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PUBLIC WORKS DEPARTMENT (JABATAN KERJA RAYA) SAMARAHAN

REPORT PRACTICAL TRAINING

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TABLE OF CONTENT	PAGES
Supervisor's Comment	i
Clearance for Submission	ii
Acknowledgement	iii
The Declaration	iv
CHAPTER 1: INTRODUCTION	
Introduction	1
Background of the Organization	1-3
Objective of the Organization	3
Vision of the Organization	3
Mission of the Organization	3
Organization Chart	4
Core Business of the Organization	5
Role of the Organization	5
CHAPTER 2: SCHEDULE OF PRACTICAL TRAINING	
Introduction	6
Week 1	7-9
Week 2	10-12
Week 3	13-15
Week 4	16-18
Week 5	19-21
Week 6	22-23
Week 7	24-25
Week 8	26-28
CHAPTER 3: FILING SYSTEM	
Introduction	29
Definition of Concept	30-32
Importance of Filing System	33-34
Qualities of Good Filing System	35-36
Methods of Filing System	37-43
Steps to Establish an Office Filing System	44-45
Tasks Assignment of Filing System	46
CHAPTER 4: RECOMMENDATIONS	
Introduction	47
Advantages of Filing System	47-48
Disadvantages of Filing System	49-50

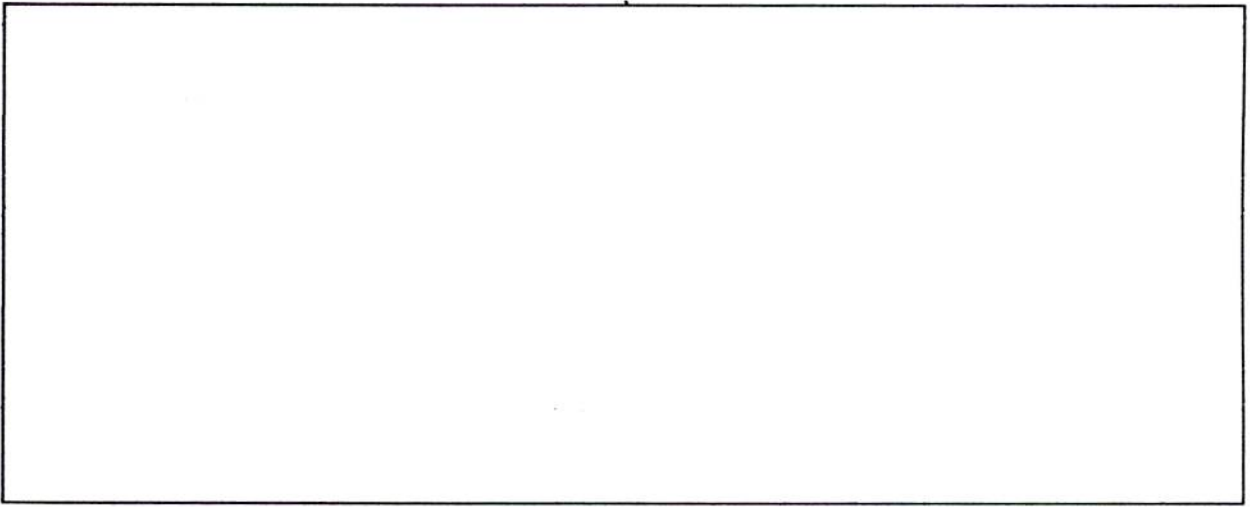
Recommendations	50-51
-----------------	-------

CHAPTER 5: DISCUSSION AND CONCLUSION

Introduction	52
Summary for Chapter 1	52
Summary for Chapter 2	53
Summary for Chapter 3	54
Summary for Chapter 4	55

REFERENCES	56-57
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Supervisor's Comments

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Moderator's Comments

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

Sharon Pearl Anak Henry Serub

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

(Signature)

Date:

ACKNOWLEDGEMENT

Completing this report was a challenging task for me. However, fortunately, I had the help of many parties who have made this task a success. I would like to express my deepest appreciation to everyone that involve directly or indirectly in helping me to complete this report.

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THE DECLARATION

Declaration

I hereby declare that the work and information contained in this practical training report is original or my own except those which have been duly identified and recognized. If I later found to have committed plagiarism or other forms of academic dishonesty, action can be taken against me under UiTM's rules and academic regulations.

Signed

Name: Siti Nasuha Binti Hassan

CHAPTER 1

INTRODUCTION

1.0 Introduction of the organization

This chapter will explain about the background of the organization which is Public Works Department who is responsible for construction and maintenance of public infrastructure. Apart from that, this chapter is also going to explain about the objective of the organization, vision and mission of the Public Works Department, and the organizational structure. Lastly, the role of the organization is also included to give more knowledge or understanding about the function of the organization.

1.1 Background of the organization

The Department of Public Works Sarawak has a lot to do with the history of infrastructure development in Sarawak. The establishments of this department since 1882 are the three main legacy of the Sarawak Government namely, "The Age of Brooke (White Figure from 1882-1941)", "The Age of the British Colonies (after the Second World War, 1946-1963)" and "(The Age of Independence Government of Malaysia, 1963 until now)".

The Public Works Department was established and headed by the "Public Inspectorate" in 1882 and subsequently headed by "Superintendent Works and Survey" in 1897. The name of this post was finally changed to the Public Works Director, Sarawak. Sarawak Public Works Department has undergone a reorganization process from their "Builders" to "Managers" to ensure the aspirations of the Sarawak state government. The role of this department has evolved towards the Implementation of the Development Project through Restructuring of Human Resources, the Restructuring of organizational Structure and the enhancement of technical competence.

The department's core role now includes project management processes including planning, budget management, design, pre-contract administration and post contract, project supervision, monitoring and maintenance of infrastructure and public utilities. Apart from that, the work of Sarawak Works also provides engineering consultancy services to external bodies.

The Sarawak Public Works Department Headquarters is located at Wisma Saberka, Kuching. Sarawak Public Works Department has set up 3 Regional Offices namely South, Central and North as well as Division Offices in all administrative divisions within Sarawak. In addition, Sarawak Public Works Department also has a Central Investigation Branch (formerly known as Central Materials Laboratory) at Tabuan Jaya, Flit

Management Branch (formerly known as Central Mechanical Workshop) and Central Store located in Bintawa, Kuching.

1.2 Objectives of the organization

“We undertake to achieve the highest standard in quality in delivering our products and services to meet our customer satisfaction by adopting best practices with continuous improvement as our guiding philosophy.”

1.3 Vision of the organization

“ To be the premier one-stop engineering agency for the planning, development and maintenance of all public infrastructure and building facilities in Sarawak. ”

1.4 Mission of the organization

“ To deliver and maintain quality infrastructure and building facilities in the most cost effective and timely manner through a highly competent and motivated workforce. ”

1.5 Organization Chart



Source: Jabatan Kerja Raya Samarahan (August 23, 2017)

1.6 Core business of the organization

The core business of Public Works Department includes project management processes including planning, budget management, design, pre-contract administration and post contract, project supervision, monitoring and maintenance of infrastructure and public utilities.

1.7 Role of the organization

Public Works Department at Samarahan division consists of seven sections which include Administration section, Road and Civil Engineering section, Contract section, Account section, Building section, Minor Project section, and Fleet Management section. Public works are a broad category of infrastructure projects whereby it is financed and constructed by the government, recreational, employment, and health and safety use in the greater community. They include public buildings, transport infrastructure, roads, water, bridges, wharves, jetties, riverwalls, and airport/airfields.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

In chapter 2, I will explain the schedule of my tasks during my practical training in Public Works Department Samarahan (JKR). I have been doing my practical training for 8 weeks and all the tasks will be explained based on weekly tasks. In this chapter I will also includes my reflection on this practical training weekly.

2.1 Week 1 (24th July – 28th July)

On my first day my practical training which is on Monday 24th July in Jabatan Kerja Raya Bahagian Samarahan (Public Works Department), the supervisor who is in charge and responsible in managing practical students has asked and brought me to attend Ramah Tamah and Ngiling Bidai Hari Gawai ceremony at Dewan Suarah Muara Tuang, Samarahan. Jabatan Kerja Raya Samarahan was chosen to organize the ceremony for year 2017. My task during that ceremony was to distribute the tentative cards to each of the table and food stalls in Dewan Suarah. After that, I have been asked to welcome the guests' upon arrival and the important guest during that day was Dato Haji Idris bin Haji Buang. After the ceremony was over, all the staff of Jabatan Kerja Raya was asked to clean up the area in Dewan Suarah and also JKR stall. At 3.00 pm, I get back to the office and my supervisor was gave a brief speech. My supervisor Puan Asmah Binti Mohamad has introduced me to all of the staffs in administration department and I was placed at the enquiry counter while waiting for tasks to be given.

On the next day, I was placed at the front counter while waiting for the tasks that will be given by the supervisor. After that, the other student and I have been asked to do the process of disposal of documents. It takes time to do the process because it is involves the old documents, letter and

all the receipts of purchases. After all those documents have been processed, it will be sent to the Pustaka Negeri Sarawak.

On Wednesday, I have been asked to send the documents and the drawing plan to the Division Engineer department or section. Other than that, I helped in updating the staffs details or information in their system which is GEMS system. The purpose was to ensure all the information of staffs is up to date and easy for administration department to manage it. In the evening, the staff asked me to take the documents and letter from Division Engineer section and the documents need to be sent to the Contract section and Administration section.

On Thursday, one of the staff at the administration section has asked me to create a list of names and file numbers. That name list and file numbers will be attached at the file boxes. The process is called as closing file and the purpose of the process is to separate the files and easy to identify each files of information. After the task is done, the supervisor asked me to make a sketch of blueprint of administration section.

On Friday, I continue making the sketch of blueprint of administration section. After it has been done, the sketch need to be printed out and give it to the supervisor. The next task that I did was sending the letter to the meeting room at Division Engineer section.

Reflection of Week 1

From the tasks that I have been doing for the first week, I have discovered the tasks that need to be done and staff responsible in the administration section or department. Besides that, I also learned on how to deal with the customers at the front counter. The person at the front counter plays main role as it is determines the image of the company or organization. The behavior of the staff will reflect the response and feedback of the customer relating to the organization. Thus, the administration section plays a vital role in managing the organization as it will determines the quality of administering and the need of fulfill the customers need.

2.2 Week 2 (31st July – 4th August)

On the second week of my practical training, there is not much task to do. On Monday, one of the staff has asked me to send the letter and document to the Division Engineer section.

The next day, the other practical students and I have been asked to take out all the old files from the storage in order to do the process of disposal. The files need to be arranged first before proceed for the disposal processes.

On Wednesday, I have been asked to create a list of name of files that has been taken out from the storage. After that task has been done, a staff has asked and teaches me how to do incoming. The staff in administration department need to do incoming mail first before any documents or letter sent to the Division Engineer for evaluation purposes and approval.

For the next day, my supervisor has given a task to all the practical students in administration section including me. The task is creating the work procedure manual (MPK) for each of the sections in the Public Works Department, Samarahan. The purpose is to updating the information relating to the position and responsibility of the officer in the organization.

On Friday, I continued on creating work procedure manual (MPK) for Building section. Firstly, I need to create the organization chart for the Public Works Department in Samarahan and organization chart for

Building section. Other than that, I also have been asked to identifying and key in the company profile of information and key in the amount of the project regarding project tender that they got. It is to make sure that all the information safely recorded and can be used as a reference later on.

Reflection of Week 2

For the second week of my practical training I have learned that tasks and work in administration section is related to the managing and organizing the information about the organization as well as staff. All the staffs need to have the ability in handling the situation. At the same time they are also need to be able to manage the activities or processes in the administration section so that, they could have a high quality service for their organization. The level of productivity of an organization is very important because it is one of the main contributions of the customers' satisfaction.

2.3 Week 3 (7th August – 11th August)

On Monday, the task that I have been doing was key in the company profile of information as well as the amount of the project regarding project tender that they got. The purpose of the task is to make sure the information was safely recorded and the information can be used as a reference for the organization in the future. Besides that, the staff also asked me to printing out and photocopying a minute sheet or letter and then distributing it to every sections in which are Road and Civil Engineering section, Contract section, Account section, Building section, Minor Project section, Fleet Management section, and Division Engineer office. After it has been done, I was asked to calculate the staffs leave from the beginning of the year until the end of the year. It is to keep the information updated and easy for administration staff to refer later on.

On Tuesday, the task that I have been done was arranging all the letters including memo, minute letter and course letter based on number so that, those letters are arranged well and systematically and easy to find the later on as it arranged nicely. Then, I have been asked to fax the letter to Human Resource Department regarding courses that need to be attended by the officers. Then, continuing with the previous task which is key in the company or contractor name as well as the amount of the project regarding their project tender.

On Wednesday, the administration staff had asked all the practical students including me to go to the Pustaka Negeri Sarawak, State Record Repository to send the files that has been processed at the office in order to be evaluated at the Pustaka Negeri Sarawak. At Pustaka Negeri Sarawak, we have been asked to recheck and reprocessed those files. All the letters in those files need to be renumbered and rearrange due to wrong numbered.

On Thursday, we went to the Pustaka Negeri Sarawak, State Record Repository again to send the files that need to be evaluated. This activity takes 2 days to be done because there is other organizations also that sent the documents at Pustaka Negeri Sarawak. We are still doing the same things that we have done at the previous day which is rechecking and reprocessed those files and all the letters in those files need to be renumbered and rearrange due to wrongly numbered.

On the next day, the task that I have been doing was identifying staffs with J and H position in Public Works Department, Samarahan in all sections whether they had made renewal of CIDB green card and registration for those who just get that position in Public Works Department, Samarahan.

Reflection of Week 3

There are many tasks that I have been experienced which I do not know. In administration section, there are so many tasks that need to be done. However, there are a few things that I do not know and need guidance from the staff in order to make the tasks done. It may be because when in the class I just learned in terms of theory but never been practiced and explored to those of things. During my practical training, I have been exposed and learned so much about what I have studied in the class. I have experienced a lot of things during practical training which includes the basic tasks of administration section such as printing out and photocopying the documents.

2.4 Week 4 (14th August – 18th August)

On the fourth week, I have been doing the same tasks or activities which are making renewal for staffs in Public Works Department, Samarahan regarding their CIDB green card. For staffs that does not have CIDB green card yet they need to be registered first and they also need to attend a course at CIDB Negeri Sarawak on 28 September 2017. After they have attended the course, they can take or claim their CIDB green card at CIDB Negeri Sarawak.

On Tuesday, the task I have been doing was still made renewal of CIDB green card for staff that has not renewed their CIDB green card yet. Then, I have to register the name of staff that does not have a CIDB card yet. Other than that, those who does not have CIDB card need to be registered for a course and that course need to be attended at CIDB Negeri Sarawak before they can get their CIDB green card.

Continuing on the task of made renewal of CIDB green card. The renewal process of CIDB green card is for staff that has not renews their card yet and register for staff in Public Work Department, Samarahan that does not have a CIDB green card. Then, I need to register staff names for a course that need to be attended before they can get their CIDB green card. I also need to distribute the forms to them in order to get their details of information so that, the renewal and registering process can be done easily.

On Thursday I was still doing the same task which is made renewal of CIDB green card for staff that has not renews their CIDB green card yet and help register for staff in each of the sections that does not have a CIDB green card. Help register their name for a course that needs to be attended before they can get their CIDB green card. After that, I have to distribute the forms to them in order to get their details of information so the renewal and registering process can do easily.

On Friday, the process of renewal still has not finished due to the staff still not hand in the forms that has been distributed. Then, I still continue on registering staff that does not have CIDB green card yet and help register their name for a course that need to be attended before they can get their CIDB green card. Then, I need to distribute the form for those who does not have the form yet at other section in order to get their details of information. After all the staffs have been registered for the course, the slip of payment has been printed out and need to be distributed to them.

Reflection of Week 4

I have been doing the same task for the whole week which fourth week of my practical training. I was responsible to make a renewal of CIDB green card for staffs in Public Work Department, Samarahan as well as make registration for those who do not have the card yet. By making renewal and registration of CIDB green card for the staffs, the administration can easily updating the information about the staffs in Public Works Department, Samarahan. Everything that must be done in the organization must be through administration department as the department is responsible managing, monitoring, applying orders and the most important role is administration department linking the various departments of an organization and ensures smooth information flows from part to another.

2.5 Week 5 (21st August – 25th August)

After all the tasks of renewal and registering of CIDB green card has been done, the task that I need to do was creating work procedure manual (MPK) for Building section. In order to accomplish this task, I need to get the information at the Building section. The information is about the main role or functions of the section. One of the administration staff has asked me to distributed letter to all the sections in Public Works Department, Samarahan regarding a course that need to be attended by officers.

The next day, I continue on with the task which created a work procedure manual (MPK) for Building section. Then, I need to get the information at Building section and need to ask the staff personally about the main function of the section.

On Wednesday, I have been asked to make a minute letter by supervisor and the minute letter is about the security pass of staffs. Then, I continue on creating work procedure manual (MPK) for Building section.

On Thursday, my supervisor has asked me to make a list of staffs for security pass in order to send to the Director of Public Works, Sarawak. The list of staff names need to be attached together with minute letter that I have made of the previous day.

On Friday, my supervisor has asked me to make a list of name of staffs which include their email account and password for their email for renewal

and registration of CIDB green card purpose. That information will be keeping and recorded in administration section so that easy for them to refer in the future.

Reflection of Week 5

Based on my course, I have learned about everything that related to the organization, management, development and anything that related to administration. I have been asked by my supervisor to create work procedure manual (MPK) for a section in Public Works Department, Samarahan. The work procedure manual is something that very important for an organization because it contains all the activities, responsibilities and functions of department as well as staffs in every department in the organization. Thus, this has been taught in the class for subject Seminar in Public Management. However, during my practical training I have learnt how to create the work procedure manual and know the details about it.

2.6 Week 6 (28th August – 30th August)

On the sixth week, I still continue do the task of creating work procedure manual (MPK) for Building section. Besides that, I need to make memo which need to attach together with a list of names of officers. At the evening, Contract section staffs have brought me to the Resident office in order to help them for a ballot session for the project tender.

On Tuesday, I have been asked by my supervisor to make minute letter about the CIDB green card that states the officers or staff need to make a payment for renewal of the CIDB green card. For those who just have registered need to attend a course at CIDB Negeri Sarawak and they need to make a payment by the day before the course. After minute letter has been done, it needs to be sending to the Fleet Management section, Road and Civil Engineering and Building section.

The task that I have been doing on Wednesday is continuing on the task of keeping record of name of the company or contractor that has make a payment of fee and deposit for the project at the Contract section.

Reflection of Week 6

After a few weeks of my practical training, I have learned many things that are related to the administration of an organization. There are many responsibilities in administration department which is related to what have been learnt in the class. Other than that, I have gained experiences about how the Contract section manages their process and activities in their section which is relating to project tender. Thus, through the task regarding CIDB green card, I have been communicating with the various staffs from various departments which give me experience on how to communicate with others.

2.7 Week 7 (5th September – 8th September)

On Monday, I have been doing the task of identifying staffs or officers who had worked in Public Work Department, Samarahan for eight (8) years and above. The staff or officers must hold J position which is referring to the engineer or engineer assistant. It is for record updating purposes.

I had been continuing on the same task on Tuesday which is identifying staffs or officers who had worked in Public Works Department, Samarahan for eight (8) years and above and the staff or officers must hold J position which is referring to the engineer or engineer assistant.

For the next day, I still continue on creating work procedure manual (MPK) for Building section. I need to identify the work processes for each of staffs in that section by interviewing a few of staff in the section in order to get the actual information. At the evening, my supervisor Puan Asmah binti Mohamad asked me to updating the information about the YB and Dato' in Samarahan which includes their title, name, position and department.

On the next day which is Friday, I had continue on the task of updating the information about the YB and Dato' in Samarahan which includes their title, name, position and department. This task takes time to be done because all the information about them needs to be searched in Parliament and ADUN website.

Reflection of Week 7

In this week, I have been asked to create the work procedure manual (Manual Prosedur Kerja) which is has been learned in subject Seminar in Public Management. The work procedure manual is almost similar with table file but work procedure manual much more details compare to table file. It is good for the organization to have work procedure manual for each staffs because it make the auditing processes easier as it very important to the organization. Other than that, in order to accomplish the task, I need to interview or ask personally to the staff about their responsibilities and work processes in the section. This kind of task gives me experience on how to be polite and communicate well with others in the organization. This is what has been learned in the subject of Organizational Behavior.

2.8 Week 8 (11th September – 15th September)

This is the last week of my practical training in Public Work Department, Samarahan. On Monday, the staff from other section which from Minor Project section had asked me to make photocopying of project documents. Then, I also had been doing the task regarding work procedure manual (MPK) for Building section.

On the next day, I have doing and continuing on creating work procedure manual (MPK). The work procedure manual (MPK) must be completed before it is printed out and then will be evaluated by my supervisor Puan Asmah binti Mohamad. Besides that, one of administration staff had asked me to make a photocopy of letter and documents before those documents kept in the files.

On the other day, my supervisor Puan Asmah had asked me to make a minute letter about the security pass for Minor Project section. The letter then need to be attached with the name list of staffs in Minor Project section and will be sending to the headquarters. After that, my supervisor also had asked me to make an updating process about the position and grade of staff in Public Works Department, Samarahan especially those with J and H position which is engineer, engineer assistant and driver.

On Thursday, I was still doing the process of updating the position and grade of staffs in Public Works Department, Samarahan especially those with J and H position. After the task has been done, my supervisor has

asked me to make a list of name of staffs in Minor Project section and attached it together with minute letter.

The last day of my practical training, I have been doing the task which is making a final review for work procedure manual (MPK) for Building section before it being printed out and pass to the supervisor. After the work procedure manual has been printed out, it needs to be arranged well in a file. There are two files that need to be prepared. One of the file will be passed to Building section and the other one was passed to administration section.

Reflection of Week 8

After eight weeks of my practical training in this Public Works Department, Samarahan, I was able to do the task properly even though I have no experience on doing that task. Thus, through this practical training, I can manage my time wisely in order to accomplish my task and skilled in some tasks which also has been learned in subject Organizational Behavior. For instance, I have learnt on how to create work procedure manual, minute letter, memo et cetera. Besides that, I am now able and know how to use the Microsoft excel because Microsoft excel is very important to be learned as it is often used to make a form such as survey form and other letter.

CHAPTER 3

FILING SYSTEM

3.1 Introduction

In this chapter 3, I will focusing and explain on the definition of the concept of filing system, the importance of filing system, qualities of good filing system, methods of filing system and procedure of filing system. Under this chapter, I will also explain on the tasks of filing system in the organization of my practical training and applications used for filing system.

3.2 Definition of Concept

Filing is the action of arranging records in a predetermined sequence. Manual filing is refers to hand-written whether it's on paper or computer regarding anything whereas computer files are made through typing. When it comes to storage, manual files are always stored in hard copy in the form of files or papers in different places while on the other hand computer files are stored in soft copy. Moreover, they can be stored in different areas like shelves, cupboards and in a file room. Other than that, filing is the process of systematic and scientific preservation of documents such as letters, circulations, bulletins, reports, voucher, contract, and statement letters. Filing is a form of record keeping which refer to the process of arranging and storing the information in a systematic and scientific way so that it can find out without any difficulty when required.

In computing, a file system is used to control how data is stored and retrieved. Without the existence of a file system, information placed in a storage medium would be one large body of data with no way to tell where one piece of information stops and the next begins. It will be easier to identify and isolate the information if the data is separated into pieces and giving each pieces a name. There are many different kinds of file systems. Each one has different structure and logic, properties of speed, flexibility,

security, size and more. Some file systems have been designed to be used for specific application. For instance, the ISO 9660 file system is designed specifically for optical discs. Apart from that, file systems can be used on numerous different types of storage devices that use different kinds of media. The most common storage device in use today is a hard disk drive. Furthermore, some file systems are "virtual", meaning that the supplied "files" are computed on request or are merely a mapping into a different file system used as a backing store. The file system manages access to both the content of files and the metadata about those files.

There are several aspects of file system which is space management. File systems allocate space in a granular manner, usually multiple physical units on the device. The file system is responsible for organizing files and directories, and keeping track of which areas of the media belong to which file and which are not being used. In addition, the fragmentation of file system occurs when unused space or single files are not contiguous. As a file system is used, files are created, modified, and deleted. When a file is created the file system allocates the space for the data. As files are deleted the space they were allocated eventually is considered available for use by other files. This creates alternating used and unused areas of various sizes which is known as free space fragmentation. The other aspect of file system is file names whereby it is used to identify a storage location in the file system. Most file systems have restrictions on the

length of filenames. However, most modern file systems allow filenames to contain a wide range of characters from the Unicode character set. Thus, file systems are typically having directories which allow the user to group files into separate collections. This may be implemented by associating the file name with an index in a table of contents. Directory structures may be linear or it may allow hierarchies where directories may contain subdirectories.

Computer files are the type of files which are made on computer and are stores in the form of the soft copy. Typically, computer files are organized in a file system, which keeps track of where the files are, and enables people to access them. These types of files have a lot of protection as they are secured by different passwords and codes. Without management of data and files, it is difficult to find what information is needed or required. Thus, computer file management is easy to do and does not take a lot of time. The importance of record-keeping and filing systems cannot be too highly stressed. A well-planned system contributes significantly to efficiency of operation as well as to a company's image. Whether records are filed in a computer or in a steel cabinet, they have to be readily accessible.

3.3 Importance of Filing System

Filing is an important activity or process in any office. It plays a very crucial role in smooth functioning of official work. The importance of filing can be categorized from the following points:

- a) Protection of records – filing protects the records by keeping it in safe cabinets and drawers so that important documents can be preserved from rats, insects, water, sunlight, dust and some time from the dishonest staff of the office as well.
- b) Helpful in setting disputes – filing is important for setting disputes between the contracting parties. A document related to the agreement will be required to show the evidence. The records may be presented in a court of law in case of legislation. Nobody can deny the facts and figures given in the documents.
- c) Better control – filing system is helpful for contracting the business transactions. Modern business transactions are carried on through various documents. Several types of document are received and sent daily. If those documents are maintained under a scientific way naturally management will get great help in evaluating performance and taking corrective action.

- d) Ready reference – previous records are generally needed for future reference. So, filing makes the documents immediately available at required time. The records will be made available only if they properly and systematically preserved.

- e) Helps in planning and decision making – formulating effective plans and taking quick, rational and correct decision in the function of management real and factual data which is available from past records.

3.4 Qualities of Good Filing System

1. **Compactness:** the compact filing system should be adopted by every business office. It means that the filing system should not require any unnecessary space.
2. **Simplicity:** the filing system should be simple and not too elaborate. At the same time, the usefulness of the filing system cannot be sacrificed for the sake of simplicity.
3. **Accessibility:** a good filing system should be arranged in such a way that the records are easily available whenever required. The filing system should allow the insertion of additional documents without disturbing the existing order of files.
4. **Economy:** the filing system should be economical in time, space, money and operations. The cost of installation and operation of filing system should be as low as possible. The selected filing equipment should occupy minimum space but can accommodate maximum number of files.
5. **Flexibility:** the filing system can be expanded if the volume of business transactions increased. An inflexible system is not useful after crossing a certain limit.

6. **Classification:** the filing system should be supported by a proper system of classification. Proper classification reduces the number of files to be maintained and helps in inserting as well as locating the documents in the files.
7. **Safety:** the filed documents and records should be in safe condition and available whenever required. The documents and records should be protected from insects, rain, dust, or mishandling.
8. **Easy location:** documents and records should be kept in such a way that they can be easily located whenever required with the minimum delay possible. At the same time, it does not require heavy expenditure to achieve this purpose.
9. **Indexing:** a well designed is also used to supplement the filing system. It will help to locate the file quickly when it is required.
10. **Minimum misfiling:** the main difficulty is not concerned with filing but in finding the documents. Misfiling causes delay in the location of desired document. Hence, the authorized staff alone is permitted to have access to files.

3.5 Methods of filing system

1. Filing by Subject/Category

In this filing method, records are classified according to their subject; letters and documents are classified and arranged in files and folders into subject or sub-subject wise. In this filing, subject must be arranged alphabetically. It is widely used in those cases where subject is more important than the name of the person or organization. All documents relating to same subject are filed together in one file.

Advantages:

- Simple to operate
- Flexible
- Convenient
- Easy to locate

Disadvantages:

- Not applicable for filing miscellaneous subject
- Time consuming
- Difficult to locate when subject matter is not properly understood



Figure 3.1: Filing by Subject

Source: Google image (August 28, 2017)

2. Filing in Alphabetical order

The filing method under which files and folders are arranged in order of alphabets of the names of person or institution concerned with such file is alphabetical classification. It is more popular and common method of filing. In case name of more than one person starts with same letter then second letter of name is taken into consideration. It is flexible method and it is used in both small and large organization.

Advantages:

- Simple and easy to understand
- Does not need separate index
- It is flexible

Disadvantages:

- Time consuming
- Difficult to arrange files
- Difficult to locate in case of common names



Figure 3.2: Filing by Alphabetical order

Source: Google image (August 28, 2017)

3. Filing by Numerical order

The filing method under which files and folders are arranged in order of number is called numerical classification. All files and folders are given separate numbers. It is indirect method of classification of filing. In this filing alphabetical index is required. It includes names, address, phone number, subject and other information along with file number.

Advantages:

- Suitable for large offices having large number of files and folders

- Accurate method of filing
- It is flexible
- Separate index can be easily developed using numbers.

Disadvantages:

- It is expensive
- It is time consuming
- Not suitable for small organization
- It is not easy to operate
- Separate alphabetical index is required.



Figure 3.3: Filing by Numerical order

Source: Google image (August 28, 2017)

4. Filing by Geographical order

In this method, files are grouped according to the geographical location of firm, organization or person. Under this method name of places are written in file and are arranged in drawer either in alphabetical or numerical order whichever is suitable for organization. It used in multinational companies or those organizations whose business and branches are located in many places of the nation or the world.

Advantages:

- Easy to understand and use
- Can be arranged in alphabetical and numerical order
- It used in those organizations whose business is engaged in correspondence with the businesses all over the globe or the nation.

Disadvantages:

- Expensive
- Not suitable for small scale organization
- Time consuming
- No use of card or index



Figure 3.4: Filing by Geographical order

Source: Google image (August 28, 2017)

5. Filing by Chronological order

In this method, files and folders of documents are arranged in an order of their date, day, and time. In an office, several letters and documents may be received and dispatched. They all are arranged according to time and date when they were received and dispatched.

Advantages:

- Simple to understand and easy to operate
- Quickly located if their dates are known
- Less expensive

Disadvantages:

- Not suitable for large offices
- When clear dates are not mentioned then there can be difficulty.



Figure 3.5: Filing by Chronological order

Source: Google image (August 28, 2017)

3.6 Steps to Establish an Office Filing System

Filing is an age-old system that makes it easier to find documents. These documents can include letters, memos, financial records, reports and other forms of correspondence. Few things are more important to a smooth running office than a filing system that works. The filing system in organization must be well organized so everyone can find what they are looking for. To achieve a coherent and efficient filing system, you must employ proper procedures. Even though now there are electronic systems used to arrange the files, businesses and home offices still need to maintain paper files. There are several steps to establish an office filing system.

1. Decide on a filing system. Files need to be properly categorized so you will know exactly where every piece of paper is. The method that can be used is consist of alphabetical, subject or category, and numerical or chronological.
2. Fill file drawers with hanging folders. The hanging folders will never be removed, acting as place holders for the manila envelopes which you will remove from the drawer.
3. Sort papers into piles by category. If a pile gets more than an inch or two tall, divide it into subcategories. If a pile is too thin, combine it with another

pile and rename it. The names of the piles should make it easy to determine which pile every piece of paper goes into.

4. Place each pile into a manila folder and label it clearly. It's best to use folders with tabs that are in the center rather than staggered because it makes the files look neater.
5. Place the manila folders into the hanging folders. For most files, regular hanging folders will work, but for thick files or files you had to divide into subcategories, use box bottom folders. You can order the folders however you want, but most people use an alphabetical system at this point.
6. Label the hanging folders with the same names as the manila folders. Place all the plastic tabs on the left of the folder unless you are using a lateral file cabinet. For lateral files, which run left to right when you open the drawer rather than front to back, place the tabs on the right side.
7. Place a supply of hanging and manila folders near the files so you can easily add a folder if you find yourself with a piece of paper that does not belong to an existing folder. Avoid folders that are too thick or too thin. You may also want to relabel folders and redistribute papers if you decide that you need to re-categorize.
8. All the folders can be removed at the end of the year. Go through the old folders to see if anything needs to be transferred to the current files, and place the rest in archive.

3.7 Tasks Assignment of Filing System

I was assigned at the Administration department from the first week of practical until the last week of practical training. There are several tasks that I have been assigned in the Administration department during my practical training at Public Works Department, Samarahan. I have been doing the tasks that relating to the computerized filing system and manual filing system. The tasks are includes:

- a) Make an update the details of data or information of staffs in system which is named as GEMS system.
- b) Make incoming mails of letters or documents given by the customers through GEMS system.
- c) Make outgoing mails of letters or documents before it to be sent to the Division Engineer for approval.
- d) Key in the company profile of information and key in the amount of the project regarding project tender that they got.
- e) Make a receipt and keep the record of name of the company or contractor that has make a payment of fee and deposit for the project at the Contract section.

CHAPTER 4

RECOMMENDATIONS

4.1 Introduction

In chapter 4, it is about the explanation of the advantages of filing system in the Public Works Department (JKR) Samarahan. Other than that, there are also disadvantages of filing system used in Public Work Department. This chapter also provides recommendations on how to improve the filing system in the Public Work Department (JKR) Samarahan.

4.2 Advantages of Filing System

The filing system that was used or provided in the Public Works Department (JKR) in Samarahan had several benefits or advantages. The first advantage of the filing system used in the office is it saves time. The organization has improved their service or management in the office by having filing system which is through computerization. As our country now moving towards a new digital era and everything might be depend on the computerization system, it is very essential for any organization or agencies of government to have the filing system through computerization. This system was very useful as it used to keep all the records or

information of the transactions that was made with the customers. Thus, all those information can be accessed easily by the staff through this system.

The next benefit of the filing system is it easy to access. By having the filing system which is trough computerization, it makes it easy to be accessed by the staff within organization. This could simplify the tasks given to the staffs or workers in the organization. Besides that, it makes them easier to deal with their customers as they can fulfill the needs of the customers effectively and efficiently.

The other benefit of having this filing system in the Public Works Department (JKR) is it improves the services. The organization can improve the process of their service delivery towards the customers. The staff or worker in the organization can easily access the information about the tender or project within organization. This could simplify the task of staff within the organization and at the same time it can prevent the feelings of dissatisfaction among their customers.

4.3 Disadvantages of Filing System

Other than advantages of filing system in the Public Works Department, there were also disadvantages of the filing system. Firstly, the filing system that being used in the organization might cause the difficulties in allocating the old file. It is normal for the organization deals with the public or customers. In dealing with their customers, the organization need to access the old information or file and documents as a reference. However, it is difficult for the staff or worker to find the old information or file and they need to review one by one of files that has been kept. Furthermore, it makes the staff takes a longer time to accomplish the task and their customers need to wait for a longer time as well.

Another disadvantage of this filing system is misplaced of files. The Public Works Department in Samarahan is still using the system of filing manually. The filing system that was used in the Public Works Department (JKR) can cause the problem of misplacing of files or documents in their departments. The misplacing of files or documents might be due to the negligence of the workers or staff in within department. For example, the other department within organization borrow the file of projects in administration department, however, the problem occurred when the files

borrowed by staff in other department has been placed in the wrong place. The process of searching of files might longer than usual.

4.4 Recommendations

For my recommendation, I suggest that the Public Work Department need to take some initiatives in improving their systems of filing within their organization. The headquarters play a main role in making the improvement of their filing system. One of the suggestions to improve the filing system in the Public Work Department is enhance the system of computerization. This means, the organization should come out with the system which is much more sophisticated that makes easier for the staff to access the documents or files of information. Even though the Public Works Department used the system of filing through computerization, they need to upgrade the system which can help the staff to access the information throughout all the branches.

The next recommendation is give training to the staff. The organization need to train all the staff in the department especially those who are in administration department in managing the file. By given training to the staff, it could prevent the problem in accessing the files. In administration department in the Public Works Department (JKR) Samarahan, there is only two staff that can access and know how to access the files of

information. The problem has occurred due to this matter whereby the other staffs need to wait for that particular staff to come and access those files. This problem become worst if that particular staff is not around and this can cause the files cannot be accessed.

Another recommendation for the Public Work Department regarding system of filing is arranged properly the files of information according its names or codes. In the Public Work Department, Samarahan, there is a place to keep the old files which is called closing files room. All the files that are kept in that room is about the previous projects, activities, and programmes that have been done by the organization. Besides that, file of information about the workers who are retired and those who had moved to the other department also kept in that room. They need to improve their system so that, they can have a proper system in order to arrange those files. It is important to improve their system because it can simplify the process of dispose the files before it to be send to the Pustaka Negeri Sarawak, State Record Repository.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter 5 is about the summary all the previous chapters which are chapter 1, chapter 2, chapter 3, and chapter 4 for this practical training report which is at the Public Work Department, Samarahan.

5.2 Summary for Chapter 1

In the first chapter, I had explained about the background of the organization which is Public Works Department, Samarahan. Other than that, the information about the mission, vision and organization chart also has been provided. This also includes the core of the business and main roles of the Public Works Department. Based on this chapter, I am able to clarify the hierarchy within the organization which is from the lower level of management to the top level of management. I can see all the workers or subordinates are plays their own roles within organization based on their scope of job. They have their own task or roles based on their department or section such as administration, contract, building and others section within the organization.

5.3 Summary for Chapter 2

For the second chapter, I had explained all the tasks that were given to me during my practical training at Public Works Department, Samarahan. It is include altogether eight weeks of my practical training at Public Works Department, Samarahan. In this chapter, I had also explained briefly what I had learned in the class and what I have done during my practical training. Not all the tasks that has been given to me or tasks I did during practical training similar with what I had learned in theory or in classes. During my practical training, I had been asked to make a work procedure manual (MPK) for every section in that organization. This task were similar to what I had been learned in theory even though we are not explored or learned in depth this kind of thing. Therefore, it was a great experience for me as I can apply it when working at other organization later on.

5.4 Summary for Chapter 3

In this chapter 3, I will focus only on one area of my task which filing system. There are many tasks that I had been done during my practical training at Public Works Department, Samarahan. However, I will focus only on the filing system because filing system was the most regular task that I had been done during my practical training. In this chapter, I had explained what is filing system, its importance, and the qualities of a good filing system. Other than that, I also identified the various methods of filing system along its advantages and disadvantages which consist of filing by subject, alphabetical order, numerical order, geographical order, and chronological order. Then, I had identified the procedure of filing system and task assignment of filing system at Public Works Department, Samarahan. There are several applications that have been used for the assignment of task during my practical training.

5.5 Summary for Chapter 4

The advantages and disadvantages of filing system in the Public Works Department has been explained and highlighted in this chapter 4. I have been explained in detail what is the filing system. The advantage of filing system that has been explained in chapter 3 is very useful for the organization in order to improve the system within organization in the future. In addition, it can lead to the efficient system within organization. For disadvantages of filing system, it can be used as a reference for the organization in order to make any corrective actions and become more efficient than before. Besides that, there are several recommendations suggested in chapter 4 which can be used to improve the weaknesses of the organization and also can be used to fulfill the target or objectives of the organization. Based on what I have been doing during my practical training, I can increase knowledge as well as experience which are very useful in the future. Furthermore, I was also able to identify what is need to take into considerations before make any decisions and what is necessary for the development or improvement of the organization.

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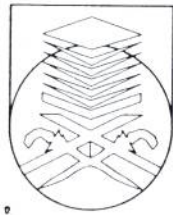
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UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

**PRACTICAL TRAINING
LOG BOOK**

Instructions

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

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

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

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

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

Recording

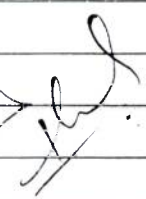
The log book should contain the following information:

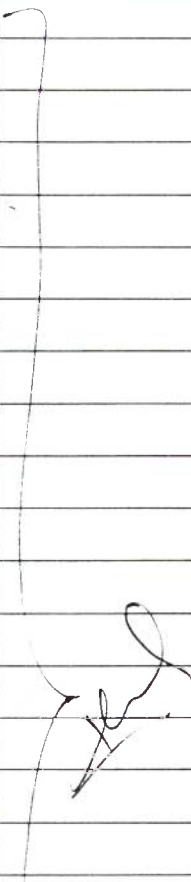
1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being undertaken.
4. Constructive comment on the work being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


1. **Student's Name** : Siti Nasuha Binti Hassan
2. **Date & Place of Birth** : 26/09/1991 & Kampung Jemukan, Asajaya
3. **UiTM I/C No.** : 2014783437
4. **Course** :
5. **Year** : 3 **Part** 5
6. **Home Address** : No-41, Kampung Jemukan Hilir, 94600
Asajaya, Kuching, Sarawak.
7. **Address During Practical Training** :
8. **Place of Training** : Jabatan Kerja Raya
Samarahan
9. **Name of Supervisor In-Charge** : Asmah Binti Mohamad
10. **Duration of Training**
From : 24.07.2017 To : 15.09.2017

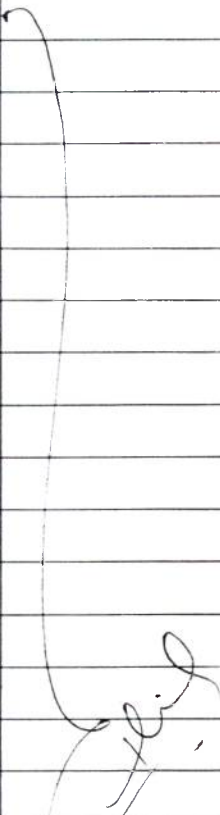
FOR OFFICE USE ONLY :


11. **Remarks : [Dean / Course Tutor]**

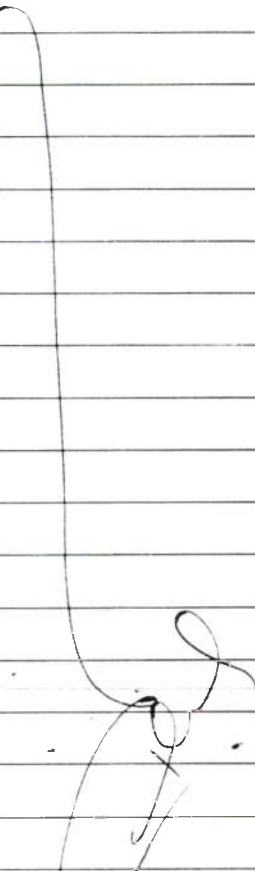
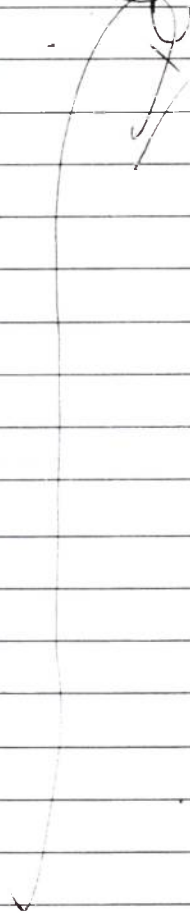
Date	Exact Nature Of Work Done	Supervisors Remarks -
24/7/17	8.00 - 3.00 pm (MONDAY)	
MONDAY	<ul style="list-style-type: none"> - Attend Ramah Tamah Aidilfitri and Ngiling Bidai Hari Gawai Ceremony organized by JKR at Dewan Suarrah Muara Tuang. - Distribute the tentative card to each of the table and stalls. - Welcoming guests' arrival - Clean the area of JKR stall. 	
	<p>3.00 - 5.00 pm</p> <ul style="list-style-type: none"> - Briefing session with admin assistant, Puan Asmah Binti Mohamad. - Attendance confirmation by Puan Asmah - Introducing myself to staff in admin department. 	
25/7/17	8.00 am - 5.00 pm	
TUESDAY	<ul style="list-style-type: none"> - Disposal of documents that to be send to the archive. - The process of disposal of documents that to be sent to the Pustaka Negeri Sarawak. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
26/7/17 WEDNESDAY	<ul style="list-style-type: none"> - Send the documents and plan to division engineer. - Updating Help updating staff details/ information in Gems system. - Takes documents and letters from division engineer and send it to the contract section and administration section. 	
27/7/17 THURSDAY	<ul style="list-style-type: none"> - Create a list of names and file numbers to attached in each file box so easy to separate and identify each file or information. - Make a sketch of blueprint of administration section. 	
28/7/17 FRIDAY	<ul style="list-style-type: none"> - Make a sketch of blueprint of administration section. - printing out the blueprint and list names of names and file numbers. - Send letter to the meeting room at Division Engineer. 	

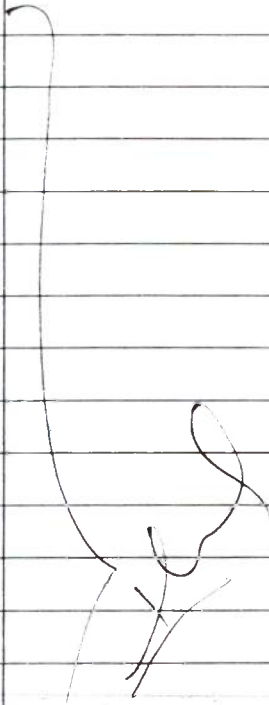
Date	Exact Nature Of Work Done	Supervisors Remarks
31/7/17 MONDAY	- Send the document and letter to the division engineer office / section.	
1/8/17 TUESDAY	- Take out all the old files from the storage and do the arrangement before those files to be processed for disposal.	:
2/8/17 WEDNESDAY	- Create a list ^{of} a name of files that has been took out from the storage.	
	- Do incoming mail before send it to the division engineer for evaluation purposes and approval.	
3/8/17 THURSDAY	- Creating work procedure manual (MPK) for each of the sections in JKR Samarahan. It is to updating the information.	

Date	Exact Nature Of Work Done	Supervisors Remarks
4/8/17 FRIDAY	<ul style="list-style-type: none"> - Creating work procedure manual (MPK) for Building Section. Creates organisation chart for JKR Samarahan Division and organisation chart for Building section. - Identifying and key in the company information and or profile as well as amount of the project regarding project tender that they got. It is to make the information safely recorded and can be used as reference later on. 	
7/8/17 MONDAY	<ul style="list-style-type: none"> - Key in the company information or profile as well as the amount of the project regarding project tender that they got or managed. So that, the information safely recorded and can be used as reference later on. - Print out minute and photocopying minute sheet/letter in order to be distributed to every sections in JKR Samarahan. - Calculating staff leave from the beginning of the year until the end of the year. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
14/8/17 MONDAY	<ul style="list-style-type: none"> - Made renewal for staffs in JKR Samarahan regarding their CIDB green card. - Staffs who does not have CIDB green card yet, they need to be registered first and they also need to attend a course at CIDB Negeri Sarawak on 28 September 2017. Only then they can claim their CIDB green card at CIDB Negeri Sarawak. 	
15/8/17 TUESDAY	<ul style="list-style-type: none"> - Re Made renewal of CIDB green card for staff who has not renew their CIDB green card yet. - Help register for staff in JKR Samarahan who do not have a CIDB card yet. - Help register their name for a course that need to be attended at CIDB Negeri Sarawak before they can their CIDB card. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
16/8/17 WEDNESDAY	<ul style="list-style-type: none"> - Made renewal of CIDB green card for staff who do has not renew their CIDB green card yet. - Help register for staff in JKR Samarahan who do not have a CIDB green card yet. - Help register their name for a course that need to be attended before they can get their CIDB green card. - Distribute the forms to them in order to get their details of information so the renewal and registering processes can be done easily. 	
17/8/17 THURSDAY	<ul style="list-style-type: none"> - Made renewal of CIDB green card for staff who has not renew their CIDB green card yet. - Help register for staff in JKR Samarahan who do not have a CIDB green card yet. - Help register their name for a course that need to be attended before they can get their CIDB green card. - Distribute the forms to them in order to get their details of information so the renewal and registering processes can be done easily. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
24/8/17 THURSDAY	<ul style="list-style-type: none"> - Make a list of staffs for security pass in order to be send to Director of Public Works, Sarawak. 	
	<ul style="list-style-type: none"> - Attached it together with minute letter. 	
25/8/17 FRIDAY	<ul style="list-style-type: none"> - Make a list of name of staffs including email account and password for their email for renewal and registration pur of CIDB green card purpose. 	
	<ul style="list-style-type: none"> - Those information will be recorded in saved in administration section. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
28/8/17 MONDAY	<ul style="list-style-type: none"> - Creating manual procedure work (MPK) for Bangunan & Acara Rasmi section. - Make a memo which attached together with list of name of officers. - Going to Resident office - Go to the Resident office for a ballot session for the projects. 	
29/8/17 TUESDAY	<ul style="list-style-type: none"> - Make a minute letter about CIDB green card that states the officers or staff need to made make a payment for the tt. renewal of CIDB green card. For those who just have register, need to attend a course at CIPB Negeri Sarawak and they need to make a payment by the day before the course. - Sent the letter to the Fleet Management, Road and Civil Engineering section and Building section. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
30/8/17 WEDNESDAY	- Updating key in list of name of company and contractor that has make a payment of fee and deposit for the project at Contract section.	
5/9/17 TUESDAY	- Identifying staffs or officers who has worked with JKR Samarahan for 8 years and above with J position for record updating purposes.	
5/9/17 WEDNESDAY	- Identifying staffs or officers who has worked with JKR Samarahan for 8 years and above with J position for record updating purposes.	
7/9/17 THURSDAY	- Continue with creating work procedure manual (MPK) for Building section. - Updating the title, name, position and department of each of YB and Dato' in Samarahan for record updating purposes.	

Date	Exact Nature Of Work Done	Supervisors Remarks
8/9/17 FRIDAY	- Updating the title, name, position and department of each of # YB and Dato' in Samarahan Division for record update updating purposes.	
11/9/17 MONDAY	- Photocopying the project documents for Minor Project section. - Continue with creating work procedure manual (MPK) for Building section.	
12/9/17 TUESDAY	- Creating work procedure manual (MPK) for Building section. - Make a photocopy of letters and documents.	
13/9/17 WEDNESDAY	- Make a minute letter about security pass - Updating the position and grade of staff in JKR Samarahan sepe especially those with J and H position which is engineer, engineer assistant and driver.	

