

**UNIVERSITY TECHNOLOGY MARA (UiTM)**  
**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES**  
**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)**



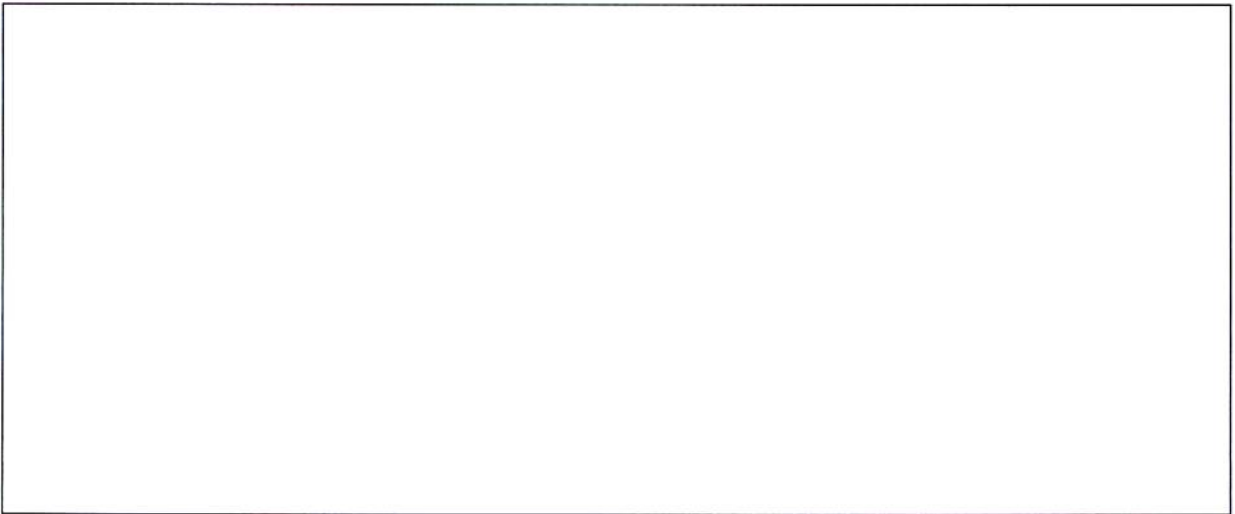
**PRACTICAL TRAINING REPORT:**  
**EMPLOYEE PROVIDENT FUND (EPF)**

**NUR ILLYANNIE BINTI MARHAINIS**

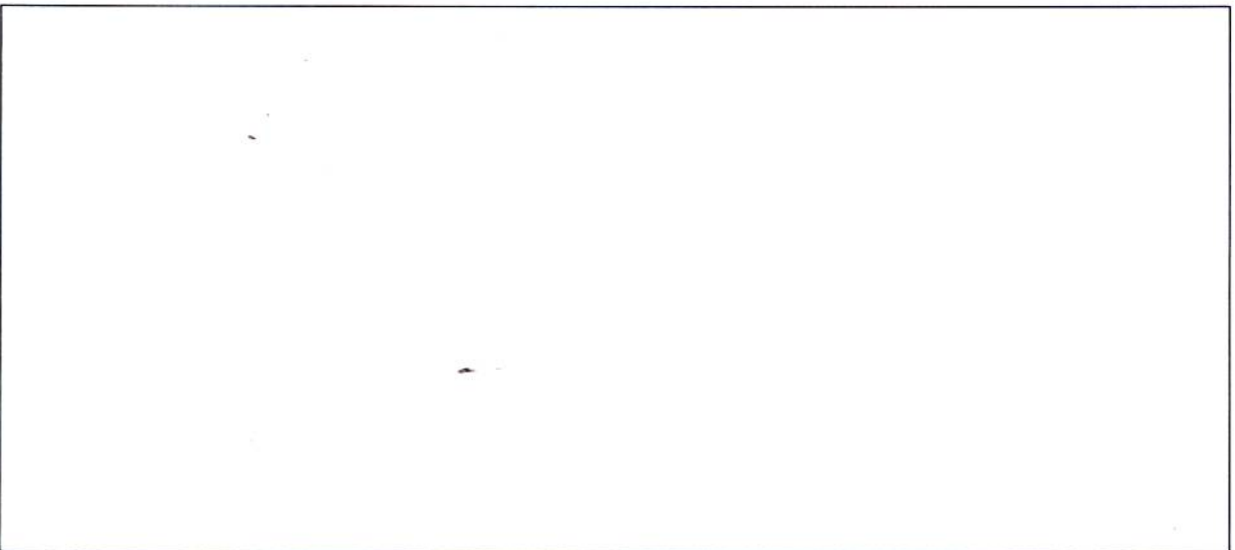
**2016577271**

**JULY-SEPTEMBER 2018**

Supervisor's Comment

A large, empty rectangular box with a thin black border, intended for the Supervisor's Comment. It occupies the upper half of the page.

Moderator's Comment

A large, empty rectangular box with a thin black border, intended for the Moderator's Comment. It occupies the lower half of the page.

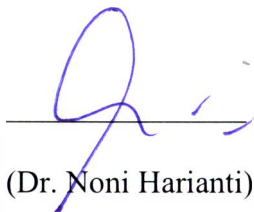
## Clearance for Submission of the Practical Training Report by the Supervisor

Name of Supervisor: Dr. Noni Harianti

Place: Employee Provident Fund, Kuching

Name of Student: Nur Illyyannie Binti Marhainis


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

  
\_\_\_\_\_  
(Dr. Noni Harianti)

Date: 2/11/19

## DECLARATION

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



---

(NUR ILLYYANNIE BINTI MARHAINIS)



## **ACKNOWLEDGMENT**

I had undergone my practical training for 8 weeks at Employee Provident Fund (EPF) located at Kuching, Sarawak. The purpose of this practical training is to fulfil the requirement of the bachelor degree for Bachelor in Administrative Science (Honours) under Universiti Teknologi Mara (UiTM). Here, I would like to have the opportunity to thank everyone who has been supportive of me throughout my practical training.

I would like to thank my family for giving moral and financial support during the period of my practical training. I also would like to thank my host supervisor of EPF, Mr. Abdul Khalid Bin Mohd. Madon for giving endless support during my practical training at the organization. Not to forget other staff and colleagues who helped me a lot in adapting myself in the office's environment and sharing new experiences that are useful in completing my work.

Besides that, I would like to thank our practical training supervisor, Dr. Noni Harianti, for helping and assisting us in completing our practical training report on time. We are also grateful that he provides us many useful guidelines in completing our practical report from time to time. Lastly, I would like to thank my classmates and friends for sharing their knowledge and information regarding the practical training report.

## Table of Contents

CHAPTER 1 .....	4
INTRODUCTION OF THE ORGANIZATION .....	4
1.1 Introduction.....	4
1.2 Organization Background.....	4
1.3 Vision.....	7
1.4 Mission.....	7
1.5 Corporate Value.....	7
1.6 Organizational Structure.....	10
1.6.1 Service Section .....	11
1.6.2 Prosecution and Litigation Section.....	11
1.6.3 Contribution and Finance Section .....	12
1.6.4 Enforcement Section.....	13
1.6.5 “ <i>e-Caruman</i> ” Section.....	13
1.6.6 Operation Management Section.....	14
1.7 Summary.....	16
CHAPTER 2 .....	17
SCHEDULE OF PRACTICAL TRAINING .....	17
2.1 Introduction.....	17
2.2 Practical Training Schedule.....	17
2.3 Week One .....	18
2.4 Week Two.....	23
2.5 Week Three.....	27
2.6 Week Four.....	30
2.7 Week Five.....	34
2.8 Week Six.....	36
2.9 Week Seven .....	39
2.10 Week Eight .....	41

CHAPTER 3 .....	42
ANALYSIS.....	42
3.1 Introduction.....	42
3.2 Description of Tasks .....	42
3.3 Administrative Work .....	43
3.3.1 Administrative Work in Relation with Organizational Behaviour .....	43
3.4 Front Line Analysis Task.....	45
3.4.1 Front Line Analysis Task in Relation with Public Relation .....	45
3.5 Summary .....	47
CHAPTER 4 .....	48
RECOMMENDATIONS.....	48
4.1 Introduction.....	48
4.2 Strength of the Administrative Work.....	48
4.2.1 Variety of Tasks.....	48
4.2.2 Time Management.....	48
4.2.3 Creates a Good Teamwork among the Colleagues.....	49
4.3 Weaknesses of the Administrative Work.....	49
4.3.1 Become More Challenging .....	49
4.3.2 Lack of Staff .....	50
4.3.3 Strains the Eyes.....	50
4.4 Strength of the Counter Service.....	51
4.4.1 Enhances Communication Skills .....	51
4.4.2 System of Keeping the Record .....	51
4.4.3 Boosts Interpersonal Skills .....	52
4.5 Weaknesses of the Counter Service.....	52
4.5.1 Lack of Staff .....	52
4.5.2 Systems Down .....	53
4.5.3 Lack of Time.....	53
4.6 Recommendations.....	54
4.6.1 Recruit New Staffs.....	54
4.6.2 Have Their Own Support Centre .....	54
4.7 Summary.....	55

CHAPTER 5 .....	56
CONCLUSIONS .....	56
5.1 Introduction.....	56
5.2 Chapter One .....	56
5.3 Chapter Two .....	57
5.4 Chapter Three .....	58
5.5 Chapter Four .....	58
5.6 Chapter Five.....	59
5.7 Summary .....	59
<b>REFERENCES.....</b>	<b>60</b>
APPENDIXES (1) .....	61
Activities at Operation Management Section .....	61
APPENDIXES (2) .....	64
Activities at “e-Caruman” Section.....	64
APPENDIXES (3) .....	65
Activities at Contribution and Finance Section .....	65
APPENDIXES (4) .....	66
Activities at Enforcement Section .....	66
APPENDIXES (5)	
LOG BOOK OF PRACTICAL TRAINING	
APPENDIXES (6)	
PRACTICAL TRAINING CERTIFICATE	

# CHAPTER 1

## INTRODUCTION OF THE ORGANIZATION

### 1.1 Introduction

This chapter will briefly explain on the purpose of the organization and its background. It includes five (5) sections which are the background of the organization, vision, mission, corporate value and also their organization structure.

### 1.2 Organization Background

As the government servant will have pension as their retirement benefit, the government have come out with new initiative to help the employees who work at the private sector during their retirement phase. Due to that, Employee Provident Fund has been implemented to help those employees. Employee Provident Fund (EPF) is a social security institution formed according to the Laws of Malaysia which is Employees Provident Fund Act 1991 (Act 452) which provides retirement benefits for members through management of their savings in an efficient and reliable manner. Besides, it also manages the compulsory savings plan and retirement planning for private sector workers in Malaysia. The membership of EPF is mandatory for Malaysian citizens who employed in the private sector and it also voluntary for non-Malaysian citizens.

It was established in 1951 pursuant to the Employees Fund Ordinance 1951, under the National Director of Posts. This law became the Employee Provident Fund Act 1951 in 1982, then the Employee Provident Fund Act 1991 in the year of 1991. The Employee Provident Fund Act 1991 required employees and their employers to contribute towards their retirement savings and it also allow workers to withdraw these savings at retirement age or for special purposes.

Generally, employee retired at the age of 55 or 60 years old. During that age, the employees will no longer work and they usually take a long rest at home after working for years. This is where they will use their money from their saving in EPF to survive in life. Basically, there are two accounts in EPF. The first account is for the purpose retirement

phase. It stores 70% of the members' monthly contribution. Besides, it also restricts withdrawals to the moment when the member reaches the age of 55 years old or has valid reasons such as leaves the country and passed away. Meanwhile, the second account is for temporary withdrawal while waiting to retired. It stores 30% of the members' monthly contribution. Withdrawal of savings from second account however is permitted for down payments or loan settlements for a member's first house, finances for education and medical expenses, investments and also the time when the member reaches the age of 50 years old.

The members of EPF are from private and non-pensionable public sector employees. The organization, as at September 2017 has a total of 13.72 million members. The total number of active and contributing members is 7.05 million. The total number of active employers is 493,229.

In terms of their quality policy is they are committed to help members in order to achieve a better future through continuous improvement in safeguarding members' savings and delivering excellent services. Besides, it also provide convenient framework for employers to meet their statutory and obligation to their employees.

EPF, Kuching is located at Bangunan KWSP, Jalan Uplands, Beg Berkunci 2089, 93598 Kuching, Sarawak. Any general info can be made through email or directly call the staff through phone call which is 082-240331. Any walk-in customers are also preferable as well for any inquiry.

The building of EPF, Kuching consists of 9 levels. Ground floor is for the Service Section. In this section, Madam Chia Swee Choo is in charged as the Head of Service while Mr. Shafre Hassan Bin Ismail is the Head of Customer Service. It is where the staff deal with citizens in terms of sign up for registration, printed EPF statement, registers i-account, withdrawal, manages different type of contribution and others. The ground floor is divided by two which are kiosk and counter. Level 1 is for Prosecution and Litigation Section. It is where the officer prosecuted any employer of company that does not want to pay for their EPF. In this section, Madam Rose Marion Ritom is in charged as the Head of Section. Level 2 is for Contribution and Finance Section that responsible to manage all of the finance's scope and the members also can pay their EPF's contribution at this counter's section. In this section, Mr. Zainal Bin Ibrahim is the one who in charged as the Head of Contribution and Finance Section.

Level 3 is for Enforcement Section. Madam Irma Bt. Jalil is the person who is charged as the Head of Department and its deputy is Mr. Abdul Khalid Bin Mohd. Madon. This section is responsible to manage all of the adjustment, late payments, penalties, cancellation as an employer, inspection and others. Level 4 is for prayer room and archive room. Level 5 is an “*e-Caruman*” section that is in charged by Mr. Sepo @ Sepori Bin Raffae as the Head of “*e-Caruman*”. In this section, they deal with employer regarding on online payment which are more convenient, fast and save time.

Level 6 is for recreation room that consists of ping pong, dart, carrom and gym. Besides, if there is any event or program, it also will be held at this room, namely Centre of Excellence. Level 7 and 8 are being rented for Department of Labour Sarawak. Lastly, level 9 is for Operation Management Section that managed by Mr. Jawing Nayang as the Head of Section. This is where the office of EPF’s Chief Sarawak, Head of Sabah/Sarawak Region and Assistant Sabah/Sarawak Security Officer located. Operation Management Section is responsible to operate all of the organization in terms of its building and their staffs. This section consists of seven (7) units which are personnel, mail, reservation, store management, inventory, stoke and also procurement.

*Figure 1.1 Employee Provident Fund Building in Kuching*



Source: Official Website of Employee Provident Fund

([www.kwsp.gov.my](http://www.kwsp.gov.my))



### **1.3 Vision**

The vision of EPF is to help members in achieving a better future.

### **1.4 Mission**

The mission of EPF is to safeguard members, savings and deliver excellent services. There are four (4) aspects of EPF's mission which are employer, employee, member and nation. Firstly, in terms of employer, EPF is committed in providing an efficient and easy system to ensure the employers fulfill their legal obligations and moral obligations to contribute towards queries on behalf of their employees.

Secondly is in terms of employee. EPF is providing a comfortable working environment and creating motivation, encourage participation and encourage them to achieve excellence.

Thirdly is in terms of member. EPF is providing market benefits for all members through efficient and reliable storage of their savings.

Lastly is in terms of nation. EPF is committed towards the nation's socio-economic development in effective and efficient way of investment.

### **1.5 Corporate Value**

The first corporate value that has been practised by the workers' of EPF is prioritizing customers. EPF put their customer as their first priority. The EPF's staffs are always trying to give and deliver their best services towards their customers in order to achieve their customer satisfaction. This is because every service that they received will be evaluated by them as to prevent customer's complaint. Regarding of that, it is important for the staff to know on how to make their customer feel welcomed and respected. The customer must be greeted politely. They also need to be treated fairly and respect. In addition, the staffs need to understand what the customer expects from them. The relationship between the organization and customer will determine the level of customer service they provide. Everyone in the organization plays their roles to fulfil the customers' needs. It is important as it will create customer loyalty.



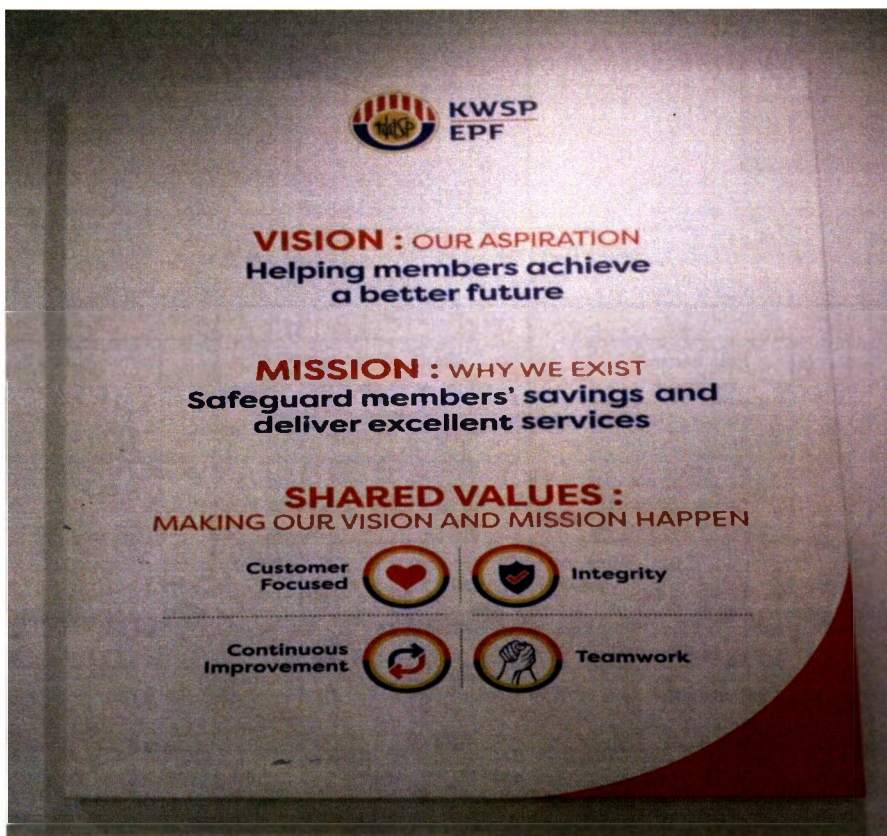
Secondly is a continuous improvement. Basically, it is an on-going improvement of a products, services or processes. It can enhance the organization's efficiency, profitability and productivity. It also helps the organization to achieve their goals. Generally, the four-step quality model that is also known as Deming Cycle is always widely used as a tools for continuous improvement. There are four (4) steps which are plan, do, check and also act. The first step is plan in which it identifies an opportunity. It also plans the process of change for improvement. Secondly is do in which it required the action needed for improvement. Thirdly is check in which it analyse the results of change. It also examines the feedback and adjusts the improvement plan. The last step is act in which it adjusts the changes. It means that if the change was successful, it will implement it on a wider scale and continuously assess your results. If the change did not work then the organization should begin the cycle again. Same goes with EPF, the organization really focused on continuous improvement as it helps them to perform their job efficient and effectively. Back then, the staffs need to key in the personal data of members manually using form but currently, they are using various type of systems to key in their data automatically. This shows that, continuous improvements brings a lot of benefits towards them as it makes their tasks easier and also improve the organization's performance.

Thirdly is integrity. Integrity is the quality of being honest and having strong moral principles. Besides, it also defined as the following of moral or ethical convictions and doing the right thing in all circumstances, even if no one is watching. Basically, by having integrity means you are true to yourself. EPF really emphasize on integrity as it will represents their organization well in delivering their services towards the customers. Some of the ways on how to practice integrity in working environment are be responsible, use materials for work purpose only and not for personal use, obey to rules and regulations, show respect to co-workers with appropriate conversation and empathy, work when you are supposed to and save socializing, snacking, searching the Internet and personal phone calls for break time. The most importantly is work together as a team as it can build trust and shows integrity. In EPF also, they have a campaign on "Avoid Corruption". This campaign is awareness towards their employees to avoid receives any money or anything gift that leads to corruption from people as it will shows their integrity.

Last but not least is teamwork. Teamwork is crucial in every organization as it helps to achieve their goals. According to Oxford Dictionary (2010), teamwork is defined as an activity of working well together as a team. It is also where the people cooperate with each

other in order to complete a task that makes work more efficient and effectively. In addition, teamwork can be very interesting and beneficial as the teammates are sharing their skills and knowledge to get different ideas as much as they can. This can build strong relationship among them and it also makes their bond getting closer. EPF's staffs really encourage practicing teamwork during working as it does make work easier. However, communication, interaction and also collaboration between the teammates are the most important in order to have a great teamwork.

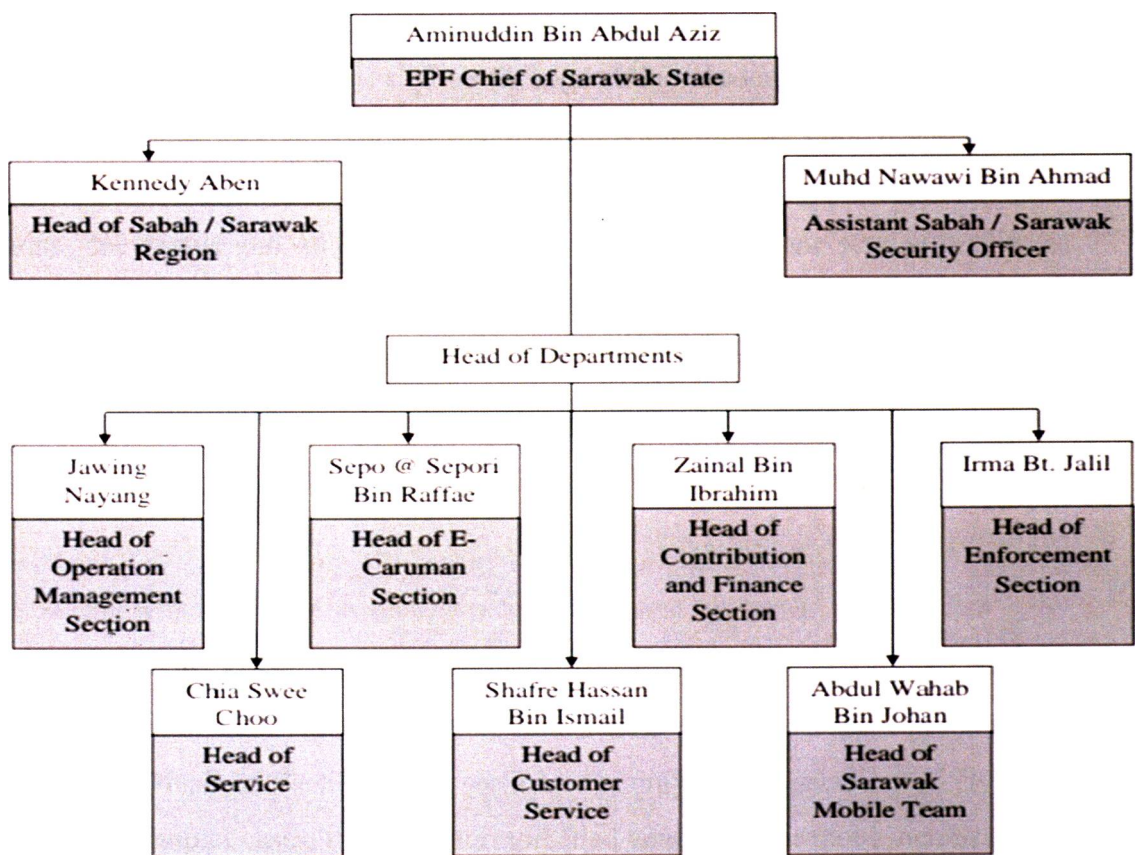
*Figure 1.2 Visions, Mission and Shared Values*



## 1.6 Organizational Structure

EPF, Kuching is managed by their staffs that have their own roles and responsibilities. It is important for these people to know exactly their roles in order to keep the successful of the organization. Table 1.3 below shows the organization chart of the EPF, Kuching.

Figure 1.3 Organizational Structure



Source: Official Website of Employee Provident Fund

([www.kwsp.gov.my](http://www.kwsp.gov.my))

### **1.6.1 Service Section**

Ground floor is for the Service Section. In this section, Madam Chia Swee Choo is in charged as the Head of Service while Mr. Shafre Hassan Bin Ismail is the Head of Customer Service. The objective of this section is to ensure the members' account are being stored properly and organized in effective and efficient way. Besides, deliver their best services towards them regarding any inquiries related to their account. It is where the staff deal with citizens in terms of sign up for registration, printed EPF statement, registers i-account, withdrawal, manages different type of contribution and others.

The ground floor is divided by two which are kiosk and counter. Kiosk is a self-service by the citizens itself but the staff still accompany and guide them in order to check their EPF statement, register i-account, sign up for registration account and also update their personal data. Meanwhile, counter is for any inquiries related to their account, responsible for any withdrawal that being allowed either from account 1 or account 2 that subject to terms and conditions, documents and others. This section always makes their service quality as their priority. Every business that deals with customers comes with a limited time of being efficient and fast. This is because the organization had been implemented a system (QMS) and practiced using it to monitor every minute of the deal conducted by the staff at the counter.

### **1.6.2 Prosecution and Litigation Section**

Level 1 is for Prosecution and Litigation Section. In this section, Madam Rose Marion Ritom is in charged as the Head of Section. This section is mainly for prosecution of civil and criminal cases. For criminal cases, the inspector will filed complaint for those members who failed to pay for their monthly contribution. In the filed complaint, inspector will state the name, identity card and unpaid amount. Then, the inspector will issue a letter of charge to those members who failed to pay their monthly contribution.

Next, it will be send to magistrate court for approval or refusal case. If the charged is approved then a summons will be issued. After that, the authorized inspector will send it to OKS (*Orang Kena Saman*) and for the verification of the summons, a notice of confirmation will be signed and retrieved by the inspector then will be handed over to the magistrate court on the day of trial to confirm that the summons has been given. However, if OKS absent on



the appointed date, the court will issue a warrant of arrest towards OKS where OKS has committed an offense of contempt the court. For this case, the sentence is a 3 years jail or a fine not exceeding RM 10,000 or both.

Meanwhile for civil cases, the basis of the initiative of civil actions against employers who failed to contribute is based on Section 65 (1) EPF Act 1991 and Section 46 (1) EPF Act 1991. Section 65 stated that not with understanding the provisions of any other written law of all contributions payable, without making any other remedy, are obtained by the board directly as a civil debt. Besides, Section 46 is related with the employers. Before the civil cases reported to magistrate court, the inspector should register in Legal Case Tracking System (LCTS). If the case involved RM 10,000 or above, EPF will hire a panel of lawyers but if the case in under RM 10,000 and below, the EPF's staff will handle it. If the employer owes as much RM 30,000 and above, he or she will be charged bankrupt.

### **1.6.3 Contribution and Finance Section**

Level 2 is for Contribution and Finance Section that responsible to manage all of the finance's scope and the members also can pay their EPF's contribution at this counter's section. In this section, Mr. Zainal Bin Ibrahim is the one who in charged as the Head of Contribution and Finance Section. Generally, there are four type of agent bank's EPF which are Maybank, Public Bank, RHB Bank and also Bank Simpanan Nasional. This type of agent bank is being used by the customer to pay their monthly contribution in cash or cheque.

Every day, the staffs that are responsible will count and record all of the finance flow in computer systems. Furthermore, they also manage all of the account that has issue with payment adjustment, late payments, penalties and others. The systems is being used in this section are Integrated Financial Accounting Management System (iFAMS) and also Budgetary Systems. These systems keep all of the records in terms of the employer and employee account, dividend, personal information and others. It helps to make their work easier as it is effective and efficient.

### **1.6.4 Enforcement Section**

Level 3 is for Enforcement Section. Madam Irma Bt. Jalil is the person who is in charge as the Head of Department and its deputy is Mr. Abdul Khalid Bin Mohd. Madon. This section is responsible to manage all of the matters that related with employer such as EPF Enforcement Act 1991, management of employer's account, adjustment, late payments, penalties, cancellation as an employer, inspection, invocation case processing, appeal for fine interest penalty and others.

Once an individual have a business and register with EPF, it will be known as employer and it is their responsibility to pay monthly contribution for their employees. It was under Employees Provident Fund Act 1991 (ACT 34). Those employers who are fail to pay monthly contribution towards their employees will be penalized and prosecuted according to laws. EPF will give chance to them in which within 3 months if they are still not pay their employee's monthly contribution, action will be taken towards them. "Prosedur Pekeliling Arahan" and Employees Provident Fund Act 1991 (ACT 452) are two main books that are important in this section as it contains their authority as an inspector, action and others.

According to Madam Irma Bt. Jalil, this section is the busiest section compared to others. In addition, each inspector has one officer that will help them in terms of their scope of work. There are 20 inspectors and 16 officers in this section. The employer also comes to the office to deal with their inspector regarding of their issue. The most common issue is late payment. As they are overdue in doing their payment, there will be a penalties based on their charge.

### **1.6.5 "e-Caruman" Section**

Level 5 is an "e-Caruman" section that is in charge by Mr. Sepo @ Sepori Bin Raffae as the Head of "e-Caruman". This section is basically dealing with employer regarding on online payment. Starting from July 2018, all of the payment method of EPF will be online. In past, the payment method can be done manually in which they pay at the counter either cash or cheque then need to fill in the form attach with documents and others.

However, with the new initiative introduced by this organization to encourage their customers to use online is really effective and efficient. This is because by doing online, it is more convenient, fast and saves time as they can also doing it anytime and anywhere as long they have internet connection compared to doing it manually. There are various type of

online payment which are Financial Process Exchange (FPX), Direct Debit Authorization (DDA) and also Maybank2U. In addition, there are four type of agent bank's EPF which are Maybank, Public Bank, RHB Bank and also *Bank Simpanan Nasional*. The employer can come directly to this section monthly to pay their payment of contribution through online. The staffs are also willing to teach them on how to use payment method using online.

### **1.6.6 Operation Management Section**

Lastly, level 9 is for Operation Management Section that managed by Mr. Jawing Nayang as the Head of Section. This is where the office of EPF's Chief Sarawak, Head of Sabah/Sarawak Region and Assistant Sabah/Sarawak Security Officer located. Operation Management Section is responsible to operate all of the organization in terms of its building and their staffs. This section consists of seven (7) units which are personnel, mail, reservation, store management, inventory, stoke and also procurement.

Mr. Jawing Nayang as the Head of Operation Management Section is responsible for monitor, lead and manages the section. All of the task that needs his approval should be sign by him. Mr. Kennedy Aben as the Head of Sabah and Sarawak Region is responsible for administer the EPF around Sabah and Sarawak. Security unit is under Mr. Muhd. Nawawi Bin Ahmad as the Head of Sabah and Sarawak Security Officer is responsible for the security EPF in terms of its staff and building. He also responsible to give name tag card to each new staff in order for them to access it for attendance purpose. Each card that being access is connected to his system and direct to HQ's EPF. This also will affect their salary. If the card is missing, they need to pay RM 50. In terms of the security building, under Mr. Nawawi there are five (5) staff which are Hasan Nordin, Ferdinand Francis Alasa, Awang Yakub Bin Awang Jubli, Luis Anak Luwit and also Mior Zaki Bin Satmi.

Personnel Unit is managed by Mr. Abdul Kadier Maricar Bin K Isa Maricar and Madam Khadijah Binti Hamid as the Personnel Chief Clerk that are responsible for recording all of bill panel clinic, new staff, record card management, sick leave application and annual leave. Mail Unit is being managed by Mr. Rahman Bin Ahmad. The main tasks are to collect and post all of the mail's EPF. Reservation Unit is under Madam Mary Lee Min Choo that is responsible for managed all of the reservation such as flight ticket and hotel for working purpose. Building and Procurement Unit is under Mr. Awang Yusuf Bin Awang Jaya that is

responsible for manages all of the supply in terms of stationary, machine, furniture, uniform, equipment and call the company to repair office's machine. Inventory and Disposal of Property Unit is under Madam Dayang Rubbie Bt. Abang Paul that is responsible for control the property of EPF and to dispose unnecessary property that is damaged and cannot be used. Building Maintenance Unit is manage by Madam Siti Aisyah Abdullah@Ng Nyiet Choo that is responsible for checking the cleanliness that need to be done on every section from basement until level 9. Mr. Ajis Bin Nen is responsible for archive, store, Integrated Financial Accounting Management System (iFAMS) and also disposal of record.



## **1.7 Summary**

This chapter generally explain on the background of Employee Provident Fund, Kuching such as its function, vision, mission, corporate value and others.

## CHAPTER 2

### SCHEDULE OF PRACTICAL TRAINING

#### 2.1 Introduction

This chapter will briefly explain on the task that I need to do that was given by the staff at the particular section from my first day of practical training until the last day at EPF, Kuching. As I was assigned at different level of section throughout my eight (8) weeks of practical training, I have been exposed to new knowledge, skills and experience. In this chapter also, I will discuss on what I have learn and working experience that I have gained through the practical training in each section.

#### 2.2 Practical Training Schedule

*Table 2.1 Schedule of my practical training*

24 <sup>th</sup> July-10 <sup>th</sup> August	13 <sup>th</sup> August-24 <sup>th</sup> August	27 <sup>th</sup> August-7 <sup>th</sup> September	12 <sup>th</sup> – 14 <sup>th</sup> September
Operation Management Section	Contribution/Finance & <i>E-Caruman</i> Section	Enforcement & Prosecution, Litigation Section	Service & Mobile Team Section
(Level 9)	(Level 2 & 5)	(Level 3 & 1)	(Ground Floor)

I was assigned into different level of section throughout my eight (8) weeks of practical training. Based on the table above, every day I have been exposed to something new as different section have different tasks that surely make me gained new experience, skills and also knowledge.

## 2.3 Week One

On the first day of week one, I report myself at the Employee Provident Fund, Kuching with EPF's Chief Sarawak, Mr. Aminuddin Bin Abdul Aziz at his room that was located at level 9. After reporting myself, I had briefing with the staff at that level regarding the background of organization, scope of section, rules and regulations of the organization. Then, I was given schedule of my practical training by Mr. Abdul Kadier Maricar Bin K Isa Maricar, Chief Clerk. According to my practical training schedule, I was assigned to Operation Management Section handle by Mr. Jawing Nayang at level 9 for three (3) weeks. After that, I was given my name tag to show that I am a practical student and also to access it for attendance purpose as every section need to access their card as it have high security in order to prevent stranger to enter without permission.

*Figure 2.2 Practical Training Name Tag*



On the second day, I was assigned to Operation Management Section handle by Mr. Jawing Nayang at level 9 for three (3) weeks. Operation Management Section was handle by Mr. Jawing Nayang as the Head of Operation Management Section. This section consists of seven (7) units which are personnel, mail, reservation, store management, inventory, stoke and also procurement. Besides, it also consists of 20 staffs. I was being assigned to this section for three (3) weeks starting from 24<sup>th</sup> July until 10<sup>th</sup> August 2018.

Mr. Jawing Nayang as the Head of Operation Management Section is responsible for monitor, lead and manages the section. All of the task that needs his approval should be sign by him. Mr. Kenneddy Aben as the Head of Sabah and Sarawak Region is responsible for administer the EPF around Sabah and Sarawak. Security unit is under Mr. Muhd. Nawawi Bin Ahmad as the Head of Sabah and Sarawak Security Officer is responsible for the security EPF in terms of its staff and building. He also responsible to give name tag card to each new staff in order for them to access it for attendance purpose. Each card that being access is connected to his system and direct to Headquarter's EPF. This also will affect their salary. If the card is missing, they need to pay RM 50. In terms of the security building, under Mr. Nawawi there are five (5) staff which are Hasan Nordin, Ferdinand Francis Alasa, Awang Yakub Bin Awang Jubli, Luis Anak Luwit and also Mior Zaki Bin Satmi.

Personnel Unit is managed by Mr. Abdul Kadier Maricar Bin K Isa Maricar and Madam Khadijah Binti Hamid as the Personnel Chief Clerk that are responsible for recording all of bill panel clinic, new staff, record card management, sick leave application and annual leave. Mail Unit is being managed by Mr. Rahman Bin Ahmad. The main tasks are to collect and post all of the mail's EPF. Reservation Unit is under Madam Mary Lee Min Choo that is responsible for managed all of the reservation such as flight ticket and hotel for working purpose.

Building and Procurement Unit is under Mr. Awang Yusuf Bin Awang Jaya that is responsible for manages all of the supply in terms of stationary, machine, furniture, uniform, equipment and call the company to repair office's machine. Inventory and Disposal of Property Unit is under Madam Dayang Rubbie Bt. Abang Paul that is responsible for control the property of EPF and to dispose unnecessary property that is damaged and cannot be used. Building Maintenance Unit is manage by Madam Siti Aisyah Abdullah@Ng Nyiet Choo that is responsible for checking the cleanliness that need to be done on every section from basement until level 9. Mr. Ajis Bin Nen is responsible for archive, store, Integrated Financial Accounting Management System (iFAMS) and also disposal of record.

Figure 2.3 Operation Management Section



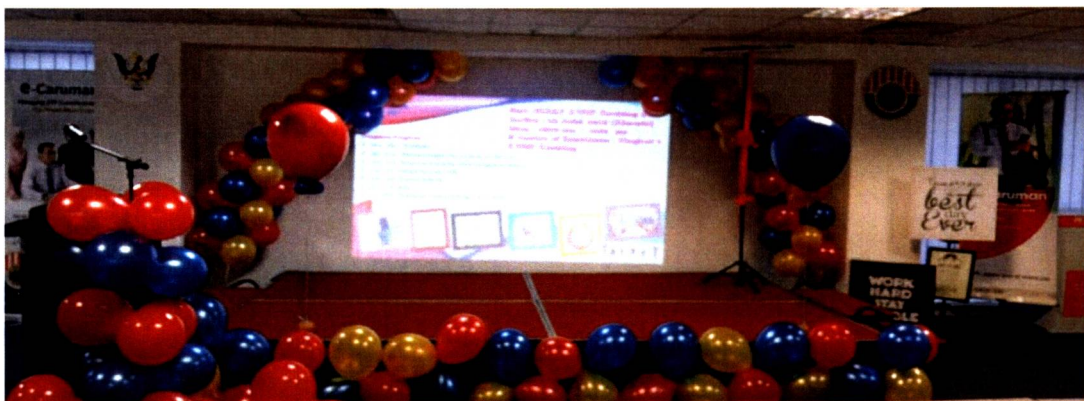
On my third day, I was given the responsibility to restructure organization chart of Operation Management Section. The chart before was not updated as some of the staff had retired and some have been transfer to another section. It also does not being arranged properly. Regarding of that, Mr. Abdul Kadier Maricar Bin K Isa Maricar instructed me to do that. Firstly, I printed the picture with their job position according to his instruction. Then, he teaches me on how to use paper cutting machine in order to cut it based on suitable size. I found it was very interesting since it was my first time. It also very easy and fast instead of using scissor that takes time. Next, I laminate all of it by using professional laminate machine in order to make it tidier as it was also being teaches by him. Laminating paper was also my first time so I found it was difficult at first as it needs to be focus and alert otherwise it could burn but somehow I can learn using it slowly. Lastly, I paste it on the board using double tape. In the evening, I help Mr. Muhd. Nawawi Bin Ahmad by editing a brochure using Microsoft Word for wellness day as he is the organizer of the event for tomorrow.

On the fourth day, I had invited to event of *Jawatankuasa Keselamatan Kesihatan Pekerja* (JKKP) Employee Provident Fund Kuching in which it is collaboration with Normah Medical Specialist Centre at Centre of Excellence, level 6. All of the staff of every section was invited to this event. This wellness day is held yearly to promote a healthy lifestyle towards the staffs. The slogan of this 2018's wellness day is "Everyone Can Slim and Fit". During the event, all of the staff was compulsory to check their weight, height, Body Mass



Index, blood pressure, pulse rate and also sugar level. It is to categorized them weather they are in category of underweight, ideal weight or overweight. If they were categorized in overweight, they need to join the program of wellness day to lose weight. Normah Medical Specialist Centre will send to them a healthy food pack for breakfast and lunch. They also need to go for gym to do physical exercises after working hour. By doing this, they will slowly losing some weight and get their ideal weight that suit with their Body Mass Index. As the EPF's Chief of Sarawak, Mr. Aminuddin Bin Abdul Aziz said that everyone can slim but not everyone can be fit at the same time. Besides, there is also a talk with Dietician Specialist, Dr. Chong regarding on how to live a proper healthy lifestyle. This will help the staffs to understand more on healthy lifestyle especially on the food consuming, calories, exercises and others. This event took from 8.30 am until 12 pm.

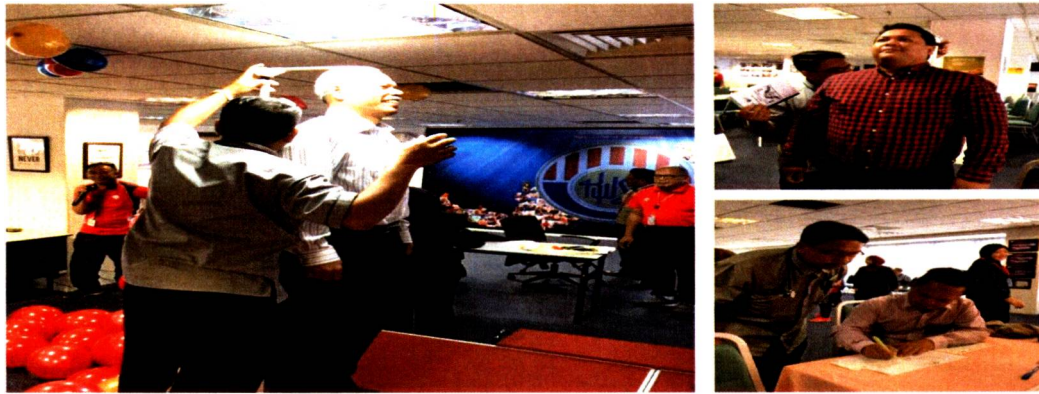
*Figure 2.4 Wellness Day Opening Day*



*Figure 2.5 Opening Speech by EPF's Chief of Sarawak's Mr. Aminuddin Bin Abdul Aziz, Organizer's Mr. Muhd. Nawawi Bin Ahmad and Dietician Specialist's Dr. Chong.*



*Figure 2.6 During the Wellness Day*



In the evening, the wellness day's event continues with gym sharing session. This session is to expose on how to use gym's equipment with a proper way that suit with our ability. Besides, this session was led by professional gym instructor from Fitness Gym. She teaches us one by one on how to use the equipment, show the basic physical exercise using gym's equipment and others. In addition, she also teaches and demonstrates us on how to build specific muscle such as biceps, buttocks and others. During this session, I was given a chance to be the demonstrator to use one of the gym's equipment. It was an unforgettable experience for me as I never go to gym before.

*Figure 2.7 Gym Sharing Session*



After the event end, I am back to level 9. Mr. Awang Yusuf Bin Awang Jaya under Building and Procurement Unit is seeking my help to check his procurement documents in terms of spelling error before submit to Mr. Jawing Nayang, Head of Operation Management Section for approval.

On my fifth day, Mr. Abdul Kadier Maricar Bin K Isa Maricar instructed me to update all of the Division Head EPF of Sarawak. I am using Microsoft Word to edit the pictures with their job position. Then I printed the pictures. Next, I laminate it using professional laminate machine and cut it using paper cutting machine according to the suitable size. Lastly, I paste it on the board using double tape. In the evening, I work under Mr. Kennedy Aben, Head of Sabah and Sarawak Region to key in the personal data health of all staff EPF, Kuching regarding of the wellness day last Wednesday. All of the personal health data include weight, height, Body Mass Index, blood sugar level, pulse rate and also blood pressure must be key in using Microsoft Excel. Besides, I also update it to be compared with their data last year.

## **2.4 Week Two**

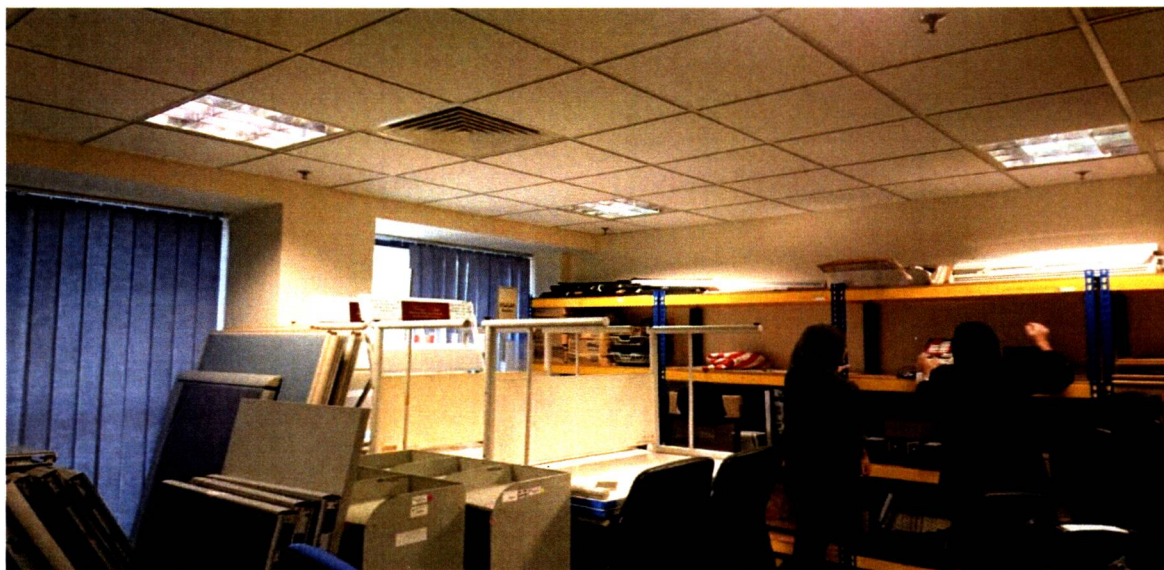
On my first day of week two, I continue to edit the pictures of all the staff at Operation Management Section. After all of the work done, I decorate the chart using colourful ribbon in order to make it more attractive. In the evening, I help Mr. Abdul Kadier Maricar Bin K Isa Maricar to update the security information at each level of section. The security information include switch off the electricity after use, fire distinguisher and others.

On the second day, I continue with the security information at level 4. I replace and update it with the new one. Then, I decorate it with colourful board in order to make it more attractive. After I finish doing the work, I followed Madam Dayang Rubbie Bt. Abang Paul under the Inventory and Disposal of Property Unit to level 4 and 5. She explained on me about her scope of work in which she is responsible for controlling the property of EPF and to dispose unnecessary property that is damaged. Basically, the property to be disposed involved of office's equipment and machines such as office's table, shelf, fan and others. Besides, the property that cannot be used also should be disposed if it exceed five (5) years. For example, if the guest chair has exceeded 5 years, the guest chair should not be used again. Then, it will be sold to others. In the evening, I have been instructed by Mr. Kennedy Aben,



Head of Sabah and Sarawak Region to analyse the data of personal health EPF Kuching using Microsoft Excel. Then, I prepared the slide presentation using Microsoft Power Point.

*Figure 2.8 Inventory and Disposal of Property Unit's Room*



On my third day, I edited some of the info on the organization chart and replaced it with the new one as the Head of Section rejected it last week. I printed the pictures. Next, I cut it using paper cutting machine according to the suitable size and laminate it using professional laminate machine. Lastly, I paste it on the wall provided by using double tape. After always being used of the professional laminate machine and paper cutting machine, now I can do it all by myself. After I am done with that, I help Mr. Kennedy Aben to update the slide power point of personal data health EPF Kuching. In the evening, I help Mr. Abdul Kadier Maricar Bin K Isa Maricar to prepare prize for their annually sport event in which will be held at Langkawi next week. After that, I help Mr. Kennedy Aben to count allowance money for the sport event then put it inside envelope with the correct amount. Then, he teaches me on how to contribute the allowance money properly according to the category of sport such as netball, futsal, bowling and others. The receiver should count the money first then sign the document with job position's cop once they received it. Lastly, I photostat the allowance money's document for recorded purpose using photostat machine.

Figure 2.9 Final Look Organization Chart of Operation Management Section



Figure 2.10 Final Look Organization Chart of Division Head Employee Provident Fund Sarawak





On my fourth day, I had consultation with my UiTM's supervisor, Dr. Noni Harianti at campus. Then I went back to the office. Mr. Kennedy Aben instructed me to send the copy of allowance document to Madam Irma Bt. Jalil, Head of Enforcement at level 3. Then, I help the staff in meeting with lawyers at level 6.

On my last day of week two, I meet with Madam Chia Swee Choo, Head of Service at level 5. She briefly explained on how to give the best services towards the customers and deal with customers that make them as a priority. I was assigned at ground floor for two days which is Service Section as there is lack of staff since some of the staff is going to Langkwai for annual sport event. At ground floor, I was being teaches by Mr. Awang Hariz on how to use the EPF's kiosk. He also briefly explained on what the kiosk is about and how to use it properly. The EPF's kiosk is a machine that helps customers to register i-account, update their personal data, print EPF statement and others. Besides, identity card and thumb print are needed once the customers wanted to use the kiosk. At first it was not easy for me to use it as it was still new to me. As it is a touch screen kiosk, I do make some mistake but Mr. Awang Hariz teaches me slowly until I fully understand it. I am glad that I can use it properly and it was a new experience to me especially when deal with public.

*Figure 2.11 EPF's Kiosk*



## 2.5 Week Three

On my first day of week three, the Service Section had a short weekly assembly after the daily dua and EPF's song. During this short weekly assembly, Madam Chia Swee Choo, Head of Service introduced me to her staffs. She also motivates her staffs to give their best services towards the customer with her warm and wise words. In addition, Mr. Shafre Hassan Bin Ismail, Head of Customer Service also giving his short speech in terms of their Key Performance Index (KPI) and gives some ways to improve their services. Regarding of that, I learn it is important to have this short weekly assembly towards the staff as it will motivate them to work harder and makes them more spirit in performing their job.

After the short weekly assembly end, I get back to EPF's kiosk with other staff. My second day at Service Section here was a little different compared to last Monday because I am able to use the kiosk properly. I can easily help the customers to register their i-account, update their personal data, register EPF account and others. Different customers have different demands yet a different attitude. Madam Chia Swee Choo always advice and reminds to smile and serve the customers well. For sure, this was the best working experience I ever had as I try my best in giving the best services to help customers especially senior citizens.

On my second day, I am back to level 9. In the morning, I followed Madam Siti Aisyah Abdullah@Ng Nyiet Choo to do building inspection at level 1, 4, 5, basement and also ground floor. Madam Siti Aisyah Abdullah@Ng Nyiet Choo is the one who in charge in Building Maintenance Unit. She is responsible for checking the cleanliness that need to be done in every section from basement until level 9. All of it will be recorded and will be evaluated by her for the cleaners' performance. The minimum marks are at least 75% for them to score. In addition, she also will report if there were any damages happen on goods in every building. Then, I help her to write on the white board for the purpose of reminder for any upcoming event or meeting. On that day, there are an upcoming meeting for their annual dinner, enforcement weekly meeting and also upcoming event for mobile team.

After that, I help Mr. Abdul Kadier Maricar Bin K Isa Maricar to recreate 5S planner using Microsoft Excel. After done editing, I laminate it using Laminate Machine then cut it using Paper Cutting Machine and lastly paste it on the wall provided. Next, I restructure the organization chart of 5S using Microsoft Word. I replaced the old chart with the new members of 5S. The 5S's member is usually a representative that comes from every level. In

completing this task, Mr. Abdul Kadier Maricar Bin K Isa Maricar briefly explains to me on the background of 5S in this organization. Basically, 5S is a method that being practiced in the organization for years. It stands for “Sort”, “Set in Order”, “Shine”, “Standardized” and “Sustain”. This method teaches us to organize a work space in an effective and efficient way. By practising 5S, it will keep the workplace clean, sustaining the new order, reduce the chance of distraction by unnecessary items, simplify inspection and also make the workflow smooth and easy.

In the evening, Mr. Awang Yusuf Bin Awang Jaya under Building and Procurement Unit was seeking my help to create parking lot for Deputy Head of Contribution and Finance Section using Microsoft Word with EPF’s logo. Then I printed the pictures. Next, I cut it using paper cutting machine according to the suitable size and laminate it using professional laminate machine. Lastly, I paste it on the wall provided at parking lot by using double tape. After that, I followed Madam Siti Aisyah Abdullah@Ng Nyiet Choo to continue doing building inspection at level 6 namely recreation room. At this level, Madam Siti Aisyah Abdullah@Ng Nyiet Choo start with gym section first. All of the equipment and machine of gym was checked by her in order to prevent damages in which it is very dangerous for the staffs while they are using it. After that she continues with ping pong table, carom and dart equipment. All of it needs to be clean from dust and safe to be play by the staffs.

On the third day, I continue to follow Madam Siti Aisyah Abdullah@Ng Nyiet Choo to do building inspection at level 2, namely Finance and Contribution Section. Tables, cabinet of files, carpet, windows, aircond, office’s chair, toilet include their pantry was checked by her in terms of cleanliness. After done doing building inspection at level 2, we continue at outside of the building. Madam Siti Aisyah Abdullah@Ng Nyiet Choo told me that the outside of the building should be clean in every aspect include no rubbish inside the drain, no dry leaves on road, no cigarette and others. This is to ensure the public can get good first impression towards this organization once they enter the main entrance.

In the evening, I work under Mr. Rahman Bin Ahmad. He is in charge under Mail Unit. The main tasks are to collect and post all of the mail of EPF. He briefly explained to me on his scope of work. There are some processes to be followed. He teaches me step by step on how to manage hundreds of mail per day with efficient and effective way. Firstly, I followed him to collect mail from each section. Starting from “*e-Caruman*” Section, Enforcement Section, Finance and Contribution Section, Litigation Section and lastly to

Service Section. After all of the mails were collected, then I separated it between ordinary mail and registered mail. Ordinary mail is just an ordinary letter meanwhile registered mail has “AR” sticker on it to show the letter is important. There are two types of registered mail which are yellow sticker that costs RM 2.80 and the other one is red sticker that costs RM 2.20. Next, all of the mail should use standard appropriation that had been laid.

After that, I measured the weight of each letter using weight machine. The price will be automatically stated based on the weight. Then, I recorded it on book. Next, I am franking the entire letter using franking machine. At first, I thought it was easy to do franking on each letter but actually not. I do make mistake. The stamp after franking should be at the right of letter and most importantly, it cannot do wrongly as every letter after franking will deducted the amount of money from the machine. The officer at Post Office will reject the letter if the method of franking is wrong.

After that, I paste “AR” sticker on each of registered mail and lastly do calculation to calculate the amount of letter. It should be tally and recorded in the book. Then, I help Mr. Rahman Bin Ahmad to bring hundreds of mail and followed him to the Post Office, Kuching at Jalan Pending. The letter that have been franking should be posted on the same day. After reach there, he teaches and let me do by myself on how to register, sign and posted all of the mail at the counter. The receipts given by the officer should be keep and recorded in the mail’s book. After settled posted the mail, we back to the office. I help him to deliver the letter at each section that given by postman from Poslaju and courier. The one who received the letter should sign in the provided document, recorded and keep it as evidence. After done delivering the letter, I help Mr. Abdul Kadier Maricar Bin K Isa Maricar to recreate the 9<sup>th</sup> floor plan for 5S purpose.

On my fourth day, I followed Madam Dayang Rubbie Bt. Abang Paul who is in charge under Inventory and Disposal of Property Unit to level 2, Finance and Contribution Section. We checked the disposal of goods of the section. I help her to take picture and record each of the goods. Then, email it to Mr. Jawing Nayang, Head of Operation Management Section for approval. Then, we go to ground floor which is Service Section to do the same thing. In the evening, I help Mr. Abdul Kadier Maricar Bin K Isa Maricar to cut and laminate the name and position of staffs in Operation Management Section using Paper Cutting Machine and Professional Laminate Machine. After I finish doing the work, I also help him



to recreate and update 5S in the toilet of every level using Microsoft Publisher. Then I cut and laminate it using Paper Cutting Machine and Professional Laminate Machine.

On my last day of week three, I followed Madam Dayang Rubbie Bt. Abang Paul who is in charge under Inventory and Disposal of Property Unit to level 4. At level 4 in which in the Inventory and Disposal of Property Unit's room, she explained to me on how to analyse the code on each of goods. Then, I help her to check the goods that need to be disposed. After the goods are confirmed to be disposed, it will be separate based on code. As usual, take picture of each good and record in the book. In the evening, I help Madam Dayang Rubbie Bt. Abang Paul to rearrange the series code of all disposal goods in ascending order using Microsoft Excel. After finish doing that work, I help Mr. Abdul Kadier Maricar Bin K Isa Maricar to laminate 5S using Professional Laminate Machine.

## 2.6 Week Four

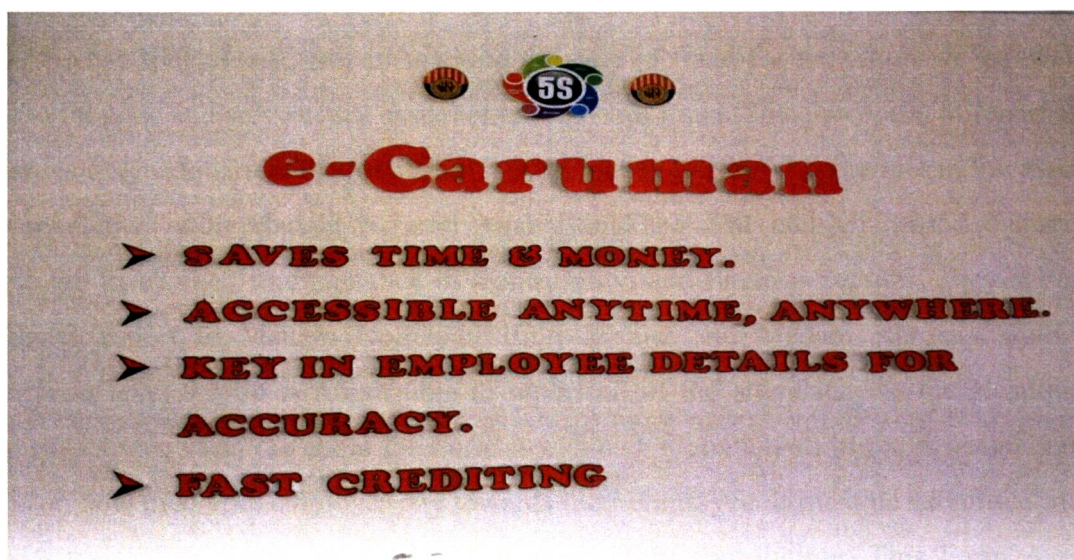


Figure 2.12 "e-Caruman" Section

On my first day of week four, I meet with Mr. Zainal Bin Ibrahim which is the Head of Contribution and Finance Section at level 2. He gives a short speech to welcome me at his section. After that, he transferred me to "e-Caruman" Section at level 5 for one week to learn the basic online payment of EPF. As I was assigned at "e-Caruman" Section that located at level 5, I learn the scope of work and background of this section from Mr. Khairul Anwar.

This section is basically dealing with employer regarding on online payment. Starting from July 2018, all of the payment method of EPF will be online. In past, the payment method can be done manually in which they pay at the counter either cash or cheque then need to fill in the form attach with documents and others.

However, with the new initiative introduced by this organization to encourage their customers to use online is really effective and efficient. This is because by doing online, it is more convenient, fast and saves time as they can also doing it anytime and anywhere as long they have internet connection compared to doing it manually. There are various type of online payment which are Financial Process Exchange (FPX), Direct Debit Authorization (DDA) and also Maybank2U. In addition, there are four type of agent bank's EPF which are Maybank, Public Bank, RHB Bank and also *Bank Simpanan Nasional*. The employer can come directly to this section monthly to pay their payment of contribution through online. The staffs are also willing to teach them on how to use payment method using online.

On my second day, I have attachment with Madam Naimah Binti Ahmat in the morning. She briefly explained on me about her scope of work. Different from the other staffs, she has special task. She is handling the case of fraud for the whole of Sarawak. She needs to monitor and solve every case that related with fraud. She also needs to report if there any issues to Headquarters of Contribution and Finance Section. Meanwhile in the evening, I have attachment with Madam Hanarin Anak Hangkeng. She and Mr. Mohd. Fadzrul Bin Kulana are in charged in attendance of Contribution and Finance Section. They submit the attendance report to Madam Norhayati Binti Mahlet and Madam Kamisia Binti Baki, Operator at level 9 who is responsible to report all of the attendance to the Headquarters. Then, she explained on me about the Form A in which it contain all of the personal company details on how much the employer pay towards their employee. It must be submitted monthly in order to confirm the total amount of their monthly contribution. This Form A can be submitted through online based on their employer i-account. In addition, she also explained on the self-contribution that is for saving purpose in the future. The procedure is still the same with others but the monthly contribution must not exceed RM 500. This type of contribution is encourage for unemployed especially housewife.

On my third day, I have attachment with Madam Rubiah Binti Hulaimi. She explained on me about Direct Debit Authorization (DDA). It is one of the payment methods to pay the monthly contribution. This type of payment method should have email and verify all of the



information related such as amount of contribution, bank account and also preferred name. It is the easier payment method but the process to create Direct Debit Authorization (DDA) need 30 days to 2 months to be approved by RHB Bank. Its status can be check through Microsoft Excel given from the Headquarters EPF. If it is approved then proceed but if it is rejected, click the code to see the reason. Basically, the reasons of rejected are different cop of company, different signature, does not using black pen and mistaken account number of employer. Those who are rejected need to apply again and wait for the results in 30 days. Furthermore, all of the staff at this section is involved in "*Program Anak Angkat*". This program is to persuade all of the employer to use online payment as EPF does not receive any cash starting 2019. Their employer code number is given based on their staff number. Each of the staff handles almost 448 employers for the entire Sarawak. Basically, the staff will call or email those employers who are still not using online payment. Their performance also will be measured based on this program on how fast those employers are using the online payment.

Meanwhile in the evening, I have attachment with Madam Romatiah Akmat. She explained on me about the Financial Process Exchange (FPX), the second method of online payment. This type of payment method need to have online banking and verify all of the information related such as activation, type of online banking, bank transaction and others. Bank that involved in Financial Process Exchange (FPX) are divided by corporate and also retail. Corporate is specifically a company's bank. It must have token for the security purpose. It consists of checker and maker that need to be authorized. This is more complicated compared to retail as retail is easier because it is a personal bank. The step is convenient as it does not involved checker and maker. The bank that involved in Financial Process Exchange (FPX) are Affin Bank, Alliance Bank, Ambank, RHB Bank, Public Bank, Hong Leong Bank, CIMB Bank, Maybank, Standard Chartered, OCBC Bank, UOB Bank, Deutsche Bank and also HSBC Bank. Different bank have different code number of security such as TAC is for Maybank meanwhile PAC is for Public Bank. Then, she explains on me about the panel bank of EPF such as RHB Bank, Public Bank, BSN and also Maybank. This bank will not charge any service towards the customer of EPF. Besides, she explained on the late payments for those who are late to pay their monthly contribution in which they will get penalty. The due date of monthly contribution is every 16<sup>th</sup> of the month.

On my fourth day, I have attachment with Madam Dayangku Anum Binti Awang Mustafa in the morning. I learn to access the "e-caruman" system. It is the main systems in this section as it helps to keep all of the data, can check the employer's status, activation

account and others. In addition, I help her to update all of the employer's contact info and email based on her "*Program Anak Angkat*" as EPF will notify any information through it. This task is quite easy for me as I just need to update it one by one based on the information given. After finish doing the task, I also learn on how to do phone call towards the employer regarding of their EPF monthly contribution. At first, it is difficult for me as different people have different attitude. However, I can do better after practicing it first with a good communication skill. Meanwhile in the evening, I help Mr. Sepo @ Sepori Bin Raffae, to check inventory code of goods at level 5. All of the goods at level 5 must have the same amount in the document stated. This is to prevent any missing goods or misplaced of goods.

On my last day at this section, I have attachment with Madam Veronica Mawang in the morning. She explained on me about "*i-saraan*" and also self-contribution. Generally, "*i-saraan*" is one of the initiative by the government to help those people to do saving for their future especially who are from low income family. The minimum to do payment monthly contribution is RM 5 and the maximum is RM 500. Meanwhile, for the self-contribution is open for anyone who wants to do saving for their future. There is no rules and regulation restricted to it. The minimum to do payment monthly contribution is RM 5 and the maximum is RM 60 000.

Then, she teaches me on how to do filing of document according to the dates and bank. After finish attachment with her, I continue to do attachment with Madam Dayangku Anum Binti Awang Mustafa. This time, she let me to explore the "*e-caruman*" systems. I learn on how to active "*i-account*" for employer. The procedure is quite easy because it is just need employer number, company's detail and also identification card number of employer. Then, I do a phone call to employer for "*Program Anak Angkat*" regarding of their monthly contribution. I also teach and explained to them on how to use online banking as EPF will no longer accepting any cash and cheque. After finish doing all of the tasks given, I help Mr. Sepori to create a letter for the best employer award for 2018 using Microsoft Word.

## 2.7 Week Five

On my first day of week five, I meet with Mr. Sepori as the Head of “*e-caruman*” Section. He thanks me for helping him and his staff at his section. He also glad that I can learn new knowledge and experience within one week. After his short appreciation speech in the morning, he transferred me to Contribution and Finance Section at level 2 for another one week. At the new section, I meet with Madam Lina bt. Jemiron who is the leader of accountant officer. I have attachment with her for my first day. Firstly, she briefly explained on her scope of work.

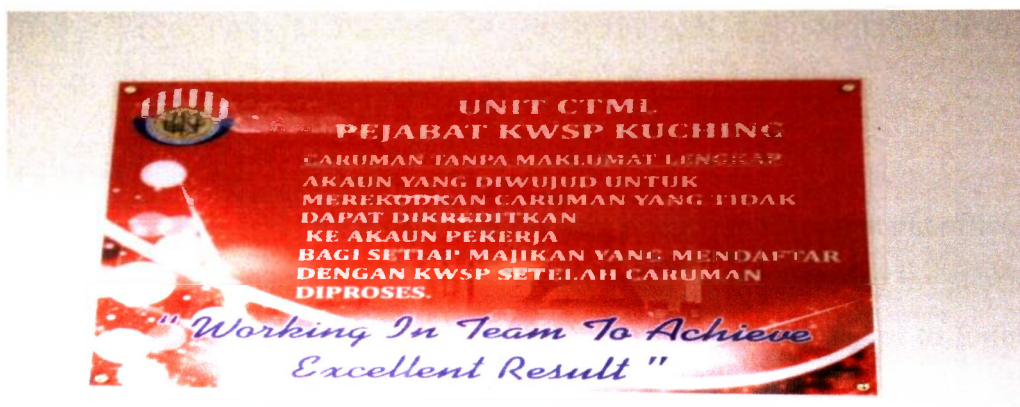
Basically, all of the finance account and EPF’s budget systems are under her responsible. She also handles some cases that need her approval. Most of the time, she work with systems that deals with number in which it documented and keep all of the data. Some of the systems are Integrated Financial Accounting Management Systems (iFAMS), Business Planning Continuously (BPS), Branch Delivery Systems (BDS), e-claims and others. Furthermore, all of the payment that related to management of EPF needs an approval from her. She also will submit report every 3 months to Head Quarters as the top management will analyse it.

On my second day, I have attachment with Madam Hasmimah bt. Saimi, an accountant officer. She is responsible for Resuscitation Unit as she is the one who in charged. Generally, she handles about cheque that contains almost hundred thousand per day. The caunter service at the section will only receive cheque before 3 pm. She explains on the sources of payment which are from Bank Agent such as RHB Bank, Maybank, Public Bank and also BSN. She also explains about online banking, cash of money and also cheque. In the evening, I have attachment with Mr. Morshidi Bin Bai who is responsible to do Bank Agent of Maybank. Besides, he is also the President of Union at EPF. As he is the duty of Bank Agent, he will handle all of the related matter with Maybank such as the cash flow, cheques, documents and others. He briefly explains on information of Maybank that related with EPF. Then, he teaches me on how to do the document of Bank Agent.

On my third day, I have attachment with Madam Latifah bt. Talip who is in charge of “*Caruman Tanpa Maklumat Lengkap*” (CTML) Unit. This unit is responsible to recheck and correct all of the documents that are rejected. Basically, it is more to correction. The most important information regarding CTML are full name, identification number and also member’s account number. Currently, EPF also has introduced e-CTML for employers that

will help the employer to check their Form A and also Form 1341 that consists of information of their company and employees. These forms need to submit every month by the employer. If there is any CTML that is pending, EPF will send first warning through letter and within 14 days, the employer should take action. Generally, the most common mistakes made by the employer regarding CTML are the form does not have member's account number/identification card, wrong member's account number/identification card and also name does not same as in identification card. All of these will be proceed to adjustment before the due date.

Figure 2.13 "Caruman Tanpa Maklumat Lengkap" (CTML) Unit



After that, I have attachment with Madam Noor Asma bt. Hamdan. She is responsible to do Bank Agent of Public Bbank. As she is the duty of Bank Agent, she will handle all of the related matter with Public Bank such as the cash flow, cheques, documents and others. She briefly explains on information of Public Bank that related with EPF. Then, she teaches me on how to do the document of Bank Agent. The procedure is the same with Bank Agent Maybank but need to double check the amount of cheques as it involved money. Then, I have attachment with Miss Nur Aimi bt. Mohd. Johni, an accountant officer. Basically, she is in charge of adjustment, refund, reject and also CTML. All of the documents that is related with her scope of work needs her approval before submit to the top management.

On my last day at this section, I have attachment with Madam Hasmimah bt. Saimi. As she is in charge in Resuscitation Unit, she teaches and shows me the procedure on how to do resuscitation. Firstly, we enter the safety room that consists of cash and cheque. Only



specific person can enter this room as it have security code number and finger print. Then, separate the types of cheques according to its Bank Agent. Next, we calculate the amount of money and cheques for twice in order to avoid any miscalculation. As usual, all of it needs to be recorded. Besides, she also explains on the types of cheques and how to use it. This is really a new experience to me as I never saw a real cheque in my life and how to use it. I get to learn on how to use cheque. After that, I also learned on how to use resuscitation's calculator. This is also a new experience to me to use that particular calculator. Basically, it is actually the same like others calculator but it have resuscitation that will come out once we press the button. This resuscitation will be keep in front of the cheques that have been calculated to make it tally. This is interesting as I like to do resuscitation. In the evening, I continue to help Mr. Morshidi Bin Bai to do Bank Agent of Maybank.

## 2.8 Week Six

On the first day of week six, I meet with Madam Lina Bt. Jemiron, accountatnt officer. She is feeling grateful as I can gain a lot of new knowledge and experience during my attachment at her section. After her short appreciation of speech, I was being transferred to Enforcement Section at level 3.

*Figure 2.19 Enforcement Section*



At level 3, I meet with Mr. Mos Bin Bujang, a senior Inspector of Enforcement Section as the Head of Enforcement, Madam Irma Bt. Jalil is on leave. He briefly explained about the Enforcement Section include its background, scope of work and others. Generally, this section is responsible to manage all of the matters that related with employer such as EPF Enforcement Act 1991, management of employer's account, adjustment, late payments, penalties, cancellation as an employer, inspection, invocation case processing, appeal for fine interest penalty and others.

According to him, this section is the busiest section compared to others. In addition, each inspector has one officer that will help them in terms of their scope of work. There are 20 Inspectors and 16 officers in this section. Besides, the employer also comes to the office to deal with their inspector regarding of their issue. The most common issue is late payment. As they are overdue in doing their payment, there will be a penalties based on their charge. Then, he introduced to me one by one of her officers.

On my second day, I have attachment with Mr. Mos Bin Bujang. He gives me "Prosedur Pekeliling Arahan" and Employees Provident Fund Act 1991 (ACT 452) to read and understand the view of how the Enforcement Section works. These two are crucial towards the inspectors as it contains their authority to employer, what action can be taken and others. The purpose is to understand more on the nature of inspector's scope of work. According to him, once an individual have a business and register with EPF, it will be known as employer and it is their responsibility to pay monthly contribution for their employees. It was under Employees Provident Fund Act 1991 (ACT 34). Those employers who are fail to pay monthly contribution towards their employees will be penalized and prosecuted according to laws. EPF will give chance to them in which within 3 months if they are still not pay their employee's monthly contribution, action will be taken towards them. After that, he also told me about the requirements on how to one of the inspector which is at least have diploma certificate and pass all of the test and interview.

On my third day, I have attachment with Miss Rabiah Bt. Abdullah and Madam Rahane Bt. Sharkawi. They explained on the systems that involved in Enforcement Section which are Enforcement Management Systems (EMS) and also Support Centre. These two are the main systems as it helps the inspectors and officers to check, monitor, manage, coordinate and keep all of the employer's data. Enforcement Management Systems (EMS) is consists of the details of employer, address, contacts, business owner/director, shareholder, related company,

Employer Remittance Report (ERR), instalment payment, assessment, history of Form A, charges, monthly contribution details, instalment, dishonoured cheque, late payment charge reduction/dividend cancellation, post-dated cheque, approval history, reassign history, posting list of Form E, legal status, status call and lastly is routine. Each of the officers will have their own ID and password to log in to the systems. However, not all of the systems can be access by the officer as it will link directly to the headquarters.

Meanwhile, Support Centre is a system that supports the officer to detect any details of employers that is missing in the Enforcement Management Systems (EMS). This system is directly link to "*Jabatan Rangkaian Perkhidmatan*" (JRAP) that helps with the employer management. Basically, the officer will used this system if the employer fails to pay monthly contribution within 3 months. After all of the useful information and explanation, they let me to explore and access certain systems such as approval of submission Form A and update the charges of employer. As I was being exposed to those systems, integrity plays an important roles in this context as we need to be honest and do not open any system that is not legal for us to do so.

The next day, I have attachment with Miss Valinetina Anak Gajen and Madam Napiah Bt. Mu at enforcement's counter. On my third day, I have an opportunity to be at the counter service at this section. I get to observe and exposed to the situation where the employer deals with their inspector and officers regarding of their issues. It is quite difficult as different people have different attitude. According to Miss Valinetina Anak Gajen and Madam Napiah Bt. Mu, the cases that usually happen are employer does not submit Form A, late payment and they will get penalty according to their monthly contribution, cancellation as an employer and also adjustment in terms of overpaid and wrongly paid for monthly contribution. Furthermore, I also have a chance to deal with some employer but only for minor issues such as cancellation as an employer, submits Form A and penalties. This section is challenging for me but at the same time it is interesting as I get to explore new knowledge and experience.

On my fifth day, I have attachment with Inspectors which are Mr. Abang Affendie Bin Abang Muan and Madam Rabuyah Bt. Othman. They briefly explained on me about their scope of work. Besides, I get a great opportunity to follow them on how they doing inspection. After get an approval from Senior Inspector, Mr. Mos Bin Bujang, we went to one Japanese Restaurant at Jalan Song. There are some procedures that need to be followed in doing inspection. Firstly, the inspectors must show their enforcement card and introduced

themselves. Then, ask where the employer is. If there is no employer around, ask them again who is in charge with EPF. Next, explained the overdue payment and charges based on their monthly contribution. Lastly, the employer need to pay the overdue amount of payment otherwise warrant of arrest will be issued within 14 days. This is a new experience to me in which I have a chance to see the real situation of inspection. A challenging task as people will unsatisfied because anything can be happen in future.

## 2.9 Week Seven

On my first day of second week at Enforcement Section, I have attachment with Miss Masniah Bt. Kassim and Madam Hajiyah Bt. Rosdi. They explained on me about the Enforcement Management Systems (EMS) which is the overdue payment of company. If the screen is red, it means their EPF payments have not been paid. If the screen is yellow, it means the company still have an overdue of payment problems. If the screen is green, the company has settled all of the payment. In addition, they also let me to learn on how to do it with their guidance. It became easy once I have fully understood the usage of systems.

On my second day, I have attachment with Mr. Mohd. Sam Bin Bukari in the morning. He briefly explained on me about "*Borang KWSP 1879*". It is a complaint form from the employees if their employer does not provide any EPF or does not paid for their EPF. Besides, he also explained on "*Borang 17*" in which it is stands for "*Borang Pilihan Mencarum Melebihi Kadar Berkanun*". The employer can do their own monthly contribution for their saving in the future. Meanwhile in the evening, I have attachment with Madam Chai Nyuk Lan. She briefly explained on "*Program Anak Angkat*". There are 20 881 employers in Kuching and 1 300 employers for each 20 Inspectors with the help of 16 officers. The last third number of employer will be divided to each 16 officers. The purpose of this program is to monitor the employers to pay their monthly contribution in order to avoid overdue payment in which penalties will be issued.

On my third day, I have attachment with Mr. Mos Bin Bujang, Senior Inspector. He gave me permission to follow him to go to Mahkamah Majistret, Kuching. I have gained a new knowledge and experience on how the procedure of prosecution is being process at the court. As I was watching it live, it make me realized that this is one of the grateful experience that I ever had during my practical training. The hearing cases by the prosecutor either the



defendant had admit their fault or not is depends on how much prove they had and case facts. When the magistrate had to sentence towards defendant, they can negotiate to decrease their sentence with the approval of the prosecutor.

On my fourth day, I have attachment with Miss Azma. She is the one who manage filing system. She briefly explained on how to do filing work according to the number of employer. Each employer will have their own file that consists of their personal information and issues. There are two file rooms which are located at level 2 and also at level 3. The file room at level 2 are from 410 000 to 8019 and above. This file room involved the old files of employers. Meanwhile the file room at level 3 are from 801441769 to 801768970. This file room involved the new files of employers. She teaches me on how to do a proper filing work one by one. Besides, she also teaches me on how to use file indent. The purpose is to record the file whether it had taken by someone or not. Inside each of the file room, there are employer's files in white colour, complaint file in green colour and also prosecution file in brown colour. At first, it was difficult for me as I am not familiar with a lot of digit number and sometimes I felt dizzy to manage it in a short time. However, after being practised doing it for few times, I am able to do it properly with the guidance from Miss Azma. Furthermore, I can differentiate the files easily and know how to use file indent.

*Figure 2.20 Filing Room*



On my last day of week seven, the Audit Team from the enforcement's headquarters had come to do yearly auditing. It is to improve their performance of work as it involved their

Key Performance Indicator (KPI). On that day, I help the Inspectors and officers to find employer's files. The instruction was given by the headquarters to find 60 files within 1 hour. It is to avoid the officers from edit the those files or doing any correction on that particular cases and their performance will be evaluate based on those files. After struggle find all of the files, I help Mr. Paijo, one of the Senior Clerk to send all of the files selected to meeting room at level 9. All of the cases will be evaluated by the Audit Team to assess their performance of work and marks will be given by them. As a results, overall the performance was good and EPF Kuching is ranked as the third good performance among other branch of EPF in Malaysia. I am so happy and grateful for the result as I saw how hardworking and commitment are they in doing their job.

## **2.10 Week Eight**

On my last week of practical training, I had attended "*Program Anak Angkat Bersama KWSP*". This program is to persuade people to have EPF's account. It is also beneficial as I get to know a lot of staff at the organization in which it can strengthen our relationship. Besides, I learn that manage a big program like this need a commitment and a strong teamwork from the surrounding and the staff itself. During the day, this program was held at Kampung Iboi, Asajaya in Kota Samarahan. It was very interesting as many events were held at that day such as karaoke session, lucky draw, charity event and others. I had a chance to help a lot of people to sign up for their EPF's account. The most reason that some of them still do not have EPF's account is EPF is too far from their home. Transportation is always the main reason that makes them difficult to deal. As I was concern, I help them to sign up for i-account as it will help them regarding of their EPF's statement without going to the EPF. Overall, it was an enjoyable program that needs to do continuously every year as it also will strengthen the relationship between the staff and public.

On my second day until my last day of my last week at the organization, I help Miss Azma in filing work. I help the Inspectors and also officers to return back the employer's entire file at the file room after auditing session is done. I arrange the files according to the employer's number. Besides, I also help Madam Junainah, one of the Inspectors. She briefly explained on me on how to open new file for a company. Those companies who have open their file means that they have issue with EPF.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.1 Introduction**

This chapter will analyse the practical training specifically focuses on area of task as covered in the Practical Training Handbook. This chapter also will reflect the definition of concept. Demonstration of practical and theoretical aspects as how the concepts relates with all the aspects that learned in classroom to the workplace and how to transform knowledge that gained at workplace to reinforce understanding on the concepts learned in classroom. Besides, this chapter will demonstrate a reflection of student's personal experience during practical training.

#### **3.2 Description of Tasks**

Employee Provident Fund, Kuching conducted the orientation program for the practical students. During the orientation, the practical students were introduced to each department, rules and regulations, background of organization, management, systems that are being used and any important information related to the organization. In addition, practical students also are being assigned at different level of department every 2 weeks that give opportunities to learn something new as different department have different tasks that surely make me gained new experience, skills and also knowledge. It also enhances my knowledge of the department's duties and responsibilities.

There were various tasks given to me throughout the practical training period but I will focuses on the administrative work and also front line analysis task on how Employee Provident Fund handling their front line stage and also how they manage their customers from various type of background.

### **3.3 Administrative Work**

Administrative work can cover a wide variety of duties. All organization has their own administrative officer, operation assistance and administrative coordinator to run the management and also operation of the organizations. In addition, administrative work includes provide administrative support to assigned team members which involve scheduling, meeting coordination, material preparation, data entry, making travel arrangements, processing expense reporting and other general administrative tasks. It also prepares a variety of documents such as correspondence, agendas, minutes, event program and reports to create documentation in paper or electronic format.

Besides, it schedules a wide variety of activities which are appointments, meetings, travel reservations, accommodations, facility usage and others for internal customers as well as external stakeholder and groups. Furthermore, it also maintains up-to-date records which include files, contact lists and database entries. In order to perform a better administrative works, the employee should have administrative skills to support them in completing their tasks. Administrative skills are those related to operate the organization and also to keep the office organized. It is crucial and needed for a variety of jobs in the organization. The examples of administrative skills are communication skills, technology skills, problem solving skills and others. (Ponce, 2005)

#### **3.3.1 Administrative Work in Relation with Organizational Behaviour**

According to McShane (2013), organizational behaviour is defined as the study of what people think, feel and do in and around the organization. It focuses on the employee's behaviour, decisions, perceptions and emotional responses. Besides, it also emphasize on how the individuals and colleagues in the organization that relate to one another and to their counterparts in other organizations. Organizational behaviour also incorporates the study of how the organizations interact with their external environments especially in terms of employee behaviour and decision making.

As a person who mostly deals with administrative work, the organizational learning process is crucial towards the organization as the organization nurture their intellectual capital through four organizational learning processes which are knowledge acquisition, knowledge sharing, knowledge use and also knowledge storage. It is the most effective open

systems that emphasize on physical resources that enter the organization and are processed into physical goods in terms of outputs. Furthermore, it is also the main driver of competitive advantage. The organizational learning processes have results as the most effective process as it helps the employee to widen their knowledge among their colleagues.

Knowledge acquisition is where it extracts the information and ideas from the external environment. One of the fastest way to acquire knowledge is by hiring applicants or acquiring entire organizations. Knowledge also enters the organization when employees learn from external sources. In addition, knowledge acquisition consists of individual learning, environment scanning, grafting and also experimentation. In the context of administrative work, Employee Provident Fund acquires knowledge by sending their employee to training program to learn about their systems in order to have a continuous improvement in performing their tasks.

The second organizational learning process is knowledge sharing. It involves distributing knowledge to others across the organization. Knowledge sharing is usually equated with technology which is computer intranets and digital repositories of knowledge. In addition, knowledge sharing mainly occurs through structured and informal communication as well as various forms of learning such as observing, experience, training and practice. Administrative work needed knowledge sharing as it will help to share knowledge with people from other areas of organization rather than just with their own team members.

Other than that is knowledge use. The competitive advantage of knowledge comes from applying it in ways that add value towards the organization. Knowledge is available and the employees need to fully utilize of it in terms on how to apply and practice it. This learning process should be encouraged by experimentation and open communication. By doing that, it will widen the scope of knowledge among the employees.

Lastly is knowledge storage. It is the process that create organizational memory. Human memory plays an important role as administrative work involved many forms of documentation and also data base systems that exist in the organization. Individual practices and habits hold less explicit knowledge. (McShane, 2013)



### **3.4 Front Line Analysis Task**

Generally, counter service is a frontline service which is essential towards the organization. It is where the employee deals with public that have different kind of behaviour, needs and demands. Besides, it also needs good explanation skills towards public in order to deliver the best services. Nowadays, an effective and efficient counter service is crucial to the organization to meet and exceed the customer's expectation. This is because poor quality of counter service will leads to customer dissatisfaction and reflects the bad image of the organizations. (Singh, 2000)

During my practical training, I was assigned at three different of counter service which are at Service Section, "E-Caruman" Section and also Enforcement Section. I do learn that it is not easy to work at the counter service as you represent the organization and needs to bring the good image of the organization in order to get good impressions from the public. As different people have different behaviour, the employee should treat all of the customers equally started with a smile on face.

#### **3.4.1 Front Line Analysis Task in Relation with Public Relation**

According to McGraw (2012), public relations is defined as leadership and management function that helps to achieve the organizational objectives, define philosophy and facilitate organizational change. Besides, the public relations practitioner communicates with both the internal and external publics in order to develop a good and positive relationship that will create consistency between the organizational goals and societal expectations. Furthermore, it also develops, execute and evaluate the organizational programs that promote the exchange of influence and understanding among the organization. In addition, public relations practitioners bring a diversity of skills and programmatic capabilities to their job. Some of the broad natures are public affair, media relations, community relations, issues management, publicity and others.

The front line analysis tasks are definitely related with public relations as it develop effective relationship with many different audiences or publics that includes employees, members, shareholders and also customers. By develop an effective relationship, it can understand the attitudes and values of their public in order to achieve their organizational goals. Apart from that, public relations help society to reach decisions and functions more



effectively by contributing to mutual understanding among employees and customers. It serves to bring the customers into harmony.

The public relations also help employees to identify the key messages and choosing the best combination of communication channels for directing those messages to target audiences. Communication is important as it deliver the information between two parties. This will help the customers to receive the information well and understand as the employee has good communication skills at the counter service. Thus, it will results in customer satisfaction. (Dan Lattimore, 2012)

### **3.5 Summary**

In this chapter, it explained the main tasks that I have done in Employee Provident Fund, Kuching which are administrative tasks and also counter service. It briefly explains on the details of task description. In addition, in this chapter also I relate the task with the subjects I learn which are Organizational Behaviour and Public Relations.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 Introduction**

This chapter will briefly explain on the strength and weakness of the task given during my practical training at the Employee Provident Fund, Kuching. This chapter also will give the recommendations on how to improve the task.

#### **4.2 Strength of the Administrative Work**

There are three strengths that I had observed during my practical training which are learn variety of tasks, time management and also creates a good teamwork among the colleagues.

##### **4.2.1 Variety of Tasks**

The strength of the administrative work is I can learn variety of tasks. The administrative tasks that have given to me during my practical training are include key in data, filing, analysis of wellness day, doing inventory and disposal of goods, collecting mail, doing documentation and others. These varieties of tasks have increased my knowledge, skills and experiences as different task have different way to complete it. Each of the employees also has helped me in performing the tasks by monitoring me. They are willing to help me whenever I need their help in certain part that I do not understand. Due to that, it enhances my understanding towards the organization on how it operates daily.

##### **4.2.2 Time Management**

Apart from that is time management. Administrative work teaches me a good time management. As it covers variety of tasks, I need to manage my time well in order to complete the tasks given. For example, during my practical training, I managed to complete 5

tasks in a day such as edit 5S using Microsoft word, print all of the document, laminate using professional laminate machine, cut it using paper cutting machine then lastly paste it on the wall. Even though the tasks are that much, it can be done within a day. This will helps me to learn about punctuality and discipline in completing any tasks given as it have specific period of time to complete it. It also will avoid procrastinating in completing the tasks.

### **4.2.3 Creates a Good Teamwork among the Colleagues**

Lastly is administrative work creates a good teamwork among the colleagues. As the administrative tasks cover variety of tasks, a good teamwork among the colleagues is needed. Teamwork is crucial in the organization as it helps to produce a good quality of work. Regarding of that, the value of teamwork must be strong enough in order to have each other back. When one staff faced difficulties in performing their task, the other will have their back to support them and willing to help each other. They can also make decision making easily as everyone are giving different opinions and ideas. For example, I fully do not understand on how to manage bank agent but with the good teamwork among them, I can do better the next day. Furthermore, they also show endless support and motivate each other with warm words while they are doing their work in order to prevent stress doing a variety of tasks. This shows that they have sense of team loyalty.

## **4.3 Weaknesses of the Administrative Work**

There are three weaknesses that I had observed during my practical training which are it become more challenging, lack of staff and also strain the eyes.

### **4.3.1 Become More Challenging**

One of the weaknesses of administrative work in the organization is it become more challenging. Administrative works consists of variety of tasks that the staffs are likely to take a far wider range of responsibilities than they used to. They also are likely to engage in a wide variety of activities, deal with many different personalities and manage rapidly

changing priorities. Even though I am assist under personnel clerk in one day but I learn from the staff that they are doing too many tasks such as planning organization event, providing technical training to fellow staffs, managing communications with vendors, clients and staffs, assisting in hiring and recruitment and also handling human resource functions. These make it more challenging as different task required different way to complete it. Due to that, a strong physical and mental are needed in completing the tasks as mistake may occur at any time.

### **4.3.2 Lack of Staff**

Secondly is lack of staff. One staff handles too much tasks at one time. This brings burden towards them as they need to complete it quickly at specific period of time but at the same time, they also need to produce a good quality of work. This is because individual performance will be measured based on their work. They could feel pressured in doing their work. For example, I was assist under Inventory Unit in three days. I feel the pressure sometimes as I need to do inventory on every assets of the whole building, check the list of goods, do documentation, disposed some goods, take picture of goods and record all of it. This is handling by one staff that in charge the whole building from the basement level until level 9.

### **4.3.3 Strains the Eyes**

The last weakness of the administrative work is it strains the eyes. Side effect of working with a lot of administrative task is it strains the eyes of an individual. This is because administrative work needs to look at the computer screen most of the time. Working from morning until evening by only looking at the screen computer will give bad impacts to the eyes. The blue rays from the screen computer will directly through the retina of the eyes. This could actually damage the vision in the long run. It also will cause the staff to wear specs.

## **4.4 Strength of the Counter Service**

There are three strengths that I had observed during my practical training which are it enhances my communication skills, system of keeping the record and also boost my interpersonal skills.

### **4.4.1 Enhances Communication Skills**

The first strength of counter service is it enhances my communication skills. Counter service is the front line of the organization as it is responsible to bring a good first impression from the public. As a good service provider at the counter service, one needs to have a good communication skill. My first day at the counter service is difficult. As it deals with public, I make too many mistakes but with the help from the staffs there, I was improved in delivering the services especially my communication skills. I was able to greet the public politely, fulfil their needs and demands, answering their quotation and also analyse their feedbacks. It was great experiences to deal with public as different individual has different attitudes that surely help in enhance our communication skills.

### **4.4.2 System of Keeping the Record**

Another strength of counter service is the system of keeping the record. Every individual who register under employee provident fund are recorded under its data base systems. All of their personal information is safely recorded under the systems. Some of their data base systems are Business Planning Continuously System, Enforcement Management System, Employee Provident Fund Data Base System, Integrated Financial Accounting Management System, Support Centre System and others. All of this systems are confidential that need to log in using Id number and also password. Thus, this can avoid fraud and misuse of power. For example, as I am in charge at the counter service, there are some systems that I can access. Some system I cannot access as I am not legal to do so. In addition, all of these systems also help the staff to check the status of customers easily by entering their identification card number and employee provident fund number.



### **4.4.3 Boosts Interpersonal Skills**

Last but not least is it also boosts my interpersonal skills. Interpersonal skills or soft skills are related on how to communicate and interact with others. It is essential at the workplace. Being at the counter service has boosted my interpersonal skill among the staffs and also customers. It teaches us on how to behave in front of others. When we are surrounded by a group of people, we will automatically become alert and conscious of ourselves. This is also an opportunity to learn about relationships with colleagues and ways in maintaining it. Furthermore, counter service also teach me on how to behave like a professional when faced some difficulties when dealing with public. A proper discipline is needed in handling a conversation with the public, employers and also staffs. Regarding of that, warm and friendly impressions is important at the workplace.

## **4.5 Weaknesses of the Counter Service**

There are three weaknesses that I had observed during my practical training which are lack of staff, systems down and also lack of time.

### **4.5.1 Lack of Staff**

One of the weaknesses is lack of staff. The staff who is in charge at the counter service is not enough as the number of customers are increasing day by day. Every customer has different matters regarding of their employee provident fund account. For examples, they want to register new account, print their account statement, withdrawal, make payment for their monthly contribution, answering calls and others. These will take time to settle it one by one. Thus, the period of time for customers to wait for their transaction is longer. Due to that, it will make the condition at the counter service crowded.

### **4.5.2 Systems Down**

Other than that is a system down. As all of the counter service are using computer to access data base systems, the systems are down at one time. This will make the staffs cannot do their work as most of their work are using systems. All of the systems are directly connected to the headquarters of Employee Provident Fund at Kuala Lumpur in People Matters Department. Once the systems are down, they need to wait from the headquarters to solve it. This takes around 1 to 3 hours to settle it. Due to that, the counter service needs to be close for temporary.

### **4.5.3 Lack of Time**

Lastly is lack of time. As the counter service is dealing with public, the staffs are faced limited time between their works and also break time. They only have break time 30 minutes but take turn with the other colleagues. They also always rush even though it is their turn to have some rest. Sometimes, they do not have enough time to eat since the number of customer keep on increasing. One of their Key Performance Indicator is based on the period of time for customers to wait for their turn. This will affect their performance if the customers wait too long. This will brings bad impact towards their performance.

## **4.6 Recommendations**

There are two recommendations that I had observed that could be used by EPF in order to improve their performance which are recruit new staffs and also have their own support systems.

### **4.6.1 Recruit New Staffs**

Based on the weaknesses of the tasks that were given to me during my practical training, I have come out with a two recommendations in order to improve it. Firstly, I would recommend to Employee Provident Fund to recruit new staffs. As they are lack of staff in completing their daily tasks, their works can be overload. By recruit the new staff, it can help them to reduce their workload. The Operation Management Section need to recruit and select the right candidates for the right job position with a suitable requirement. It also can reduce their burden and pressure in completing their work. This will be easier for them to achieve their goals of the organization.

### **4.6.2 Have Their Own Support Centre**

Apart from that is Employee Provident Fund, Kuching should have their own support centre. This is because when anything happens to the server of computer or systems, they could solve by themselves. No need to wait from the headquarters that surely will takes time. The members from the support centre should be from the background of computer systems, office information systems or any background that related. Besides, the systems in the entire computer also should be back up weekly to prevent any missing of data. This will help the organization to perform in efficient and effective way.

## CHAPTER 5

### CONCLUSIONS

#### 5.1 Introduction

Practical training is crucial for every student as they can explore the real working environment. It is where they can develop their knowledge, skills and experiences while performing their tasks. Besides, it is one of the most important ways to prepare for future career as they can apply on what they have learnt in future. Regarding of that, it is a good opportunity to expose and adapt with working culture that surely will improve their self-esteem, social behaviour and problem solving skills when enter the future workforce. To sum up, after 8 weeks of undergoing my practical training in EPF, Kuching, I have gained so much experience that enhance my knowledge and skills towards working environment that are very useful for me to apply it in future. Furthermore, the organization's willingness to accept me as a practical student and their endless support, guidance, motivation and also encouragement for me have help me a lot in performing all of the tasks given. Based on that, I would like to summarize the report based on each chapter.

#### 5.2 Chapter One

In chapter one, there will be a background of the EPF, Kuching. In this chapter, all of the information on the background of the organization have been describe and explained. It includes the organization chart of the organization, mission, vision, corporate values, history and also all of the services provided by EPF, Kuching. Basically, this organization provides retirement benefits for members through management of their savings in an efficient and reliable manner. It helps those people who have pension in managing their financial in order to survive in their life.

There are six section of the organization. Firstly, the ground floor is for the Service Section. In this section, Madam Chia Swee Choo is in charged as the Head of Service while Mr. Shafre Hassan Bin Ismail is the Head of Customer Service. It is where the staff deal with citizens in terms of sign up for registration, printed EPF statement, registers i-account, withdrawal, manages different type of contribution and others. The ground floor is divided by

two which are kiosk and counter. Then, level 1 is for Prosecution and Litigation Section. It is where the officer prosecuted any employer of company that does not want to pay for their EPF. In this section, Madam Rose Marion Ritom is in charged as the Head of Section. Next is level 2 that is for Contribution and Finance Section that responsible to manage all of the finance's scope and the members also can pay their EPF's contribution at this counter's section. In this section, Mr. Zainal bin Ibrahim is the one who in charged as the Head of Contribution and Finance Section.

Besides that is level 3 in which it is for Enforcement Section. Madam Irma bt. Jalil is the person who in charged as the Head of Department and its deputy is Mr. Abdul Khalid bin Mohd. Madon. This section is responsible to manage all of the adjustment, late payments, penalties, cancellation as an employer, inspection and others. Level 5 is an "e-Caruman" section that is in charged by Mr. Sepo @ Sepori bin Raffae as the Head of "e-Caruman". In this section, they deal with employer regarding on online payment which are more convenient, fast and save time. Lastly, level 9 is for Operation Management Section that managed by Mr. Jawing Nayang as the Head of Section. This is where the office of EPF's Chief Sarawak, Head of Sabah/Sarawak Region and Assistant Sabah/Sarawak Security Officer located. Operation Management Section is responsible to operate all of the organization in terms of its building and their staffs. This section consists of seven (7) units which are personnel, mail, reservation, store management, inventory, stoke and also procurement. Each of the staff have their own responsible and scope of work based on their section.

### **5.3 Chapter Two**

In chapter two, it describes the tasks that I had been done during the practical training in Employee Provident Fund, Kuching. In this chapter, the flow of work have been explained from the first day I was conduct my practical training in which I was assigned at the Operation Management Section until the last day of my practical training that is at Enforcement Section. Some of the tasks that I have done are filing, key in data of inventory and disposal of goods, calculate cheque of bank agent, enforcement inspection, give services to the publics at counter service, analysis of event wellness day and others. All of these tasks have given a lot of advantages to me as I can learn something new that surely will develop



my knowledge, skills and experiences towards the real working environment. As I was doing job rotation every 3 weeks at different departments, it widens my knowledge about the organization on how it operates daily. The purpose of this chapter is to explain the routine of practical training on what task I have done within a day.

### **5.4 Chapter Three**

In chapter three, it briefly explained the main task that I had done in Employee Provident Fund, Kuching. The main tasks that I had done are administrative tasks and also give services towards the public at the counter service. In this chapter, I explained the task descriptions and also relate it to subject that I have learnt which are Organizational Behaviour and Public Relations. The administrative task is related to the Organizational Behaviour meanwhile counter service is related to public relations. Other than that, this chapter will help the student to understand on how the concepts relates with all the aspects that learned in classroom to the workplace and how to transform knowledge that gained at workplace to reinforce understanding on the concepts learned in classroom. It will explain how the students manage and apply the knowledge and skills that they have in real working environment. This chapter also will describe a reflection of my personal experience during practical training at the organization.

### **5.5 Chapter Four**

In chapter four, it describe and explained the strengths and weaknesses of the task chosen in chapter three which are the administrative task and also counter service. Both tasks have its own strengths and weaknesses that need to be improved for the successful of the organization in future. The strength of the administrative task are I can learnt variety of tasks, teach me on good time management and create a good teamwork among the colleagues meanwhile its weaknesses are administrative become more challenging, lack of staff and also strains the eyes. Besides, the strength of the counter service are it enhances my communications skills, good systems in keeping the record and boosts my interpersonal skills meanwhile its weaknesses are lack of staff, systems down and also lack of time. After identify one by one of the weaknesses on each task, a recommendations are needed in order to solve the issues and

improve for the betterment of the organization. Thus, there are several recommendations that need to take action by the Employee Provident Fund, Kuching which are recruit new staff based on their related background to the scope of work and also have their own support centre regarding of their computer server and systems. By taking these issues seriously, the organization can improve their services towards their customer in effective and efficient way.

## **5.6 Chapter Five**

In this chapter, it will describe and discuss the overall conclusion for every chapter during my practical training at the Employee Provident Fund, Kuching. Within the 8 weeks of conducting my practical training, I surely gain a lot. New friends, new experiences, new knowledge, new skills and new side of me that I have discover during my internship and all of it is very useful to me. I also received many good advices from the staffs, especially my supervisor, Mr. Abdul Khalid Bin Mohd. Madon. He always advice to keep the good work ethics, encourage me to explore something new, be confident and think positive. Overall, I had a very valuable experience. I found it both to be enjoyable and educational. With this valuable experience from this practical training, I will apply it for my future real working environment that surely will help me a lot.

## **5.7 Summary**

In this chapter, I had summarized all of the five chapters in this practical training report. Besides, I also include my feelings and experience during my practical training.

## REFERENCES

- (2012). Employee Provident Fund. Retrieved from Employee Provident Fund:  
<http://www.kwsp.gov.my/portal/home>.
- Dan Lattimore, O. B. (2012). *Public Relations, The Profession and The Practice*. McGraw-Hill , 20-32. Americas of New York.
- Ponce, J. (2005). Good Administration and Administrative Procedures. *Journal of Global Legal Studies*. Vol 1, 10-13. Britain.
- Shane, M. (2013). *Organizational Behavior*. McGraw-Hill Education (Asia), 78-84. Singapore.
- Singh, J. (2000). Performance Productivity and Quality of Frontline Employees in Service Organizations. *Journal of Marketing*. Vol 2, 11-15. Berlin.

## APPENDIXES (1)

### Activities at Operation Management Section



*Figure 1*

*Be Demonstrator during Wellness Day*



*Figure 2*

*Group Photo Session with Coach Ying*



*Figure 3*

*Cut Paper Using Paper Cutting Machine*



*Figure 4*

*Laminate Paper Using Professional  
Laminate Machine*





Figure 5

*Write on a Daily Reminder*



Figure 6

*Went to Pusat Mel, Kuching to post all of the EPF'S letter*



Figure 7

*Check Disposal of Goods*



Figure 8

*Building Inspection*



Figure 9

*Recreating 5S*



Figure 10

*Cutting the signboard of parking*





*Figure 11  
Paste the 5S on the wall*



*Figure 12  
New Look of 5S*



*Figure 13  
Recreating the Organizational Chart*



*Figure 14  
New Look of Organizational Chart*



*Figure 15  
Helping the public at EPS's Kiosk*



*Figure 16  
Group Photo with Operation Management  
Section's staff*



## APPENDIXES (2)

### Activities at “e-Caruman” Section

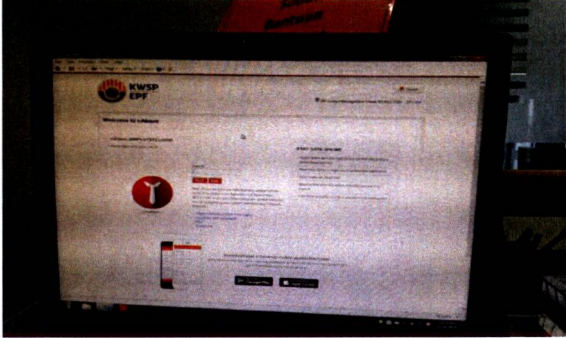


Figure 17

Main system of “e-Caruman”

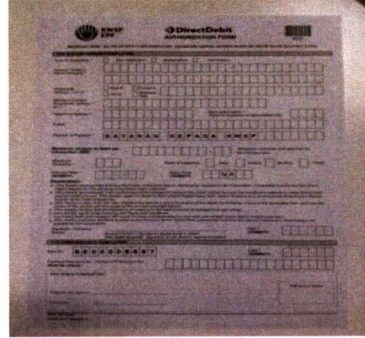


Figure 18

Direct Debit Authorization (DDA)



Figure 19

Activation of “i-account” for employer



Figure 20

Call Employer regarding of EPF payment



Figure 21

Call employer for “Program Anak Angkat”

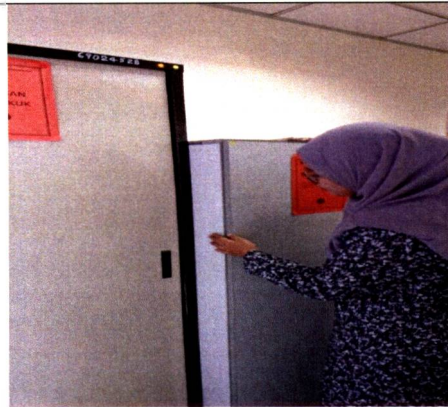


Figure 22

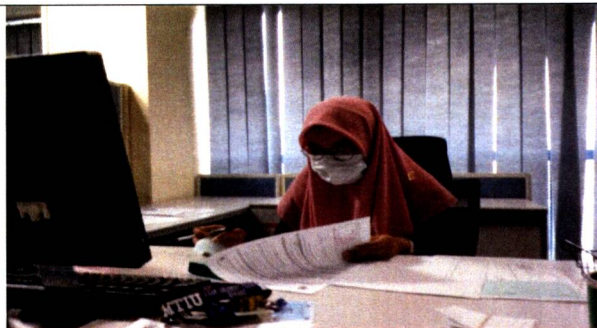
Check Inventory Codes of Good

## APPENDIXES (3)

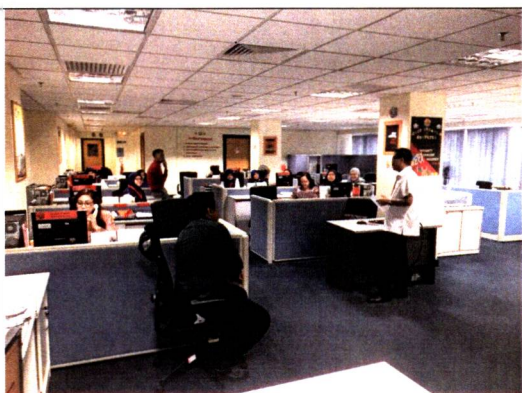
### Activities at Contribution and Finance Section



*Figure 23*  
*Do Bank Agent of Maybank*



*Figure 24*  
*Do Bank Agent of Public Bank*



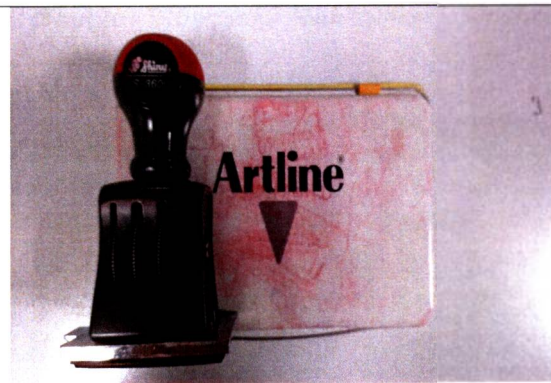
*Figure 25*  
*Short Weekly Assembly*



*Figure 26*  
*Filing Work*



*Figure 27*  
*Learn how to do resuscitation*



*Figure 28*  
*Important things in Resuscitation Unit which is cop*



## APPENDIXES (4)

### Activities at Enforcement Section

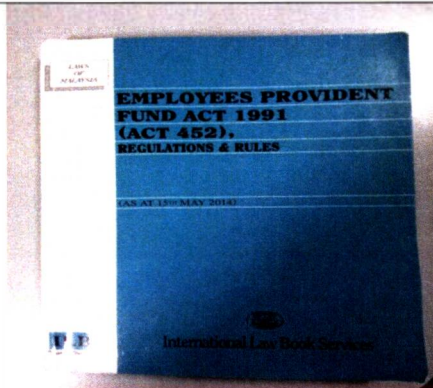


Figure 29

*Employees Provident Fund Act 1991 (ACT 452)*

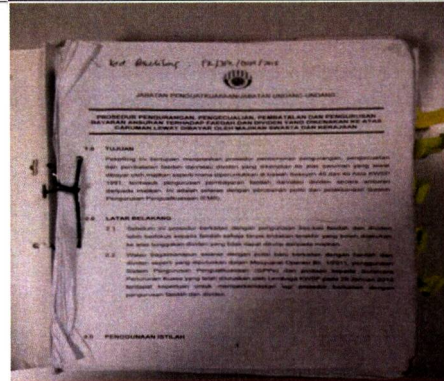


Figure 30

*"Prosedur Pekeliling Arahan"*



Figure 31

*Learn the Basic Dealing with Employer*



Figure 32

*Went to "Kompleks Mahkamah", Kuching.*



Figure 33

*File room*



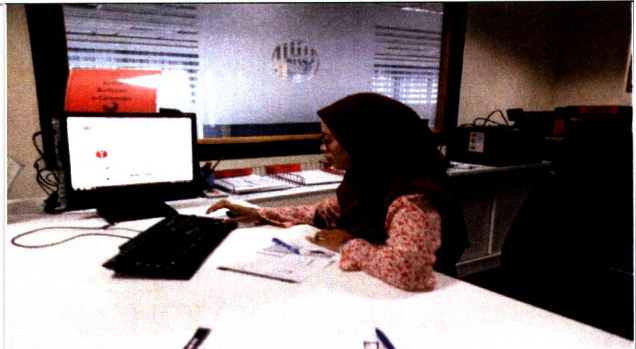
Figure 34

*Files for Auditing*



*Figure 35*

*Photostat the Requirement for Open a New File*



*Figure 36*

*Dealing with Employer at Counter Service*



*Figure 37*

*"Program Anak angkat" at Kampung Iboi, Asajaya Kota Samarahan.*



*Figure 38*

*Group Photo with EPF'S staff*



*Figure 39*

*During "Program Anak angkat" at Kampung Iboi, Asajaya Kota Samarahan.*



*Figure 40*

*Filing Work*





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.

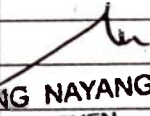
1. Student's Name : NUR ILLYANNIE BT. MARHAINIS
2. Date & Place of Birth : 20 JULY 1996 / HOSPITAL UMUM SARAWAK
3. UiTM I/C No. : 2016577271
4. Course : BACHELOR OF ADMINISTRATIVE SCIENCE
5. Year : 2 Part 6
6. Home Address : LOT 3376, LORONG 17A, KPE. SINAR BUDI  
BARU OFF TAMAN DESA WIRA, JALAN BATU KAWA,  
73250 KUCHING
7. Address During Practical Training : \_\_\_\_\_
8. Place of Training : EMPLOYEE PROVIDENT FUND
9. Name of Supervisor In-Charge : ADRIAN PANGGALA  
~ Ketua Penguasa Kelas 3301  
Seksyen Penguatkuasaan Cwgn Kuching  
Pejabat KWSP Kuching
10. Duration of Training  
From : 24 JULY 2018 To : 14 SEPTEMBER 2018

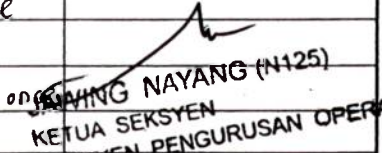
### FOR OFFICE USE ONLY :

11. Remarks : [Dean / Course Tutor]

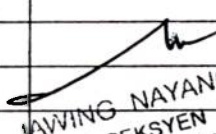
*She has a very good work ethic and follow direction well in completing her task. Besides, she was a pleasure to work with as she was organised. She can work in a good teamwork during practical training.*

**PRACTICAL TRAINING  
LOG BOOK**


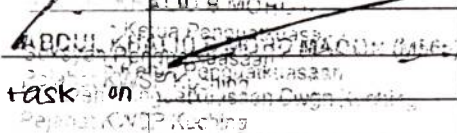
Date	Exact Nature Of Work Done	Supervisors Remarks
	<b>OPERATION MANAGEMENT SECTION</b>	
25/7/18	(i) Restructure organization chart of operation management section. (ii) Brochure editing using microsoft word for wellness day event	
26/7/18	(i) Attend an event of Jawatankuasa Keselamatan Kesihatan Pekerja (JKKKP) day EPF KUCH, collaboration with Nurmah Medical Specialist Centre, Kuching. at level 6. * wellness day : "Everyone can slim & fit" * event organized by Mr. Muhd. Nawawi * for the purpose of healthy lifestyle (ii) checking spelling error of procurement documents	
27/7/18	(i) Editing pictures using microsoft word of all division head EPF sawak to update the organization chart. (ii) Print, laminate using laminate machine, cut it using paper cutting machine and paste it on the wall provided. (iii) Key in the personal data health of staff EPF based on wellness day. * weight, height, BMI, blood sugar level, pulse rate and blood pressure. * using microsoft excel (iv) Update their personal data health to be compared with last year.	<div style="text-align: right;">   <b>JAWANG NAYANG (N125)</b>            KETUA SEKSYEN            SEKSYEN PENGURUSAN OPERASI            KWSP KUCHING         </div>

Date	Exact Nature Of Work Done	Supervisors Remarks
30/7/18	(i) Editing pictures of staff's operation management section using microsoft word (ii) laminate using laminate machine, cut it using paper cutting machine and paste on the wall provided. (iii) Decorate (iv) Update security info	
31/7/18	(i) Replace and decorate security info on level 4. (ii) Followed Puan Rubie * check, listed and take pictures of old goods for the purpose of disposal on level 4 and 5. (iii) Analyze data of personal health EPF Kuching using microsoft excel. (iv) Prepare slide presentation using microsoft power point of personal data health EPF Kuching.	
1/8/18	(i) Replace the organization chart of operation management section as the head of section rejected it last week. (ii) laminate using laminate machine, cut it using paper cutting machine and paste it on the wall provided. (iii) Update slide power point of personal data health EPF Kuching. (iv) Prepare prize for sport event (v) count money for sport event (vi) contribute each money according to the sports' activity * the receiver sign the document on they received the money	 <p>             NAYANG NAYANG (N125)              KETUA SEKSYEN              SEKSYEN PENGURUSAN OPERASI              KWSP KUCHING           </p>



Date	Exact Nature Of Work Done	Supervisors Remarks
	(vi) photostate the allowance contribution using photostate machine.	
2/8/18	(i) consultation with Dr. Nini Harianti (UKTM supervisor) (ii) send the copy of allowance contribution to Puan Irma bt. Jafri, Head of Enforcement Section at level 3. (iii) Help the staff in meeting with lawyer at level 6.	
3/8/18	(i) meet with madam chia swee choo, Head of Service at level 5. (ii) Help people at counter service using kiosk. * register i-account, print EPF statement, update personal data	
6/8/18	(i) Help people at counter service using kiosk. * register i-account, print EPF statement, update personal data	
7/8/18	(i) Building inspection with Puan Siti Aisyah at level 1, 4, 5, basement and also ground floor. * check the cleanliness, report if there are any damage on goods, record and give marks based on evaluation. (ii) writing on the white board for the purpose of reminder for any upcoming event or meeting.	<p style="text-align: right;">   <b>JAWING NAYANG (M125)</b>  <b>KETUA SEKSYEN</b>  <b>SEKSYEN PENGURUSAN OPERASI</b>  <b>KWSP KUCHING</b> </p>

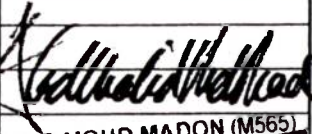
Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>(iii) recreate SS planner using microsoft excel</p> <p>(iv) laminate using laminate machine, cut it using paper cutting machine and paste it on the wall provided.</p> <p>(v) restructure the organization chart of SS using microsoft word.</p> <p>(vi) create parking lot for deputy director of contribution and finance section using microsoft word.</p> <p>(vii) continue with building inspection with puan Siti Nisyah at level 6.</p>	
8/8/18	<p>(i) Building inspection at outside and level 2 with puan Siti Nisyah</p> <p>(ii) manage mail with Mr. Rahman bin Ahmad</p> <ul style="list-style-type: none"> <li>* collect mail from each section</li> <li>* separate the ordinary mail and registered mail</li> <li>* measured the weight of each letter, price stated based on each weight, record, franking, paste "AK" sticker on the registered mail, calculate the amount</li> <li>* the letter that have been franking should be posted on the same day</li> <li>* delivered the letter at each section that given by the postman from poslaju and courier.</li> <li>* the one who received should sign and keep the record as an evidence</li> <li>* went to pusat mel kuching, pending to post all of the letter that have been franking.</li> </ul> <p>(iii) recreate the 9th floor plan</p>	<p><i>[Signature]</i></p> <p>JAWING NAYANG (N125)      KETUA SEKSYEN      SEKSYEN PENGURUSAN OPERASI      KWSP KUCHING</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
9/8/18	(i) check disposal of goods at level 2 and ground floor with Puan Eubbie * check the goods * take picture and record (ii) cut and laminate the name and position of staff in operation management section using paper cutting machine and laminate machine (iii) recreate and update SS in toilet of every level using microsoft publisher * cut, laminate	
16/8/18	(i) check disposal of goods at level 4 with Puan Eubbie * check the goods * separate based on code * take picture and record (ii) Help Puan Eubbie to rearrange the series code of disposal goods in ascending order using microsoft excel (iii) laminate SS using laminate machine e - caruman section	JAWANG NAYANG (M25) KETUA SEKSYEN SEKSYEN PENGURUSAN OPERASI KWSP KUCHING
13/8/18	(i) meet with Mr. Zainal bin Ibrahim, Head of contribution and finance section at level 2 (ii) Being transferred to e-caruman section at level 5 (iii) Learn the basic of e-caruman section with Mr. Khairul	
14/8/18	(i) Attachment with madam Naimah - she explained on her special task on case fraud	

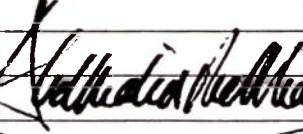


Date	Exact Nature Of Work Done	Supervisors Remarks
	<p>(ii) Attachment with madam Hanani</p> <ul style="list-style-type: none"> <li>- she and Mr. Fardzrul in charge in attendance</li> <li>- submit report of attendance to operator, Puan Hayati &amp; Puan Mis at level 9.</li> <li>- explain on Form A that must be submit monthly in which it contain personal company details on how much the employer pay towards their each employee.</li> <li>- explain on self-contribution in which it for saving purpose and encourage for unemployed people especially housewife.</li> </ul>	
15/8/8	<p>(i) Attachment - with madam Rubiah</p> <ul style="list-style-type: none"> <li>- she explain about Direct Debit Authorization (DDA), one of the e-payment method.</li> <li>- "Program Anak Angkat"</li> <li>→ persuade them to use e-payment as EPF does not receive any cash last July 2018.</li> </ul>	
	<p>(ii) Attachment with madam Romatiah</p> <ul style="list-style-type: none"> <li>- she explain about Financial Access Exchange (FPX) one of the e-payment method.</li> <li>- Panel bank of EPF</li> <li>- explain on online banking and bank counter method.</li> <li>- exposed about the late payment EPF in which they will get penalty.</li> </ul>	<p><i>Kedua</i></p> <p><b>WALIDAH MADON</b>  Ketua Penguasa  Seksyen Penguasaan Cukai Kuching  Pejabat KWSP Kuching</p>

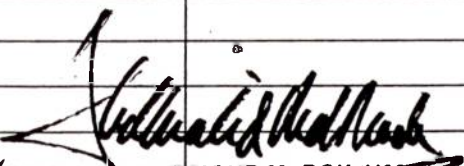
- Perhimpunan Bulanan -


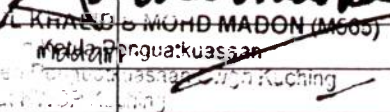
Date	Exact Nature Of Work Done	Supervisors Remarks
16/8/18	(i) Attachment with madam Dayangku Anum - learn to access the e-caruman section - update the employer's contact info and email as EPF will notify any info through email. - call some of the employer regarding of their EPF payment	
	(i) Attachment with Mr. Sepon - check inventory code of goods at level 5.	
17/8/18	(i) Attachment with madam Veronica - explained on "i-saraan" and also self-contribution - teach me on how to do filing according to the dates and bank.	
	(ii) Attachment with madam Dayangku Anum - learn how to active "i-account" for employer - call employer for "program anak angkat". * learn to deal with them through phone call * teach and explained them on how to use online banking. * persuade them to use online payment rather than cash and	 MOHD MADON (M565) Ketua Penguatkuasaan Seksyen Penguatkuasaan Cwgn Kuching JKR KWSP Kuching
	(ii) Help Mr. Sepon - create award for the best employer 2018. (letter).	



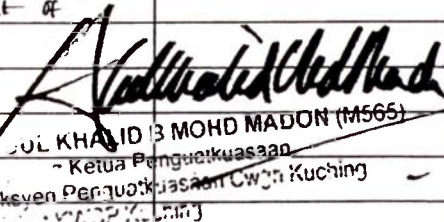
Date	Exact Nature Of Work Done	Supervisors Remarks
	CONTRIBUTION AND FINANCE SECTION	
20/8/18	(i) meet with Mr. Sepon, Head of e-cauraman section (ii) Being transferred to contribution and finance section at level 2. (iii) meet with madam Lina bt. Jemiron, Accountant officer. * she explained on her scope of work * mostly, she work with systems such as Integrated Financial Accounting management systems (IFAMS), Business Planning Continuously (BPS), Branch Delivery Systems (BDS), and also e-claims.	
21/8/18	(i) Attachment with madam Hasminah bt. Saimi * she incharged of Resuscitation Unit * she explained on sources of payment which are from bank agent (RHB, Public Bank, maybank & BSN), online internet banking, cash & cheque. (ii) Attachment with Mr. Morshidi Bin Bai * President Union * Duty Bank Agent of maybank * learned on how to do bank agent	
23/8/18	(i) Attachment with Puan Lantah bt. Talib * she incharged with unit CTMI (Cauraman tanpa maklumat) * more to correction * introduce online e-ctmi for employer	 HALID B MOHD MABON (MSc) Ketua Pengarahkuasaan Seksyen Perkuasaan Cawangan Kuching Pejabat P. Kuching

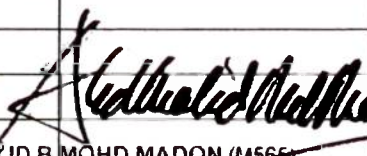
Date	Exact Nature Of Work Done	Supervisors Remarks
	(i) Attachment with madam Noor Asma bt. Hamdan * Duty Bank Agent of Public Bank * learned how to do bank agent.	
	(ii) Attachment with miss Nur Aimi bt. Mohd Johri * she in charged of adjustment, refund, reject and also ETL * she explained on her scope of work.	
24/8/18	(i) Attachment with madam Hasmimah bt. Saimi * she show the step and process on how to do resuscitation. * enter to safety room that have cash and cheque. * explain on different types of cheque * learned to use the resuscitations calculator. * learned to do cheque.	
	(ii) Attachment with Mr. Mohd Shidi * Do bank agent of maybank.	

  
 ABDUL KHALID B. MOHD MADON (MScs)  
 - Ketua Penguarkuasaan  
 Seksyen Perkhidmatan Cawangan Kuching  
 Pejabat KWSP (Kuching)

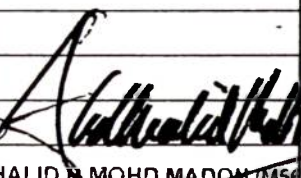
Date	Exact Nature Of Work Done	Supervisors Remarks
	Enforcement Section	
27/8/18	(i) meet with madam Lina bt. Jemiron, Accountant officer. (ii) being transferred to enforcement section, at level 3. (iii) meet with Mr. Mos bin Bujang, senior Inspector of enforcement section * He briefly explained on the enforcement section include it's background, scope of work, and others. * He introduced his 15 inspectors and 15 officers to me.	
28/8/18	(i) Attachment with Mr. Mos bin Bujang * He gave me "Prosedur Peketling mahan" and Employees Provident Fund Act 1991 (Act 452) Regulations and Funds. to read * These two are really important towards the inspectors as its contain their authority to employer, action and others. * Purpose: To understand more on the nature of work's inspector. * He also told me on the requirements on how to be inspector.	
29/8/18	(i) Attachment with Miss Rabiah and Rahane at enforcement section * she explained on the Enforcement management Section, support centre * she exposed and explore the systems to me.	



Date	Exact Nature Of Work Done	Supervisors Remarks
30/8/18	(i) Attachment with miss valentina and madam nariah at enforcement counter * They explained cases that usually happen such as : ① Employer does not submit Form A ② late payment and they will get penalty according to their months of contribution ③ cancellation as an employer ④ adjustment in terms of overpaid and wrongly paid for contribution months.	
31/8/18	Attachment with inspectors * Mr. Abang Affendi and madam Rabayah * Follow them to see on how they do inspection. * Procedure to be followed : ① showed them their enforcement card ② ask where is the owner of shop, who is in charge with EPF statement ③ explained the overdue payment and charges according to their contribution months. ④ They need to pay the overdue amount of payment otherwise warrant of arrest issued	 ZUL KHAMID B MOHD MADON (M565) - Ketua Penguatkuasaan Pakeven Penguatkuasaan Cwch Kuching JKR/KNSP Kuching

Date	Exact Nature Of Work Done	Supervisors Remarks
3/9/18	(i) Attachment with miss masniah and madam Hajiyah * They explained on the purpose of Enforcement Management System which is to, show the overdue payment of a company. * If the screen is red, it means epf payment have not been paid. * If the screen is yellow, it means the company still have overdue payment problem * If the screen is green, the company has settle all of the payment.	
4/9/18	(i) Attachment with Mr. Sam * He explained on borang KWSP 1879 in which it is a complaint form * He also explained on Borang 17 which is "Borang Pilihan mencaurum melebihi kadar Berkanun".	
	(ii) Attachment with madam chai * She explained on "Program Anak Angkat" → 20 881 employers in Kuching. → 1300 employers for each 15 inspectors. → the last third number of employer will be divided each 15 officers. * Purpose : To monitor the employers to pay their EPF monthly in order to avoid overdue payment.	<div style="text-align: right;">   <b>KHALID B MOHD MADON (M566)</b>        Ketua Penguatkuasaan        Seksyen Perisikan dan Gaji Kuching     </div>



Date	Exact Nature Of Work Done	Supervisors Remarks
5/9/18	(i) Attachment with Mr. Mos, Senior Inspector # He gave permission to follow him go to mahkamah Kuching. # Gain new knowledge and experience on how the procedure of prosecution are being processed at court. → Hearing cases by prosecutor either the defendant admit their fault or not. → case facts → when the magistrate to sentence towards the defendant, they can begging to decrease their sentence with the approval of the prosecutor	
6/9/18	(i) Attachment with Miss Azma # she explained on how to do filing work according to the number of employer. # There are two file rooms which are located at level 2 and also at level 3. * File room at level 2 are from 410000 to 8019 # meanwhile file room at level 3 are from 801441769 to 801768970 # teach on how to use file # inside file room, there are consists of employer's file, complaint file in green colour and also prosecution file in brown colour.	 KHALID B MOHD MADON (M505) Ketua Penguatkuasaan Seksyen Penguatkuasaan Cukai Kuching Pejabat K. DP Kuching

Date	Exact Nature Of Work Done	Supervisors Remarks
7/9/18	<p># Audit Team from Enforcement Section come</p> <ul style="list-style-type: none"> <li>→ Help the inspectors and officers to find employer's file.</li> <li>→ 60 files in 1 hour.</li> <li>→ so the officers cannot edit the file again or make correction on that particular cases.</li> <li>→ send all of the files selected to meeting room at level 9.</li> <li>→ All of the cases will be evaluated by the Audit Team to assess their performance of work. and marks will be given by them.</li> </ul>	
12/9/18	<p>* Do filing work</p> <ul style="list-style-type: none"> <li>→ Help the inspectors and officers to return back all of the employer's file at file room after auditing session done.</li> <li>→ Arrange the files according to the employer number.</li> </ul>	
13/9/18	<p>(i) Do filing work</p> <ul style="list-style-type: none"> <li>→ Help the inspectors and officers to find their employer's file in order for them to study and settle the case.</li> <li>→ Replace it with file indent.</li> </ul>	<p><i>Khalid Mohd Madon</i></p> <p>MR. KHALID B MOHD MADON (M565)  Ketua Pengurusan  Suruhanjaya Pengangkutan Awam Kelantan</p>







**KWSP**  
**EPF**

## **CERTIFICATE OF INTERNSHIP PROGRAMME**

*This is to certify that*

***NUR ILLYYANNIE BINTI MARHAINIS***

***(960730 13 5168)***

***Bachelor of Administrative Science (HONS)***

***University Technology of Mara, Campus 2 Samarahan***

*Has successfully completed her Internship Programme*

*For the period of*

***09 July 2018-14 September 2018***

*As per training centre below:*

***Employee Provident Fund Building, 9th Floor, Locked Bag No. 2089,***

***Jalan Uplands, 93598 Kuching, Sarawak.***

A handwritten signature in black ink, appearing to read 'Aminuddin Abdul Aziz', is written over the printed name.

**AMINUDDIN ABDUL AZIZ**

***Employee Provident Fund Chief of Sarawak State***



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI  
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA  
LAPORAN AKHIR PRAKTIKAL (ADS 667)

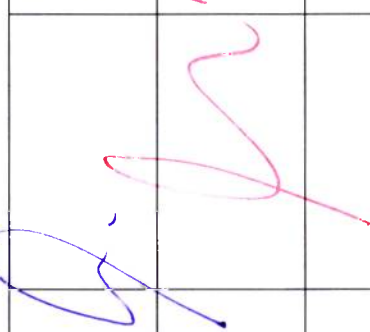
NAMA PELAJAR : Nur Ilyyannie bt. mahainis.....  
NO MATRIK UiTM : 2016577271.....  
NO KAD PENGENALAN : 960730 13 5168.....  
PROGRAM : AM228/AM225\*  
NAMA PENSYARAH PENYELIA : Dr. Nani Hariani.....

---

\* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan



Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	2/8/18	9am-		Discussion on chapter 1.
2	25/9/18	12 pm		submit chapter 1 and 2
3	16/10/18	8am.		submit chapter 3
4	22/11/18			correction chapter 1 and 2
5	28/11/18			submit chapter 4
6	30/11/18			submit chapter 5
7	17/12/18			correction chapter 5

8	27/12/18			correction chapter 3 and 4
9	21/12/18			correction chapter 1
10				

\* potong yang tidak berkenaan  
 Sila gunakan lampiran jika ruang sediada tidak mencukupi