Yam Police Station to collect the traffic vehicle case evidence. In this task, I responsible to collect the data of the traffic vehicle case evidence regarding of the details of the vehicle, serial number of the investigation case and types of the offences. The task given is quite difficult as I didn't memorize any law of the Road Transport Act Malaysia. Besides, this task also give the new experiences to me in order to manage the traffic vehicle case evidence. Next day, I was assigned to examine the traffic investigation paper with Inspector Fadzrul, Senior Investigation Officer Traffic Division. In this task, I have learn more about the investigation management system. The investigation paper must comply with rules and regulation coherent with Police Act 1967. In this task, I had learned more about the administration regarding to the Investigation Traffic Division Department.

2.1.4 Strategic Resource and Technology Department (Week Fifth)

On 22 February 2016 until 26 February 2016 I was assigned the task to Strategic Resource and Technology Department to assist officer to manage the department. In this department I have learn process to manage the source with efficient and effective. Besides, the Head of Department also expose the systematic way to maximize the resources with the minimal cost. The benefit to manage the resource with efficient and effective is to minimize the wastage and avoid any mistake such as fraud the data. Strategic Resources and Technology Department is the responsible body to provide equipment needed in the Royal Malaysia Police. Besides, this department also operate operating budget in the Royal Malaysia Police development. In this department, I have learned lot about the Public Finance Administration. It involve the public revenue in order to manage the government asset for the Royal Malaysia Police. This task also should comply with rules and regulation in order to distribute the asset to others department. The second task for this department is to learned process to select the contractor for tender project. For this task it involve many department and red tape to perform the duty. It is to ensure the selection of tender process is accordance with Financial Procedural Act 1957. Besides, this task also quite challenges because it involve the huge amount of money process. In this task, I have responsible to circular the form upcoming tender to the contractor nearby within Hulu Selangor District. This task enhance my communication skill that I have learned during third semester. It is because I had to explain about the requirement needed by the Department in order to join the selection tender process to the contractor. So, I must give full information detail regarding of the task given.

2.1.5 Narcotic Criminal Investigation Department (Week Sixth)

On 29 February 2016 until 4 March 2016 I was assigned to Narcotic Criminal Investigation Department to assist officer to manage department. The first task given to me is to assist officer to present in press conference Kabultra Trail Running Events at Majlis Daerah Hulu Selangor conducted by Ministry of Tourism and Culture in Malaysia. In this task, it more focus on public relation subject. I need to assist my Head of Department to give the explanation about the duties of the police officer before, during and after the event will be held. It is to ensure the publics will get the security guarantee when the events has been progress until the end of the project. Besides, this task also allow me to enhance the communication skill with others government agency in which includes Ministry of the Health, Fire Rescue Department, Ministry of Tourism and Culture and Hulu Selangor District Council. The good communication skill is very important in order to convince and deliver the information with other parties. As the result, it will avoid the misunderstanding of the information received by the parties. The next day, I had assigned the duty to standardize narcotic investigation paper. Narcotic investigation paper also is the confidential document in which to be use during the court proceeding related to narcotic cases. So, it must be proper keep in safe and proper management filling system. It is to minimize the threats of the filling system such as missing and ease the burden of the investigation narcotic officer to search the intended narcotic investigation paper. In this task, I had learned more about the tagging the narcotic investigation paper with systematic way. As the result, it will simplify the task of the clerks to allocate the narcotic investigation paper.

2.1.6 Management Department (Week Seventh and Eighth)

On 7 March until 16 March 2016 I was assigned to Management Department to assist officer manage the task. The management department is focussing for the administration and management of the Royal Malaysia Police particularly for the human resources. Besides, this department also is related with my study field of Administration Science Student. For the last week of the practical training, my first task in the Management Department is to assist officer to standardize staff roster. The roaster of the Royal Malaysia Police is stipulated at file of POL 69 (A). In this task, it quite challenges because it involved the staff's annual leave and staff privacy. The standardize staff roster must be done carefully to avoid any shortage the workforce in the department. Besides, this task also has enhance the making decision skill where the personnel attitude cannot mix with the job performance. The decision making also must be done professionally as we cannot be bias with other employees in order to distribute the task and leaves. In this task, I had learned about social skill in order to deal with officer and staff attitude. The next day, I was assigned to assist officer to trace manipulated financial administration. In this task, we need to focus to the previous financial management at 'Buku Panjar Wang Runcit'. This task is quite stressful as it need to be focus and calculate all the receipt from first of the month until the end of the month. It is to avoid the redundancy and miscalculate of the account. If failed to find out the manipulated financial administration the external audit will help the organization in order to solve the financial issue. So, we must identify first in order to maintain the quality of the management in the organization. In this task, I had learned systematic of the financial administration.

CHAPTER 3

ANALYSIS

3.0   Introduction

This chapter focuses on the area of tasks as covered in the Chapter 2 and it will explained and applied with the concept and theory that been studied during learning process.

3.1 Communication Theory

Communication can be defined as the process of transmitting information and common understanding from one to another (Bauer and Erdogan, n.d). In other word, communication is a way or method of conveying the messages to people. It can be verbal or non-verbal communication like written communication. Communication is the act of conveying intended meaning to another entity through the use of mutually understood signs and semiotic rules. The basic steps of communication are the forming of communicative intent, message composition, message encoding, transmission of signal, reception of signal, message decoding and finally interpretation of the message by the recipient.

The study of communication can be divided into communication studies, which concerns only human communication, and biosemiotics, which examines the communication of organisms in general. Communication is usually visual, auditory, or biochemical, while human communication is unique for its extensive use of language.

3.2 Types of Communication

From what I have learnt in semester 3 for the course of Organizational Behavior, There are two types of communication which has been highlighted and being utilized during my practical training. There are Verbal Communication and Written Communication

3.2.1 Verbal Communication

Verbal communication occurs when the two parties get into conversation via phone or face to face communication and it is done orally (Bauer and Erdogan, n.d). Within this situation, the message is being conveyed by the sender to the receiver. For example, the manager is directing the employee to buy the computer via the phone conversation.

Within the scope of verbal communication, Storytelling is one of the effective way which it serves as an important organizational function. It helps to inculcate the values and construct common meaning among the individuals within the organization (Bauer and Erdogan, n.d). Besides that, it is one of the motivation tools for the employees whenever they perform their tasks. Storytelling also an indicator to build up the commitment of employees towards their assigned tasks besides demonstrating how the tasks are being performed within an organization (Bauer and Erdogan, n.d).

Regarding on the verbal communication, high stakes communication plays important roles especially in the business organization. It requires more planning, reflection and skills than normal day-to-day interaction in working For example, an individual who needs to present the content and any matters regarding on his or her business should convey the information with high stakes communication. They need to undergo a

research as the preparation tool for them to present their business to the venture capitalist successfully (Bauer and Erdogan, n.d).

3.2.2. Written Communication

Written communication can be known as Printed Message. Some examples of written communication are memos, proposals, training manuals and operating policies (Bauer and Erdogan, n.d) Printing materials are the tools used for written communication. One other tool used for written communication is the writing that appear on the screen. For examples the duty roaster and others. Example of situation that uses the written communication is when the department send the official letter to other government agency department regarding on any affairs that need cooperation among both agencies.

One advantage by having written communication other than verbal communication is it can be read by many people. It is known as 'one-to-many' communication and opposed to one-to-one communication (Bauer and Erdogan, n.d). Apart from that, written communication can be constructed over a long period of time and it can be collaborated by multiple people through contributing their own ideas respectively which will make a better decision compared to one-to-one communication (Bauer and Erdogan, n. di).

3.3 Ethics in Communication

Ethics play important roles when we communicate to each other. Within the organization, we have to be polite when we are serving the customer or public.

When we are having external communication which is the interaction between employees and the people outside the organization, we need to deliver the message clearly to the customer or public regarding on any matters so that the customer who

act as a receiver will understand what we are trying to convey besides behave politely by using good language.

This will encourage the customers' satisfaction and giving a good perception towards the customer when they deal with that public or business organization. Furthermore, it also will increase the customer loyalty towards that organization when they had been treated well by the employees.

Communication is the process by which individuals exchange information between other individuals or groups of people. Throughout the process, effective communicators try as clearly and accurately to convey their thoughts, intentions and objectives to their receiver. Communication is successful only when both the sender and the receiver understand the same information. In today's business environments, effective communication skills are necessary due to the highly informational and technological era. Regardless of context, communication involves choice, reflects values, and has consequences. For better communication, understanding the obvious and the subtle issues relating to communication is necessary. Any company that aims to be socially and ethically responsible must make a priority of ethical communication both inside the company and in its interactions with the public. In theory, many consumers prefer to do business with companies they believe are ethical which gives those ethical businesses an advantage in the market. Ethical issues of communication are one such issue. Some of the vital characteristics of ethical communication are firstly is conveying the point without offending the audience. While communicating to the audience, conveying the desired message to them in a significant manner is of primary importance. For instance, the employees in a company can be asked to increase their efficiency in a demanding manner whereas managers and executives

will feel offended if the same tone is used on them. There are different ways to explain the exact things to them in a much smoother manner.

Second is maintain a relationship with the audience. Maintaining the same wavelength with the audience is very important for a communicator to ensure the audiences feel at home. Experienced communicators immediately build a relationship based on trust with the audience as soon as they start speaking. Great orators such as Winston Churchill and Mahatma Gandhi always were able to maintain a relationship with their audience because they were masters at striking the same wavelength of the audience.

Third is avoid withholding crucial information. In the modern era, information is vital for all decisions. Hence, it is vital for any organization to be cautious when communicating with the public. The communicated information should be absolute and all vital information must be conveyed appropriately. Purposely withholding crucial information might result in the public conceiving a bad image. It is well organized value system. In order to ensure that this concept is successfully practiced and understood in an organization, a well-organized value system must be established throughout the organization by the top management. If an organization functions on the base of value systems common to both the top management and the employees, mutual respect between them will be present. A sound and healthy value system can make way for ethical communication.

Fourth is accuracy of information is necessary. Any information that is to be passed on must be true and accurate. Communicating without checking the truth of the information can be highly dangerous for the organization. Identification of the source and testing the information is necessary before communicating it.

Therefore, ethical behaviour should be inculcated among the staff of the organization. This is to avoid the people outside the organization become demoralized, less confident and less loyal towards the organization.

3.4 The Process of Communication

This communication theory involves the sender and receiver (Teafish Highlu, 2016). The sender is the one who starts or initiates the communication. They are basically the one who has a need or desire to convey an idea or concept to others. (Teafish Highlu, 2016). Meanwhile, the receiver is the one whom the message is sent. The sender will encode the message which means on how they conveying or presenting the message through selecting the words, symbols or gestures. Normally, when sending the message there are three elements that involved which are the message, medium and noise (Teafish Highlu, 2016). In communication, it must have a message which means an idea, information or concept that resulted from encoding and without having a message the communication cannot occur. Then, when conveying the message the sender will determine the medium or channel on how they want to send or deliver the message such as face to face conversation, telephone call, email and so on. In the process of conveying the information usually noise will disturbed or distorts the message (Teafish Highlu, 2016). The examples of noise are like different perceptions of the message, language barriers, interruptions, emotions and attitudes (Teafish Highlu, 2016). After all these are done, now the turn of receiver to give feedback or respond to all the information from the sender. The receiver must carefully interpret the message and failure to do so might lead to failure of communication which mean the feedback from receiver was not met the desire of the sender. This shows that the process of communication is less effective when the receiver fails to understand the meaning of information conveyed from the sender.

This communication theory is important and needed to apply in this organization. This is because without being communicated, task cannot be delivered effectively and the goals cannot be achieved (Teafish Highlu, 2016). In organization, the management should communicate to their subordinate about the goals, vision, mission and strategies. By doing this, everyone can know and performed their works effectively which later can lead to the desired achievement.

Hence, once trainee have been assigned at Service counter at Hulu Selangor Division Traffic Office, ASP Muhd Taib had communicated and explained to me about trainee task and what he had expected from trainee. This face to face communication will help trainees to understand their roles in this organization. Meanwhile, the same goes if trainee is not clears about the task, the trainee would study to find more info. Besides, each instruction and order that trainee received from the officer also involved communication either in verbal or non-verbal. For example, during practical training, when the officers instructed trainee to send a letter by fax, they would communicated to trainee about the details like to whom should trainee sent these letter, when and others related. If the officer does not explain to trainee about the details, trainee would not know and cannot perform the tasks well. Moreover, this communication also been used in enhancing the relationship between others in this organization. By using this medium trainee can go through practical training smoothly and effectively. It also makes the environment become more comfortable to work due to people in this organization are approachable, helpful, friendly and caring.

Besides, trainee also needed used verbal and non-verbal communication such as through phone call and fax machines. Sometimes, when trainee used this medium trainee faced some difficulties or known as noisy in the theory of communication. This is because when trainee need to interact with people through phone call sometimes

the technical problem arisen and existent in our communication such as the unable to make a call due to low coverage network. So, the trainee should be flexible in order to curb noisy in communication such as send the e-mail, meet one by one, video conference and so forth.

However, when there is an interaction between trainee and others people, trainee should applied the interpersonal communication in order to perform the task. It can be interacted with them personally either in phone call or face to face. This concept applied when the others people engaging with the services offered by the organization. Thus, they also involved differ and several of attitude, emotion and problems. Hence, the interpersonal communication is very important to apply when it involved two ways communication between trainee and people and others people in delivering the process.

. 3.5 Active Listening Process

However, in order to have an effective communication the receiver need to be a good and active listener to the sender. The receivers not only need to be a good listener by showing their interest to the sender but at the same time they also need to be an active listener by respond to the message convey from the sender.

Active listening is a communication technique used in counseling, training, and conflict resolution (Carl & Richard, 2016). It requires that the listener fully concentrates, understands, responds and then remembers what is being said. This is opposed to reflective listening where the listener repeats back to the speaker what they have just heard to confirm understanding of both parties (Carl & Richard, 2016).Active listening also is a skill that can be acquired and developed with practice However, active

listening can be difficult to master for some people. Therefore, it needs take time and patience to develop.

Active listening means fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker (Skill You Need, 2016). Active listening involves listening with all senses. As well as giving full attention to the speaker, it is important that the active listener is also 'seen' to be listening otherwise the speaker may conclude that what they are talking about is uninteresting to the listener (Skill You Need, 2016). Interest can be conveyed to the speaker by using both verbal and nonverbal messages such as maintaining eye contact, nodding your head and smiling, agreeing by saying 'Yes' to encourage them to continue the conversation (Skill You Need, 2016). By providing this feedback the person speaking will usually feel more comfortable and therefore they will communicate more easily, openly and honestly. Listening is the most fundamental component of interpersonal communication skills (Skill You Need, 2016). Listening is not something that just happens, listening is an active process in which a conscious decision is made to listen to and understand the messages of the speaker. Listeners should remain neutral and nonjudgmental, this means trying not to take sides or form opinions, especially early in the conversation. Active listening is also about patience pauses and short periods of silence should be accepted. Listeners should not be tempted to jump in with questions or comments every time there are a few seconds of silence. Active listening involves giving the other person time to explore their thoughts and feelings in delivering communication.

Active listening not only means focusing fully on the speaker but also actively showing verbal and nonverbal signs of listening (Skill You Need, 2016). Generally speakers want listeners to demonstrate 'active listening' by responding appropriately

to what they are saying. Appropriate responses to listening can be both verbal and nonverbal.

The active listening process has three elements which are sensing, evaluating and responding (Skill You Need, 2016). First element is sensing. Basically sensing is related to sense of human which something that human can feel, see, taste, hear and others related. Thus, in theoretical sensing refer to the process of receiving the signals from the sender and paying attention to them. In order to apply this sensing the receivers need to postpone their evaluation through letting the sender to finish their message or speak. Then, the receivers need to avoid any interruptions that might hinder or disturb the process of conveying the message and at the same time receivers need to maintain their interest in listening to the sender. Next element is evaluating. Evaluating involves the act of making judgment towards everything.

According to the Web Center for Social Research, evaluation is a systematic acquisition and assessment of information generic goal of providing useful feedback to specific of audience. Evaluating happens when receivers show their empathy through understanding the sender's message, feeling and also tried to organize the information from the process. Lastly is responding. The receivers need to respond to the sender by giving feedback, maintain the eye contacts. Responding could also be by clarifying and rephrasing the sender's ideas at appropriate breaks.

3.6 Importance of Communication

Successful organizational communications brings success in many ways, from the company vision and mission accomplished, improvement of the production, greater compliance, Standard Operating Procedures followed, enjoyment in the work place, and financial objectives achieved (Above The Standard Procurement Group, 2016).

Effective Communication is significant for managers in the organizations to perform the basic functions of management (Above The Standard Procurement Group, 2016). For example, is planning, organizing, leading and controlling. Communication helps managers to perform their jobs and responsibilities. Communication serves as a foundation for planning. All the essential information must be communicated to the managers in which they must communicate the plans to implement the task. Organizing also requires effective communication with others about their job task. Similarly leaders as managers must communicate effectively with their subordinates so as to achieve the team goals. Controlling is not possible without written and oral communication.

Managers focus their task through the communication. They generally devote approximately 6 hours per day in communicating (Above The Standard Procurement Group, 2016). They spend time on face to face or telephonic communication with their superiors, subordinates, colleagues, customers or suppliers. Managers also use written communication in form of letters, reports or memos wherever oral communication is not feasible. Thus, the effective communication is a building block of successful organizations. In other words, communication acts as organizational blood (Above The Standard Procurement Group, 2016).

Besides, communication also assists in controlling process. It helps controlling organizational staff behaviour in various ways. There are various levels of hierarchy and certain principles and guidelines that employees must follow in an organization. They must comply with organizational policies, perform their job role efficiently and communicate any work problem in order to enhance the organization performance. Thus, communication helps in controlling function of management. An effective and efficient communication system requires managerial proficiency in delivering and receiving messages.

A manager must discover various barriers to communication, analyse the reasons for their occurrence and take preventive steps to avoid those barriers (Above The Standard Procurement Group, 2016). Thus, the primary responsibility of a manager is to develop and maintain an effective communication system in the organization.

By making an effort to improve the communication processes, it can build a stronger organization that will influence the others. Communication is to gain employee trust. Clear, open communication can create a sense of transparency in the organization in which builds trust between levels of employees. Besides, when keeping employees in the wrong side will be result in less satisfaction, tension, and a feeling of low job security (Above The Standard Procurement Group, 2016). Meanwhile, strong communication can help them feel valued and trusted. Open communication can reduce feelings of uncertainty and cluelessness about the state of the company, which makes for a more positive work environment and staff who feel secure and safe (Above The Standard Procurement Group, 2016). Next, communication will enhance in term of relationships. Communication is essential to building relationships between staff

members and between levels of employees, both on a professional and social level (Elizabeth Smith, 2016). Communication prevents employees from feeling isolated and builds teamwork in the office. When relationships are strong, employees are better able to trust one another and work together more effectively (Elizabeth Smith, 2016). Besides, the important of communication is clarity. In an organization, confusion and ambiguity can create negative feelings. By making roles and responsibilities clear to everyone on staff, it will give employees the information they need to get their jobs done. This is particularly important when employees are dispersed or come from different backgrounds. Communication will reduces misunderstandings and mistakes (Elizabeth Smith, 2016).

3.7 Summary of Chapter 3

To be concluded, the importance of communication in an organization can be summarized as to promote motivation by informing and clarifying the employees about the task to be done, the requirement in performing the task, and how to improve their performance. Besides, the communication is a source of information to the organizational members for decision-making process as it helps identifying and assessing alternative course of actions. The communication also plays a crucial role in altering individual's attitudes. For example, a well-informed individual will have better attitude than a less-informed individual. Organizational magazines, journals, meetings and various other forms of oral and written communication help in shaping employee's attitudes. Besides, the communication also helps in socializing. The communication will build relationship with others that we will face in daily life.

CHAPTER 4

RECOMMENDATIONS

4.0   Introduction

During practical training, the trainee had done several tasks by identified the strengths and weaknesses of the Royal Malaysia Police Hulu Selangor District. Thus, in this chapter, the trainee will briefly discuss about the strengths and weaknesses based on the task explained in previous chapter. Thus, it is come out with recommendation so that the organization may improve their management in future

4.1 STRENGTHS

4.1.1 Good Leadership

Top management includes the chief officer and head for each department are friendly and good communicate with all the subordinates. This is can be observe and by the trainee when the chief officer make open window discussion where he allowed two – way discussion with low rank officers at reasonable time if have any issues or to get understanding regarding their works. The officers and head of department always share their knowledge with the low rank officers during knowledge sharing session. Besides, The Head of Department also rewards the low rank officers when they able to achieve good performance every month. Besides, the Head of Department also frequently arrange the meeting in order to discuss on ways to reduce the crime rate at Hulu Selangor District. This indicate that, the Head of Department have big responsibilities and good leadership to control relating of the security and peace in Hulu Selangor District.

4.1.2 Complexity

The electronic systems are more complex compared to traditional filing system whereby low integrity of the officers are easier to access and manipulate data. It is because the manipulation of data can be made if it is in form of paper. In addition, with the alphabetized filing cabinets, every staffs and officer are able to find a file easier. Besides, alphabetical filing system is easy to learn. As compared to electronic database system, the locating and manipulating of information may require training such as technical training and any error may result data loss or unintended alterations. The same goes to trainee Hulu Selangor District Police Office where trainee was asked to access several files at filling room for reviewing the status and rearrange files as well as taking further action. Moreover, the files can be accessed easily even though trainee is not familiar with the tasks given. It is due to the systematic management of files in Hulu Selangor District Police Office Management Department which are managed through data number and ascending order. For example in Management Department, trainee was required to find the file of personal data of low rank officers, thus trainee only had to look on its number in the human resources database system and search it in the file room.

4.2 WEAKNESSES

4.2.1 Lack of Commitment Among Employees and Officers (Discipline)

The first weaknesses in is lack of commitment among the employees and officers. It is can be seen through their behaviour and attitudes such as taking a long meal break, emergency and medical leave, absenteeism and lateness coming to work. From my observation through this organization, I found that, most of the employees and officers has lack of commitment. For instance, coming late to office. Not only that, they also usually taking a long meal break because they feel lazy to continue their task. This is because, in government sector they did not have a commission and high bonus as an appreciation of the good effort in dealing with the task.

This problem occurs because some of the officers and staffs are not really enjoying their work and they only work to get the salary. This is can obviously can be seen through the some officers and staffs are not willingness to do their work and they pretend to be workaholic even though the work that done by them is not achieving the objective of the organization. Not only that, this is because of the team weakness in term of social loafing. For example, they tend to coming late for meeting or fail to start or complete individual tasks. This is because they lack of commitment to handling their work.

4.2.2 Files Is Not Organized Well and Proper

Since Management Department is deal with many files as well as papers and documents, the handling of filing management is not an easy task to keep it systematic. To ensure there is no loss of information, the important information or letters needed to be tidied through binding with string or punch it. However, to do such

task quite hard and bored for staffs since they view this task as trivial task and not challenging for them as well as do not bring any effect to organization and themselves. Besides that, there are several documents that not well attached in the file and some of the files are scattered on and under the desk of staffs. With this improper of files arrangement, it can portray bad image of organization if there are invitation from public people. In trainee practical place, trainee had required to reorganize and rearrange several files that not proper placed in filing room or files that scatted on and under desk of staffs. All the files need to be placed in filing room based on data number. In filing room, even though it had divided the sections of types of bills and invoice, but several files had placed at wrong section. For instant, there were several invoice files had put at section of data files. Thus, trainee needed to rearrange back those files at its own section.

4.3 RECOMMENDATIONES

4.3.1 Enhance Motivation Towards The Staff And Officer

Teamwork commitment is an important which can create exceptionally substantial results. In order to achieve a high quality of productive among the public servant, the organization must ensure the public servant have good charisma. In addition, the management must clearly define the job and responsibilities of the officers and staffs so that the public servant are able to improve their responsibility towards their job. Besides that, the Head of Department have responsibilities to communicate with their subordinates what has to be done and what their expectations. The public servant also must be creative. So that, it will allows the officer to use their skills, professional knowledge and judgment. This is the way to avoiding the officer and staff tend to be lack of commitment.

In the public sector, the government also came out with the KPIs where it is a set to measure of to indicate specific outcomes of the initiatives in realizing public service transformation. By having the KPIs, the public servants might be more accountable and responsiveness in handling their work task. The staffs and officers also can raise their competence, talent and skills in various fields to improve performance, productivity and innovation. Furthermore, if the public servants can perform at the satisfactory level, they will get the recognition of excellence such as Annual Work Objective in order on focusing the evaluating performance of the organization and also to the individual.

However, public servants with high morale to the organization will be able to contribute more to organizational goals. Teamwork dedication is an important because it can

create exceptionally substantial results. It will help the organization to be stronger to construct and create with public servant dedication such as motivation, job performance and creativity of the employees.

4.3.2 Enlarge The Space of Filing Room

The number of files in organization may increase due to high rate of unsolved crime and increasing number of officers. With the increasing of the files, the existing management of files are needed to be improved from time to time in order to avoid any improper file managing. The same goes to filing management in Hulu Selangor District Police Office Management Department. New files of the investigation paper are always created in Hulu Selangor District Police Office due to high rate of unsolved criminal, thus the improvement of filing management is required especially in term of size of filing room. Since Hulu Selangor District Police Office is only has one filling room, thus the filing room should be enlarged so that new files can be placed there. The problem of improper files managing and scatter files on and under desk of staffs are happened due to lack of lack of space in placing the files in filing room. When there is no space in placing the files in filing room, staffs have no choice except placing around the desk. Hence, it is necessary for Hulu Selangor District Police Office to enlarge its filing room so that all scatter new files of investigation paper can be organized well without put it around the desk of staffs.

4.3.3 Recheck and Organize The File

Next solution is making improvement of file condition by Management Department through recheck and organize the files. Management Department also should set up a regular schedule for staffs in rechecking the condition of the files. The frequently of the inspections should be done since the files are used by most staff and

officer in Hulu Selangor District Police Office and it may lead to the high improper file management. For example in Management Department, several defect files that are torn apart should be replaced with new file immediately by staffs since it may deface the file condition. Besides that, staffs in Management Department should focus more on the shelves in filing room. The separation of files between inactive files that had closed out with the active files should be done so that the officer and staff can know which files are settled and needed to be settled by them. Thus, it will avoid any incomplete files to be settle

CHAPTER 5

CONCLUSIONS

5.0 Introduction

This chapter will conclude about each of the chapter that I have ben explained before this by highlighting the main points. Besides that, on the conclusion part, I will conclude what are the benefits that I have been gained from the practical training in Hulu Selangor District Police Office.

5.1 Summary of Chapter 1

This section will encompass the summary of all from Chapter 1 until Chapter 4 regarding my practical training session in Hulu Selangor District Police Office. Royal Malaysia Police was formed in 25 March 1807. Its headquarters are located at Bukit Aman, Kuala Lumpur. The Royal Malaysia police led by an Inspector General of Police (IGP) Tan Sri Khalid Abu Bakar. The constitution, control, employment, recruitment, funding, discipline, duties and powers of the police force are specified and governed by the police act 1967. Furthermore, all the information regarding the organizational vision, mission, objectives, function, and organizational structure is included in this chapter. It is important as a trainee in order to understand and recognize the history of the organization at Royal Malaysia Police.

5.2 Summary of Chapter 2

Move to chapter two, the trainee will summarize all the task that I had involved during my practical period at Balai Polis Bukit Sentosa, Criminal Investigation Department, Traffic Division, StaRT Department, Narcotic Criminal Investigation Department and Management Department at Hulu Selangor District Police Office. The

trainee has given an opportunity by making several task that related on the file management, administrative works, public relation, dealing with people, also learned how to use the information system and application technology during the practical training period. Eventhough the trainees only have 8 weeks to complete their practical training period, the trainees gained lots of experiences both of theoretical and practical. Not only that, the trainee can also get the benefit through this training which is the trainee can compared what the trainee learned in classroom and what the trainee got in the workplace. As a trainees, I successfully carried out my training for the total of 8 weeks as required by the faculty in order to fulfil my course requirement. The trainees have been exposed and introduced with the administration and management of the real time office situations and also tasks in the Hulu Selangor District Police Office which can be describe also as one of the non-profit oriented sector organizations.

5.3 Summary of Chapter 3

Next chapter the trainee will conclude the analysis that can be found during practical training period. The trainee has chosen to analyze on the communication skill within the organization. For the analysis, the trainee can relate the task during the practical with the theory that has been learned in the classroom. For an example, the trainee learned about benefits, theory, active listening skill, ethics and others topic in communication. From this analysis, the trainee also made a comparison between what they learned and what they get through the training period. It is includes on giving the trainee new perspective towards the theory adapt by the government organizations like Hulu Selangor District Police Office and how to relate those theories into the real life working experiences and how the theory are being practiced.

5.4 Summary of Chapter 4

Besides that, the trainee should be able to define the concept of the task and should be able to relate all the concepts learned in classroom at the workplace to reinforce understanding on the concepts learned in classroom into the real work time. The trainee also found out some internal strengths of the HRM and able to identified several weaknesses that need to be improved for the organization in chapter four. In order to improve some of the weaknesses, the trainee suggested a few recommendations to overcome the weaknesses that was identified during the training. Moreover, this recommendations is to develop and help the organization to be better service to improve the performance of the organization. In addition, the organization should highlighted on the suggestion given to ensure constant performance in order to accomplish the objectives of the organization. Besides, it will give benefits to the public servants to work more effectively and efficiently.

5.5 Overall Summary

In a nutshell, I would like to conclude that I learned knowledge which I cannot obtain anywhere. Even though it is only eight (8) weeks of training, the experience is so valuable for me. In addition, I also have the opportunity to deal with the real experiences of new things that I have been learned through this practical period such as communication skills, how to handle administrative works and more. Besides that, I also learned to be more discipline in terms of time management like comes earlier in the work and submitting the task by the date given. It was an advantage for me to be in Hulu Selangor District Police Office where I have been able to enhance my skills and abilities. Not only that, all the experiences will be very helpful to me when I come to real work condition.

REFERENCES

Teafish, H., Chapter Two Communication Process, Academia Edu. Retrieved on 24 March 2016 from:

http://www.academia.edu/5219503/CHAPTER_TWO_COMMUNICATION_PROCESS

Carl, R. and Richard, E., Empathy Movement, Center for Building a Culture of Empathy. Retrieved on 24 March 2016 from:

http://cultureofempathy.com/projects/Empathy-Movement/References/Reflective-Listening.html

Smith, E., The Importance of Communication in the Organizational Structure, Demand Media. Retrieved on 24 March 2016 from:

http://smallbusiness.chron.com/importance-communication-organizational-structure-24390.html

Skill You Need. Retrieved on 24 March 2016 from:

http://www.skillsyouneed.com/ips/active-listening.html

Above The Standard Procurement Group. Retrieved on 24 March 2016 from:

http://atsprocurementgroup.com/blog/how-does-effective-communication-bring-success-to-a-organization/

Royal Malaysia Police. Retrieved on 24 March 2016 from:

http://www.rmp.gov.my/infor-korporate/polis-diraja-malaysia/

APPENDIX

FIGURE 1: This diagram show the unsystematic administration vehicle case evidence. This is one of the SWOT analysis that I have conducted.

FIGURE 2: The file regarding of the administration task at Traffic Division.

FIGURE 3 AND 4: The officer visited new project site of Hulu Selangor District Police Office. We are brainstorming the future crime analysis after the new project Hulu Selangor District Office completed.
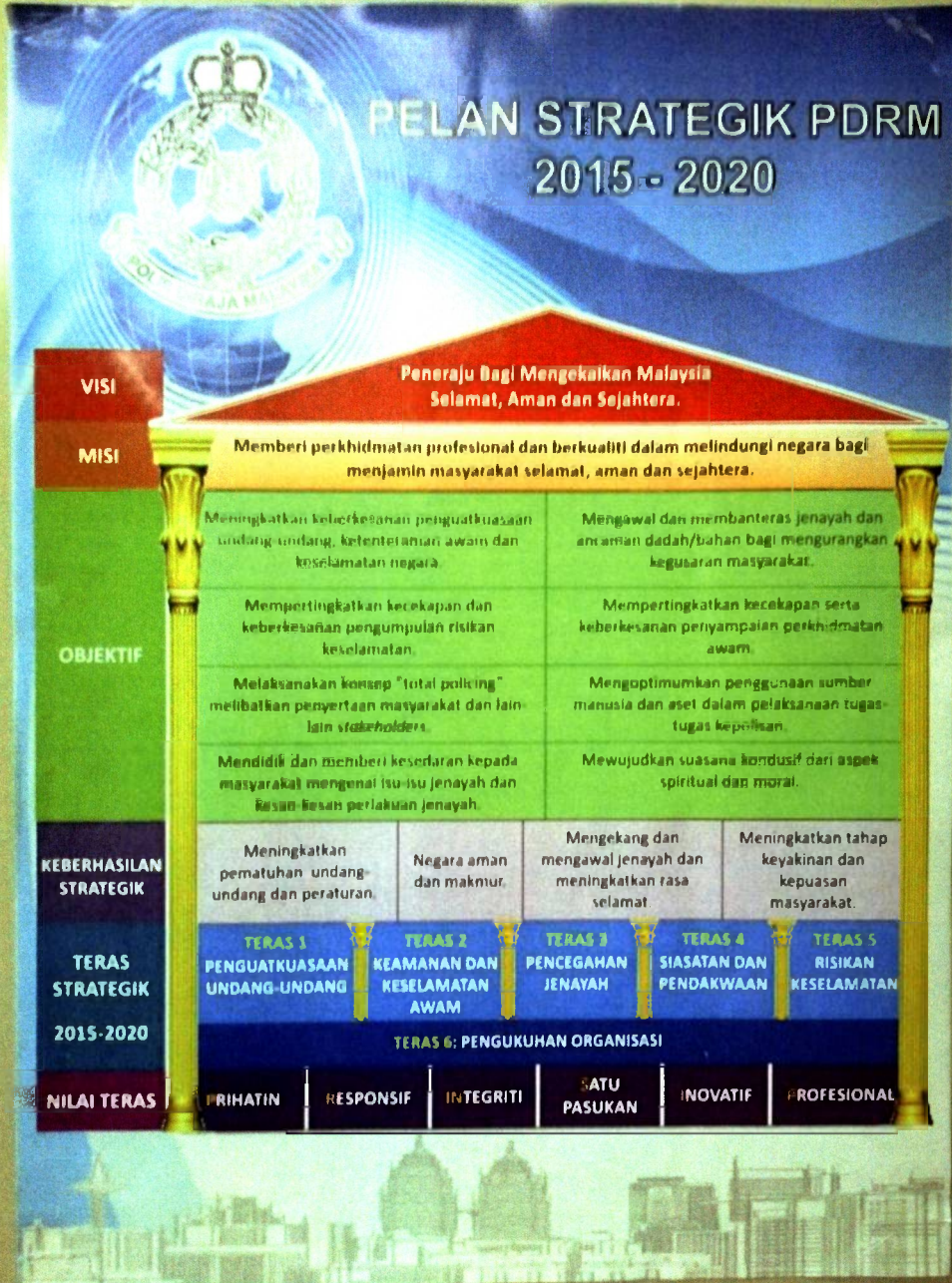
FIGURE 5: The diagram show the strategic planning of Royal Malaysia Police within 2015 until 2020.
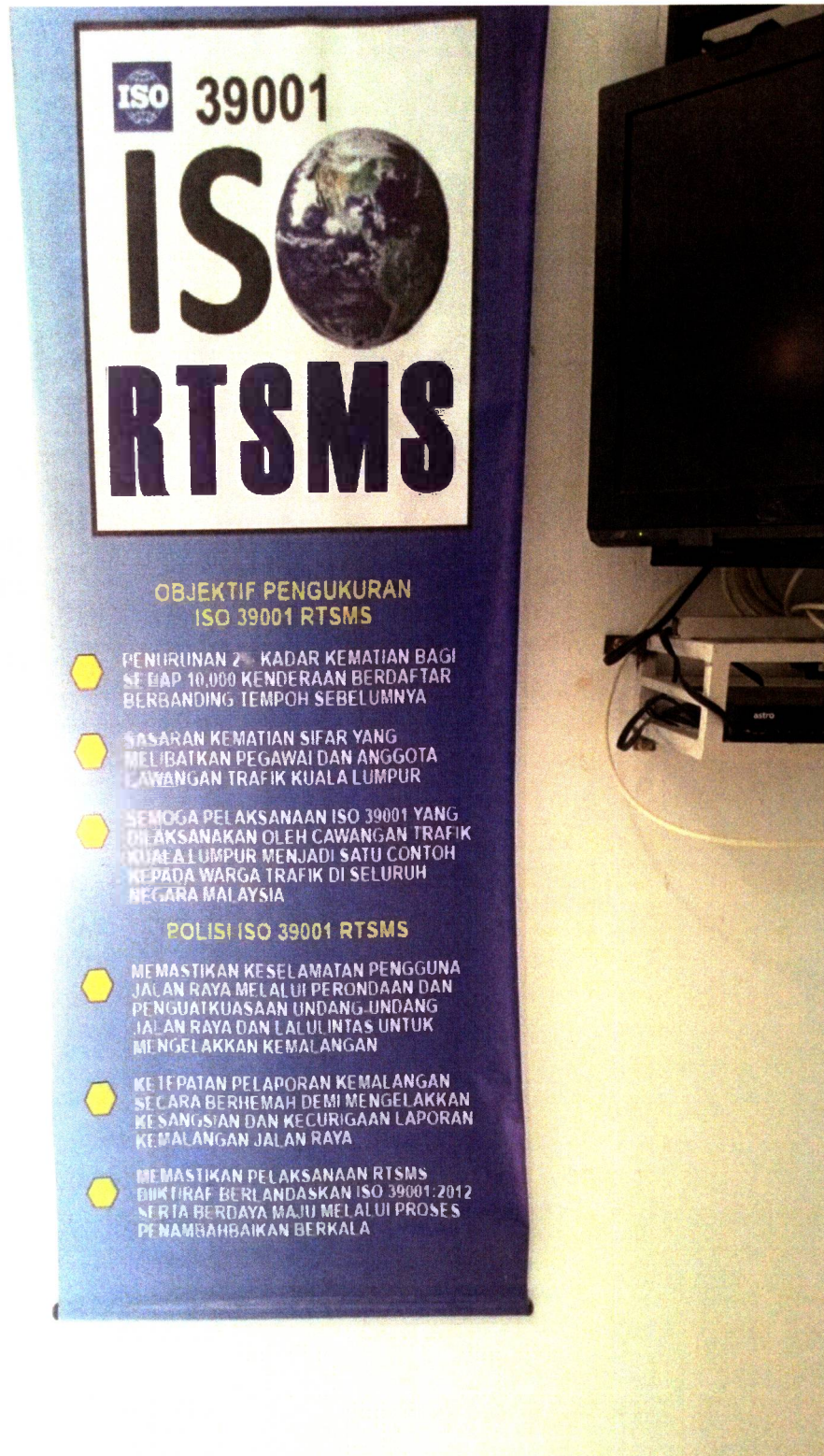
FIGURE 6: The diagram show the ISO regarding of the objective of Royal Malaysia Police. It indicate the Royal Malaysia Police committed to continuously enhance the effectiveness of service delivery.

KESALAHAN LALULINTAS
(POLIS DIRAJA MALAYSIA)
CAWANGAN TRAFIK IPD HULU SELANGOR
44000 KUALA KUBU BHARU
SELANGOR.

Kesalahan	Rujukan
Akmelakh	Rule 092 LN170/59
Ambil turun penumpang tidak rapat kekiri / kidapi jalan (Bas)	Rule 017(B) LN177/59
Bawa penumpang lebih (kend awam)	Sek 019(1)A6D ALPKP1987
Berhenti di petak kuning	Rule 008A LN166/59
Cermin Pandang belakang – c/sisi (Tiada)	Rule 021 LN170/59
Cukai jalan (tidak pamer)(LKM)	Sek 020(1) APJ1987
Cukai jalan kabur/mencacatkan(LKM)	Sek 020(2) APJ1987
Cukai jalan tamat tempoh / tiada (LKM)	Sek 015(1) APJ1987
Cukai jalan palsu	Sek 108(3)(C) APJ1987
D/Line (Parking / U-turn / keluar smpg dll)	Rule 012(3) LN167/59
Enggan tandatangan terima notis Pol 257	Sek 119(1)(B) APJ1987
Enjin tidak dimati semasa tinggal kenderaan	Rule 014(1)(A) LN166/59
Ekzos pipe bising	Rule 103 LN170/59
Guna kend barangan tanpa lesen (tiada Permit)	Sek 034 ALPKP1987
Guna kend perkhidmatan awam tanpa lesen (tiada Permit)	Sek 033 ALPKP1987
Guna kend sendiri sebagai kend sebagai kend perkhidmatan awam tanpa lesen (tiada Permit)	Sek 033D ALPKP1987
Halangan lalulintas (Pol 257)	Sek 048 APJ1987
Halangan lalulintas	Rule 016(1) LN166/59
Halangan-Parking tidak ikut haluan	Rule 016(2) LN166/59
Jack tidak bawa (kenderaan awam)	Rule 082 LN170/59
Kain / Lampu Merah Tiada (muatan panjang)	Rule 021 LN166/59
Kenderaan barangan tiada cop body	Rule 086 LN170/59
Kenderaan menunda kenderaan lain	Rule 119(I) LN170/59
L' lawa pembonceng	Rule 015(1) PU(A)409/92
L' lawa penumpang	Rule 015(2) PU(A)409/92
L' tdak gantung belakang	Rule 015(3)B PU(A)409/92
L' tdak gantung depan	Rule 015(3)A PU(A)409/92
L' tdak gantung depan / belakang	Rule 015(3) PU(A)409/92
L' tdak ada pengajar	Rule 015(1) PU(A)409/92
Lampu isyarat (signal) tiada / tidak menyala	Rule 025 LN170/59
Lampu merah / belakang tak menyala	Rule 026 LN170/59
Lampu brek ketiga (Tiada)	Rule 026(1I)(II) LN170/59
Lampu brek / brek ketiga tidak menyala	Rule 026(2)(II) LN170/59
Lampu hadapan tidak dinyalakan(M/Sikal)	Rule 96A LN170/59
Larangan memotong	Sek 079(2)H APJ1987
Lesen PSV / GDL (Tidak bawa)	Rule 015(H) LN177/59
Lesen PSV / GDL (Tiada)	Sek 056(1) APJ1987
Lesen memandu (Tiada)	Sek 026(1) APJ1987
Lesen memandu tamat tempoh	Sek 026(1)A APJ1987

FIGURE 7: The diagram show Road Transport Act as a references of the officer in order to key in summon data to transfer into database.
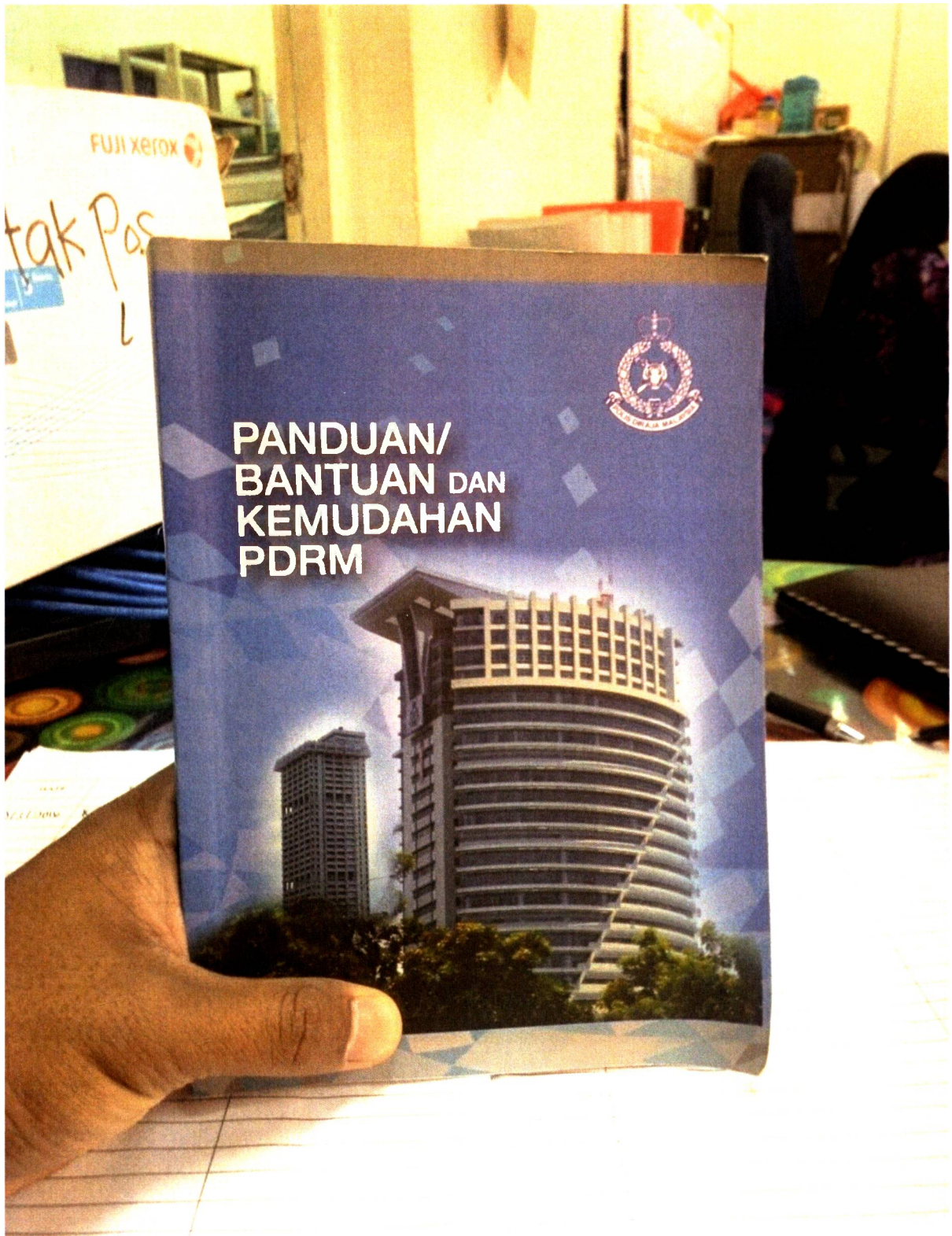
FIGURE 8: This diagram show the book of 'Guidance and Facilities of Royal Malaysia Police' as a references of Welfare Officer in dealing with issue of additional allowances and privileges of staff and officer.

FIGURE 9 AND 10 : This diagram shows the meeting and discussion about the discipline and ethics among the officers at the workplace.

FIGURE 10 AND 11: The diagram show the picketing regarding the issue breach of trust house and land agreement to the employees. I assisted the officers to control the traffic and public security in order to create safe environment in Kuala Kubu Bharu Town.

Sijil Penghargaan

Dengan ini dirakamkan setinggi-tinggi penghargaan dan ucapan
terima kasih kepada

MUHAMMAD FADHLI BIN AMRAN
NO KP: 930720-14-6675

DARI

UNIVERSITI TEKNOLOGI MARA SARAWAK

PROGRAM

IJAZAH SARJANA MUDA SAINS PENTADBIRAN

Telah menamatkan latihan industri pratikal dengan jayanya di tempat yang
ditetapkan seperti berikut :-

BIL	BAHAGIAN/BALAI	TARIKH
01.	Balai Polis Bukit Sentosa	20/1/2016 - 29/1/2016
02.	Bahagian Siasatan Jenayah	1/2/2016 - 12/2/2016
03.	Cawangan Trafik	15/2/2016 - 19/2/2016
04.	Bahagian StaRT	22/2/2016 - 26/2/2016
05.	Bahagian Siasatan Jenayah Narkotik	29/2/2016 - 4/3/2016
06.	Bahagian Pengurusan	7/3/2016 - 16/3/2016

Di Ibupejabat Polis Daerah Hulu Selangor, Kuala Kubu Bharu

{ SUPARAMANIAM RAMASAMY } SUPT
KETUA POLIS DAERAH
HULU SELANGOR

TARIKH : 23 HB. MEI 2016

FIGURE 12: The diagram shows the certification of appreciation during my practical
training period.

BORANG KOD UTUSAN POLIS

Hantar dengan Teleprinter Atau	Masuk		Bilangan Kumpulan Kum	Cap Tarikh Pejabat Semboyan
Radio Circuit	Keluar			

DARIPADA:	KPD (LATIHAN) IHULU SELANGOR.

KEPADA:	SEMUA KETUA BAHAGIAN DAN KPB BUKIT SENTOSA.

MAKLUMAN:	KPD DAN T/KPD HULU SELANGOR.

No Hantaran Asal 10/8/4	Tarikh 20/01/2016	No . Rujukan Penerima	Tarikh

PERMOHONAN UNTUK MENJALANI LATIHAN INDUSTRI BAGI PELAJAR UNIVERSITI TEKNOLOGI MARA, SARAWAK (.)
=============================

Satu   (.)   Merujuk kepada perkara di atas (.)

Dua   (.)   Bahagian Latihan telah menerima permohonan dari pihak Universiti Teknologi Mara, Sarawak untuk menghantar seorang pelajar bagi menjalani latihan praktikal di tempat yang telah ditetapkan seperti berikut :-

Bil	Bahagian / Balai	Tarikh
01.	Balai Bukit Sentosa	20/01/2016 – 29/01/2016
02.	Bahagian Siasatan Jenayah	01/02/2016 – 12/02/2016
03.	Cawangan Trafik	15/02/2016 – 19/02/2016
04.	Bahagian StaRT	22/02/2016 – 26/02/2016
05.	Bahagian Siasatan Jenayah Narkotik	29/02/2016 – 04/03/2016
06.	Bahagian Pengurusan	07/03/2016 – 16/03/2016

Tiga   (.)   Sehubungan dengan itu, pihak tuan dikehendaki memastikan pelajar tersebut mematuhi segala syarat – syarat dan peraturan yang terkandung dalam Arahan Pengarah Pengurusan rujukan KPN 10/8 bertarikh 5 November 2003 (.)

Empat (.)   Butir – butir pelajar adalah seperti berikut :-

4.1.   Muhammad Fadhli Bin Amran   No Kpt : 930720-14-6675
No Telefon : 017-6720460

Tarikh praktikal   :   20 Januari 2016 hingga 16 Mac 2016
Program   :   Sarjana Muda Sains Pentadbiran

Bil	TARIKH	MASA
1	1. 4. 2016	2pm
2	8. 4. 2016	2pm
3	13. 05. 2016	10am
4	27. 05. 2016	10am
5	06. 06. 2016	10am
6		
7		
8		
9		
10		

TANDATANGAN	CATATAN
(signature)	(1) Draft Chap. 1 & Chap. 2 (2) Next appointment : 8.4.2016 @ 2pm.
(signature)	(1) Submitted Chap. 1 + 2. (2) To draft Chap. 3. (3) Next appointment : 24.4.2016 @ 2pm.
(signature)	(1) Redo Chap. 1 + 3 (2) Next appointment 19.05.2016 @ 5pm
(signature)	(1) Returned Chap. 1-3. (2) To draft Chap. 4 + 5 (3) Next appointment 6/6/2016 @ 10am
(signature)	(1) Checked and returned draft chap. 5 (2) To do complete full draft.