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FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



**PRACTICAL TRAINING REPORT
ADS 666**

KAPIT RESIDENT OFFICE

**ANDREW BALANG KOH
2010592883**

**SUPERVISOR:
ARENAWATI SEHAT BINTI OMAR**

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Declaration

We hereby declare that the work contained in this research proposal is original and our own except those duly identified and recognized. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UITM's rules and academic regulation.

Signed

Andrew Balang Koh

2010592883

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I wish to express my sincere thanks to Tuan Dahim anak Nadot, Resident of Kapit for giving me the opportunity to undergo practical training in the Kapit Resident Office. Also, special thanks to my practical training supervisor, Sarawak Administrative Officer (SAO) Minggu anak Jampong, and to all of the staff in Kapit Resident Office regardless of any position and status for their mental and physical support, and their willingness to share the information, knowledge and experience from the beginning until the end.

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Contents

Declaration	i
Acknowledgement	ii
Chapter 1: Introduction of the organization	
1.1 Geographical background	1
1.2 Organizational background of Kapit Resident Office	1
1.3 Organization Main Function and Roles	2
1.4 Organization Motto	4
1.5 Organization Vision	4
1.6 Organization Mission	4
1.7 Organization Objective	4
Chapter 2: Schedule of practical training	
2.1 Practical Training Daily Tasks Report	5
Chapter 3: Analysis	
3.1 Analysis of Training	12
3.2 Definition of Concept	13
3.3 Counter Service Concept	14
3.3.1 In Front of the Counter	15
3.3.2 Counter Section	17
3.3.3 Behind the Counter	21
3.4 Strength of Counter Service	26
3.5 Weaknesses of Counter Service	28
Chapter 4: Recommendations	
4.1 Strength of Job or Tasks	30
4.2 Weaknesses of Job or Tasks	32
4.3 Propose Recommendation	33
5.0 Conclusion	36
References	40
Appendix	41

Chapter 1

Introduction of The Organization

Include among others the background of the organization, objectives, and company policies or organization policy, mission and vision of the organization structure, core business of the organization and other relevant information pertaining to the organization.

1.1 Geographical Background

Kapit is the Seventh Division of Sarawak which consists of three districts, namely Kapit, Belaga dan Song, and 2 sub-districts namely Nanga Merit and Sungai Asap.

Kapit division is the only division which is not connected by road link to other major town in Sarawak. Due to that, Kapit is technically called as an Island, because Kapit only can be accessible by river. The only way to get to Kapit is by an express boat from Sibu which is 126 kilometer away or approximately 3 hours boat ride. Kapit is well known as a division that has greatly contributed to the country's main income such as timber, coal, and now the Bakun hydroelectric dam which located in district of Belaga, one of the town in Kapit division.

The Ibans are the major race that occupies the geographic factor of Kapit division, alongside with an Orang Ulu that lives along the mighty Rajang River. The peoples in Kapit generate their income through agricultural activities, such as paddy planting, rubber tapping, pepper planting and many more. Apart from that, the Ibans and Orang Ulu also go for hunting either in the jungle or river.

1.2 Organizational Background of Kapit Resident Office

Kapit Resident Office (R7D) was formed on April 2nd, 1973. Kapit division is headed by an administrative officer, or Resident. Encik Dahim anak Nadot is the current Kapit Resident which was appointed to the position in 2009. He was assisted by his two Deputy Resident, namely Mohd. Ikhmal Abdullah (Social) and Selamat Jati Yanjah (Development).

During colonial era, Kapit division was part of the Third division together with Sibu division, which was administered at Fort Sylvia, which still exists until today. Since then, Kapit division has undergone vast transformation in terms of administration, where Kapit Resident Office plays a major role in providing services to the peoples in Kapit division. Located at Level 8 and 9, State Government Complex at Jalan Bletch, Kapit Resident Office are dealing with the public at almost every days. Besides that, Kapit Resident Office in collaboration with Kapit District Office and other Government agencies also went to upper river area in order to provide a services to the peoples who lives in the longhouses and villages so that nobody will be left out from government programs and activities. For example, Kapit

Resident Office and National Registration Department are working together to registered the peoples without Identification Card (I.C.) which lived far from town.

Figure 1.1 Kapit Division Administrative Organization Chart



1.3 Organization Main Function and Roles

Kapit Resident Office function and roles are as follows :

1.	IMPLEMENTATION AND MONITORING OF DEVELOPMENT PROJECTS	<ul style="list-style-type: none"> ➤ Malaysia Plan Projects (Federal & State) ➤ Minor Rural Projects
2.	DIVISIONAL ADMINISTRATION MATTERS	<ul style="list-style-type: none"> ➤ Administration and Financial Management ➤ Human Resources Management ➤ Appointment of Community Leaders and Headman ➤ Compilation of Divisional Profile
3.	INSTITUTIONAL MANAGEMENT	<ul style="list-style-type: none"> ➤ Divisional Development Committee ➤ Divisional Tourism Task Group Committee ➤ Divisional Disaster Relief Management Committee ➤ Divisional State and Federal Tenders Boards

		<ul style="list-style-type: none"> ➤ Divisional Cock Fighting Licensing Committee ➤ Divisional MAKSAK Committee ➤ Divisional Consumers Movement ➤ Divisional Drug Eradication Action Council ➤ Annual Board of Survey ➤ Divisional Social Committee ➤ Divisional Security Committee ➤ Divisional Penan Affairs Committee ➤ Divisional Road Safety Committee ➤ Divisional Sport Council ➤ Divisional State and Federal Housing Boards ➤ Bakun Resettlement Committee
4.	ISSUANCE / APPROVAL OF LICENCES	<ul style="list-style-type: none"> ➤ Public Collections License ➤ Cockfighting License ➤ Tourist Permit ➤ Express Marriage License ➤ Money Lender License ➤ Advertisement License (for money Lenders) ➤ Marriage License for Underage Girls
5.	SECRETARIAT	<ul style="list-style-type: none"> ➤ Protocol Matters ➤ VIP Visits ➤ Transportation and Accommodation Arrangement ➤ State and General Elections ➤ Official Functions ➤ Social Activities
6.	STATUTORY MATTERS	<ul style="list-style-type: none"> ➤ Statutory Declaration ➤ Certification of Document

1.4 Organization Motto

Yesterday Frontier, Tomorrow Powerhouse

1.5 Organization Vision

To Emerge As An Exemplary Public Organization In Managing Government Programmes And Policies.

(Pentadbiran Bahagian Kapit Beriltizam Untuk Menjadi Organisasi Awam Contoh Dalam Mengurus Program Dan Dasar Kerajaan)

1.6 Organization Mission

To Promote Sustainable Development And Render Efficient Services To The Public.

(Untuk Mencapai Misi Yang Termaktub, Maka Kami Dengan Ini Komited Untuk Mempromosikan Pembangunan Yang Berterusan, Serta Menyediakan Perkhidmatan Yang Cepak Kepada Pelanggan)

1.7 Organization Objective

i. Full implementation of development projects

(Melaksanakan Projek Pembangunan Yang Mampan)

ii. Implementation of customer driven services with proper procedures

(Melaksanakan Pehidmatan-Perkhidmatan Yang Berterasankan Pelanggan Dengan Mematuhi Prosedur Yang Ditetapkan)

iii. Availability of courteous, knowledgeable, and competent staff

(Menyediakan Staff Dan Pegawai Yang Berbudi Bahasa, Berilmu Dan Kompeten)

iv. Maximizing IT usage in the workplace

(Memaksimakan Penggunaan IT Di Tempat Kerja)

Chapter 2

Schedule of Practical Training

Report and summarize the daily training extracted from the Log Book. Description of jobs and tasks executed throughout training.

2.1 Practical Training Daily Tasks Report

DATE	EXACT NATURE OF WORK DONE
<p>16th July 2012 Week 1 Day 1 (Monday)</p>	<ul style="list-style-type: none"> ➤ 7.40am; Arrived at State Government Complex ➤ After meeting with SAO Minggu ak Jampong (SAO Admin.&H.R) I was introduced to the Kapit Resident Office (R7D) staff ➤ Place under Development Unit, under Deputy Resident (Development) En. Selamat Jati Yanjah ➤ I was given a brief explanation by PPT En. Chairil Reduan on the main function of the Development Unit <ul style="list-style-type: none"> - monitoring the RMK-10 development project in Kapit Division - receive feedback on NKRA (price hike, rural facilities, transportation, standard living, to make a report to be submitted to the Sarawak Development Office and other relevant authorities) ➤ 2.30pm; attending a meeting, chair by Resident of Kapit, En. Dahim Nadot, as an observer regarding MS ISO 9001:2008 report ➤ I was appointed as one of the selecting committee to select the winner of corporate uniform competition for the organization ➤ I was assigned by SAO En. Awang Mohd. Nizam to assist PPT En. Chairil Reduan in beautification competition organized by Information Department in conjunction with Merdeka Day Celebration
<p>17th July 2012 Week 1 Day 2 (Tuesday)</p>	<ul style="list-style-type: none"> ➤ 9.00am; attending a meeting as a selecting committee (corporate uniform competition) ➤ 2.00pm; giving help in setting up an event for tonight “ Kempen Kibar Jalur Gemilang Peringkat Bahagian Kapit 2012” – hanging up banner, arranging chair,etc. (see appendix) ➤ 7.30pm; the event started ➤ 9.30pm, the event ended, helping the staff to packed the office belonging
<p>18th July 2012 Week 1 Day 3 (Wednesday)</p>	<ul style="list-style-type: none"> ➤ 9.30am; this morning I was helping SAO Joseph Ikan (Development) photostatting some of his documents to be brought to a meeting ➤ The rest of the day, i am doing some clerical work as instructed by the officer.

<p>19th July 2012 Week 1 Day 4 (Thursday)</p>	<ul style="list-style-type: none"> ➤ This morning, I was dealing with the public that come for an official business. ➤ Since today many of the staffs went to travelling or outstation, my jobs is to refer some of the public members to others Administrative Officer which is available. Majority of the public members are coming for: <ul style="list-style-type: none"> ➤ Document Certification; ➤ Express marriage; and ➤ Commissioner for Oath (2nd Class Magistrate).
<p>20th July 2012 Week 1 Day 5 (Friday)</p>	<ul style="list-style-type: none"> ➤ 8.00am; earlier this morning, my jobs is to answering a phone call for State Development Office (SDO) in Kuching regarding the development projects in Kapit division. ➤ At the same time, I am also dealing with the public that wanted to meet with the Deputy Resident (Development) ➤ Apart from that, I was instructed to do some of the dispatch work, sending some of the documents to the 9th floor of Kapit Resident Office.
<p>23rd July 2012 Week 2 Day 1 (Monday)</p>	<ul style="list-style-type: none"> ➤ 8.30am; this morning, all of the staffs have to attend a briefing on service book at the 2nd Floor. ➤ During the briefing, I was assigned to update Deputy Resident (Social) service book from year 1996 until 2012 <ul style="list-style-type: none"> • Service book is regarding the career movement of the staff especially in terms of salary increment, job promotion, transfer, personal records, numbers of sick leave taken, financial loan and job training they have attended.
<p>24th July 2012 Week 2 Day 2 (Tuesday)</p>	<ul style="list-style-type: none"> ➤ 8.00am; after signing in for work, my task is to resume an unfinished work regarding the service book. Today, my target is to finished updating the service book from year 2002 until 2008. ➤ 5.00pm, signing off, managed to finish updating the service book until year 2008.
<p>25th July 2012 Week 2 Day 3</p>	<ul style="list-style-type: none"> ➤ 8.00am; on the third day updating the service book, my target is to finish updating the service book. ➤ 3.30pm; finally I managed to completed the task, and returning all the

(Wednesday)	confidential file to Deputy Resident (Social).
26 th July 2012 Week 2 Day 4 (Thursday)	<ul style="list-style-type: none"> ➤ 8.00am, today, less job waiting for me, as majority of the staffs haven't return from travelling. ➤ As usual, my task is to served as a counter service, answering a phone call, and Photostatting some document for office use.
27 th July 2012 Week 2 Day 5 (Friday)	<ul style="list-style-type: none"> ➤ Today is my last day attached at Development Unit before moving to the new department. ➤ Everyone is preparing for another trip upriver, to Long Busang, Belaga as some of the state ministers, officials, led by Yang Berhormat Datuk Amar Haji Awang Tengah bin Ali Hassan, Minister of Resource Planning and Environment (II), Minister of Public Utilities and Minister of Industrial Development are schedule to arrived in Belaga on Saturday. ➤ I am also involved in assisting the travelling staffs by sending a document to other departments in the complex, and answering a phone call pertaining with the trip.
30 th July 2012 Week 3 Day 1 (Monday)	<ul style="list-style-type: none"> ➤ 8.00am; Today, I was transferred the new department, (Social department), where most of my jobs will be dealing with the public that come for official business. This department is dealing with many functions, such as; the distribution of Laptop 1 Malaysia, registration of E-Kasih, application of Licenses; and many more. ➤ 2.00pm; my duty is to assist the Resident of Kapit Secretary (Steno), Pn. Ngayun Nira. Part of my jobs are; receiving and sending fax, recording the fax transaction in record book, sending an e-mail to the Resident who is currently away in Belaga, filing, photostatting, answering a phone call, and some others clerical works.
31 st July 2012 Week 3 Day 2 (Tuesday)	<ul style="list-style-type: none"> ➤ 8.00am, unfortunately, today Pn. Ngayun was unable to come, because she is on sick leave, and have to travel to Sibu to undergone an operation. ➤ With the help of one of the Capability Building for Graduates (CBG), Ms. Sumai Renang, I slowly learn how to run the steno room. Not only that, I also refer to one of the senior staff, Puan Latifah Binti Ali.

	<ul style="list-style-type: none"> ➤ 10.00am; a couples of tourist from Switzerland come to an office to make a travelling permit who planned their trip to Belaga. My task is to fill the form, by taking their name, passport numbers to be filled as a reference. Then, I have to make a copy for the permit, and to be signed by the any officers. The copy of the permit will be fax to Belaga District Office as part of the procedure. Finally, the permit must be filed for records. ➤ At the same time, I also recording an incoming mail by fax in the record book by writing down the date of the fax, subject, and reference numbers. ➤ Any mail of fax received, will be scanned and will be e-mail to the Resident of Kapit as soon as possible for further advise. So, my job is to update his travelling programmes, and constantly checking the e-mail. ➤ As a replacement for steno, I also keep on updating the Resident of Kapit by using Short-Messaging Services (SMS) to ensure the Resident updated.
1 st August 2012 Week 3 Day 3 (Wednesday)	<ul style="list-style-type: none"> ➤ 8.00am; jobs continue as usual, the fax machine always keep me running around the office. ➤ In case of the fax or mail received need an immediate action, the document will be forwarded to the Deputy Residents that is available at that time. That is how the procedure work. ➤ I made a phone call to Jabatan Hal Ehwal Khas Kapit to inform that the Resident unable to attend their function.
2 nd August 2012 Week 3 Day 4 (Thursday)	<ul style="list-style-type: none"> ➤ 8.00am; my task is to fax a documents to all government agencies and department regarding “Kempen Kibar Jalur Gemilang”. ➤ Secondly, I have to check an e-mail replied by the Resident, and doing some follow up regarding the Resident travelling schedule. ➤ Thirdy, I have to make the Resident of Kapit monthly travelling programme for Steno records as instructed by Puan Ngayun.
3 rd August 2012 Week 3 Day 5	<ul style="list-style-type: none"> ➤ 9.00am; this morning, a couples of tourists come to an office to make a travelling permit. ➤ Every Friday is where all the staffs have to carried out their own 5’s.

(Friday)	so, my jobs is to rearrange the documents and file, newspapers, in-line with 5's objectives.
6 th August 2012 Week 4 Day 1 (Monday)	<ul style="list-style-type: none"> ➤ 8.00am; the Resident of Kapit is in office, after back from travelling. I am obliged to update and inform his on the current progress of his activity by inserting all the incoming fax and letter in his folder. ➤ I'm also arranging a meeting for those who come for express marriage to get a signature from the Resident of Kapit, because according to the procedure, only the Resident can sign the documents, on behalf of the Chief Minister of Sarawak. ➤ Then, the married couple have to pay RM100 to registered their marriage at District Office at level 2 and come back again to Resident office to give their copy of document to Resident Office for our record.
7 th August 2012 Week 4 Day 2 (Tuesday)	<ul style="list-style-type: none"> ➤ This morning, my task is to assist Puan Latifah Ali from an account section to make the Resident travelling claims, such as getting a signature from the Resident and finding a documents that is related to his claims, as an evidence. ➤ At the same time, I'm also arranging a meeting for express marriage with the Resident. ➤ This afternoon, my job is to update the Resident travelling schedule for the month of august, because tomorrow he will be off to Kuching. ➤ I have to make a booking for flight and express boat ticket for the Resident.
8 th August 2012 Week 4 Day 3 (Wednesday)	<ul style="list-style-type: none"> ➤ This morning, a couples of tourists come to make a visiting permit to Belaga, and as usual I have to make a permit for them, then to follow the necessary procedure, such as to fax the permit to Belaga District Office. ➤ Before leaving for Kuching, I have to make a personal copy for the Resident of Kapit regarding his meeting program, for his reference.
9 th August 2012 Week 4 Day 4 (Thursday)	<ul style="list-style-type: none"> ➤ Today, less work to do as the Resident are currently away. But, fax are keep on coming in, I have to record the incoming fax in a record book, before forwarding the fax to the relevant officer.
10 th August 2012	<ul style="list-style-type: none"> ➤ 8.00am; as early as 8.00am, Puan Ngayun, the Resident Steno has

Week 4 Day 5 (Friday)	<p>come back to work. But still I have to assist her because she is not fully recovered, and barely move.</p> <ul style="list-style-type: none"> ➤ My task for today is to assist the Steno in making the Resident travelling claims, photostating, answering a phone call, and filing.
11 th August 2012 Week 4 Day 6 (Saturday)	<ul style="list-style-type: none"> ➤ 12.00pm; on Saturday morning, me and the Deputy Resident (Social) Mohd. Ikhmal Abdullah and three others Resident Office staffs went to Nanga Melipis, about 30 minutes boats ride from Kapit town. ➤ My task is to help the longhouse folks to set up tomorrow events, where the Deputy Chief Minister, Yang Berhormat Datuk Patinggi Tan Sri (Dr.) Alfred Jabu Ak. Numpang will make a visit to the longhouse. ➤ We work as a secretariat and protocol in assisting the Deputy Resident.
12 th August 2012 Week 4 Day 7 (Sunday)	<ul style="list-style-type: none"> ➤ 12.00pm; the Deputy Chief Minister touchdown in the afternoon and my task is to take a picture and get ready for the main events. ➤ 4.00pm; the event ended at 4.00pm and we are going back to Kapit. (see appendix, picture 1 and picture 2)
13 th August 2012 Week 5 Day 1 (Monday)	<ul style="list-style-type: none"> ➤ My task for today is to assist Puan Ngayun in filing, clerical work, photostating and send fax. ➤ get ready for tomorrow internal audit.
14 th August 2012 Week 5 Day 2 (Tuesday)	<ul style="list-style-type: none"> ➤ Auditing was carried out. My task is to assist Puan Ngayun during the auditing process. The auditor are asking for the latest update on express marriage list, marriage procedure, and few others confidential documents pertaining to the steno responsibility.
15 th August 2012 Week 5 Day 3 (Wednesday)	<ul style="list-style-type: none"> ➤ Today, 5's auditing process will be carried out. Everyone are busy with their own 5's and I am helping those who are in need of help, for example, lifting up the newspaper, removed the dust, and others cleaning jobs.
16 th August 2012 Week 5 Day 4 (Thursday)	<ul style="list-style-type: none"> ➤ My day continue as usual, where I am assisting Puan Ngayun as a Steno, by doing clerical work, and answering a phone call. I am also helping in photostating, fax, and express marriage documentation.
17 th August 2012	<ul style="list-style-type: none"> ➤ On the last day of my practical training, Puan Ngayun, Steno of

<p>Week 5 Day 5 (Friday)</p>	<p>Resident Office having an appointment with a doctor. My task for today is to work at the Steno room.</p> <p>➤ I have to make sure every fax, call, documentation, filing need to be carried out carefully because I will be accountable if the information is incorrect and it can cause a lot of problem.</p>
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Chapter 3

Analysis

Analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook (refer to the Appendix). This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learn in classroom at work place; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

3.1 Analysis of Training

In order to emerge as an exemplary public organization in managing government programmes and policies in line with its organization vision, Kapit Resident Office must have adequate information as the information can be transform into knowledge which knowledge is the main sources of becoming an influential and powerful organization. The channel of getting the right information is the main focus that will be discuss furthermore, as it is heavily involves with the organization customers, or in the case of Kapit Resident Office, their customers is the public that lives in Kapit Division.

An area of study that will be discussed into further details in this chapter is counter service. The main reasons why counter service is chosen, is due to the importance of Kapit Resident Office nature of work. As Kapit Resident Office is the biggest organization in Kapit Division, the public always comes and dealing with the organization in many ways, such as e-Kasih, document certification, express marriage, statutory declaration, licensing registration, and many more. So, it is very important for Kapit Resident Office, to focus more towards its counter service to ensure every business will be carried out more efficient and effective.

At the same time, the improvement of counter service aspects will very much benefits both parties in many factors, namely the organization of Kapit Resident Office and the public, because Kapit Resident Office will be able to deliver the government policies and programmes in a proper manner. In terms of communication, the conversation will be much more improved as the staff will be more focused on their work or job description, and can avoid time wastage.

In addition to that, counter service is very much related to the level of customers' satisfaction. It is vital for any organization, especially for Kapit Resident Office to maintain that friendly environment. When customers are unhappy, it will reflect the quality service of the department.

3.2 Definition of Concept

According to Evans and Lindsay (2001), they suggested that services have three basic components. First it is made up of physical facilities, processes and procedures. By referring to one of three basic components as mentioned, which is physical facilities, from the statement given by the scholars, here we can see that that physical facilities can be referred to counter service. Counter service is a physical facility which acts as an organization front image. The important of first impression will be reflected by counter service of any organization whenever the public dealing with the organization staff or emotional labour in the counter service.

According to '*Pekeliling Kemajuan Pentadbiran Awam Bil. 10/1991*' issued by the Prime Minister Department on July 1st, 1991, have provided an intensive guideline for every government departments and agencies to be followed in relation with counter service. The circular was issue in order to ensure every government departments and agencies provide high quality services towards the customers that deals with any government departments and agencies. According to the circular, counter service are divided into three (3) main components. The three components are;

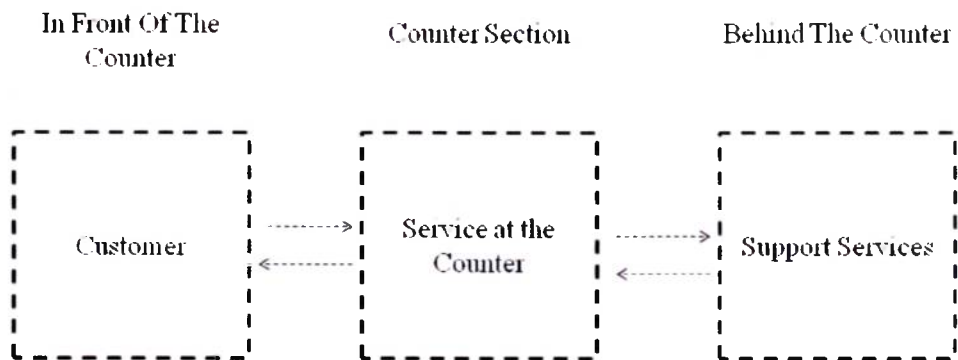
- i) In front of the counter;
- ii) Counter section; and
- iii) Behind the counter.

3.3 Counter Service Concept

Counter service is very important to ensure the government departments and agencies provide an efficient and effective service to the public. Many official business are carried in the counter, such as processing a license, permit, passport, identification card, and many more. The layout of the counter service as provided in '*Pekeliling Kemajuan Pentadbiran Awam Bil. 10/1991*' are as picture below.

Figure 2.1 Counter Service Concept

Counter Service Concept



*(source : taken from *Pekeliling Kemajuan Pentadbiran Awam Bil. 10/1991*, page 5)

3.3.1 In Front Of The Counter

In front of the counter is referring to the place where the staff of the organization is dealing with the customer. In front of the counter is where the customer positioned themselves when doing their business at the counter. In every counter, the counter must be fully equipped with an adequate tools in order to ensure the customer understand the flow of the office while dealing with the staffs in the organization. In every organization in Malaysia, they are required to fulfill 5 main elements for front counter. The five (5) elements are;

a) Signs and direction

Signs and direction must be clearly visible for the customer to view. At the same time, signs and direction must be put at the most strategic location, so that the customer know what is the type, place and a list of needs of a business.

b) Inquiry counter

Inquiry counter must be easily accessible by the customer. In order to ensure inquiry counter work efficiently, an experience staffs must be place in the counter so that it will not consume more time, and they know exactly on what to do. Inquiry counter also must be equipped with the forms, manuals and brochures. Some of the criteria of effective and efficient inquiry counter are; the public do not have to line up in front the counter, and the time taken for the public to stand in the line can be reduced with the separation of the customer based on its nature of business.

c) Comfortable waiting areas

The best waiting areas should be equipped with comfortable seats and environment. The area also must be big in terms of its space so that the public can move around with no problem. The waiting area also must be clean and tidy, id possible, the waiting area are equipped with fan or air conditioner. Comfortable waiting areas also include light reading materials, and even public phone. In addition to that, some facilities also should be available for the public, such as vending machine, canteen, public toilet, photocopy machine, photo studio, public announcement (PA) system, and post counter.

d) Queue system

Queue system are used in some of the government departments and agencies especially that deals with high numbers of public. In some department, such as National Registration Department (NRD) and Road Transport Department (RTD), they introduced numbering system to call the customer for their turn. This systematic solution helps to avoid the customer from crowding the counter at one time. The customer only refers to an electronic board which usually appears in front of the counter. In some places, such as at NRD, there are special sitting place specially provided for pregnant women, senior citizens, and also for the disable.

e) Suggestion system

Suggestion system must be included in every counter service. It is very important for every customer to be able to evaluate the services provided, which is very useful of the organization to improved the services in case of any weaknesses occur. Apart from giving out their comments, suggestion system also allow the customer to give some credit for their tremendous effort and to one of the channel for the customer to say thanks to the staffs. The suggestion form must be taken seriously, because it reflect the customer level of satisfaction towards providing quality services.

3.3.2 Counter Section

Counter section is the middle part of the counter service, which is located in between the in front of the counter and behind the counter. Counter section is where the service occurs between the customer and the staff. The staff is the emotional labor where the staff is required to display certain emotions as parts of their job, and to promote organizational goals. According to (James, 1989), emotional labor can be defined as “the work involved in dealing with other peoples’ feelings, a core component of which is the regulation of emotions”. It shows that the staff emotion is the most important factor in producing quality counter service to the public or the customer.

Whenever the staff is dealing with the public or the customer, they must act professional by putting aside all their emotions and to focus on the jobs as described by the management. Regardless of men and women, the staff must maintain the good work to provide quality service counter.

In serving the counter section, the staff must follow all the guideline as set up by the top management based on the provided government circular. According to *Pekeliling Kemajuan Pentadbiran Awam Bil. 10/1991*, counter section must have 4 stages of approaches that must be followed by the staff. The four stages are;

a) Preparation

preparation in referring to the staff action that should be taken while they are about to start to make a deal with the customer in order to ensure smooth services. There are several steps in this stage that every staff should do. The steps are:

- To make sure the lamp in the counter and waiting area is ON;
- To make sure all the machine and equipment, including the PA system is in good condition and ready to be use;
- To make sure all the forms and documents is provided in at the counter service;
- Ensure all the equipment in the counter such as date stamp, department or office stamp including the receipt and stationery are ready;
- To make sure the change/balance money is adequately provided;

- To make sure the counter environment and customer waiting area is clean and orderly;
- To make sure the facility provided such as the seat or chair, including the dumpster is in good conditions;
- To make sure the form and document in the tray are adequately filled;
- To keep an aisles line up, where appropriate, is in good condition;
- To make sure the board is constantly updated with its nature of the business;
- To ensure all the notice boards containing information or statement up to date;
- To ensure the signage is ready and pointing to the right direction;
- To be ready in the counter service 10 minutes before the operation begins with appropriate dressing together with name tags;
- The counter must be open right on time; and
- To notify the supervisor if the counter staff are not present at counter on time.

b) Greetings

Greetings is referring to the staff emotional interaction with the customer. The staff which is classified as an emotional labor must give good reception towards the customer by eliminating their entire personal problem and must work as a true professional. Some of the practices that the staffs must perform are;

- Receive the customer with friendly approach and warm welcome with cheerful smile;
- To ask what type of business required by the customer with soft and clear voice and tone;
- To have an eye contact with the customer while they are talking and gives full attention to what they are trying to say; and

- To direct the customer to the right counter if the service cannot be provided.

c) Processing

in processing stage, the staff are required to give friendly services towards the customer. It is to ensure the staffs are giving their best effort while dealing with the customer. Some of the things that should be addressed in processing stage are;

- To provide an efficient and accurate service;
- Using polite words while talking to the customer or the public;
- To serve the customer or the public according to their turn;
- To provide fair treatment to the customer or the public;
- Always ready to help and give help without being asked;
- Be patient and always ready to receive suggestions and criticisms;
- Telling the customer or the public with an appropriate approach in case of the customer wrongly filled the documents, forgot to bring their document, so and so form;
- In case of delay, the staffs must explained how long it will takes to solve the problems;
- To give reasonable explanation in case of unable to meet the customer expectation;
- To channel the cases that cannot be resolved by the counter service staff immediately to the top management;
- To inform the supervisor about the congestion in the counter service to enable further action, such as opening an additional counter or extend the time of service; and
- To inform customer further action the be taken (if any).

d) End of Services

the end of services is when all the business or deals have come to an end. This is where the customer and the staff will show their gratitude feeling towards each other. The staff must satisfy the customer so that the customer will feel happy with the services provided or offered by the organization. If necessary, the staffs also can show the customer the exit door so that they will not get lost in the office. "Thank you and see you again", "Good bye" are example of an appropriate speeches.

3.3.3 Behind The Counter

Behind the counter section is very important in providing quality services in which it also reflects the organization performance among the customer. When the organization is performed very well or up to the customer expectation, it will create satisfaction feeling for the customer and also the staff. All the planning process, resources management, and decision making process are done behind the counter. Two (2) important roles that ensure the success of counter service are;

a) Management role

Effective and efficient management is the key towards success. When the management implements the right strategy and plan in every action taken, this will guarantee the customer satisfaction and also the good name of the organization. The management role must adopt some principle in its decision making. The principles are:

i) Formulation of a customer-centric service strategy

Customer-centric service strategy emphasizes on the customer priority where the management show their concern about the customer or the public that comes to their organization by providing some service in the counter service, such as;

- One Stop Bill Payment System

One stop bill payment system is always referred to the one stop counter where the customer can pay other bills in the counter. By having this type of system, the customer do not have to many place just to pay for their bills, because the bills can be settle in only in the counter. This practise is much more convenient, time, energy and cost savings.

- Local Service System

This system comprises of multiple services which is related with each other to be centralised in one specific location. Whenever the customer or the public wanted to get more that one (1) service at one time, local service system is the best solution.

- Local Counter

Different from local service system, local counter provides various departments or agencies at one place. This allow the customer or the public to get the services only in this particular location.

- **Services in the Branch and Mobile Office**

This type of services will bring the organization to be much closer to the public. With this type of services, the organization can offer fast and quick solution, such as mobile library in some of the rural area.

- **Extension of counter service period**

The extension of service period offers a great solution for everyone. Extension of working hours in the counter helps to solve delay problem. Most of the counter will start half an hour earlier or open during lunch hour. Sometimes, some organization closed until 6 P.M.

- **Additional services**

Additional services is referring to the organization giving out services by working during weekend. Not only that, some organizations also open in some of the public place, such as at the carnival, shopping complex and other strategic location.

- **Telephone enquiry system**

This system offers great convenient to the public that unable to come to the office. By offering telephone enquiry system, the customer or the public can direct ask about important information at any time without wasting their time to come to the office. Through this system, the customer also can update their information in the system.

- **License and Composite Application Form**

By having a special form for a special function offered by the organization, it helps to save more time and it makes the jobs much easier in terms of issuance and approval of the license.

- **Accessible location**

The management also must consider the location as part of the most important factor in offering quality counter service. Usually, the location of counter service located at the most convenient place to approach, such as at the ground floor or in front of the entrance door.

- ii) **Establishment of standards of performance in accordance with established strategy**

The establishment of standard of performance in accordance with established strategy is vital in order to moving towards quality service counter in an organization. The management will be able to evaluate the performance of the service counter, whether the

quality guaranteed. At the same time, the performance of the staffs also can be evaluated whether the task are carried in accordance with the rules and regulation as provided by the organization.

iii) Management of human resources for the success of strategy

The success of counter service also related with the human resources management of the organization. If the human resources management of the organization fail to take necessary action in providing quality human resources, it will eventually affect the entire performance of the counter service. Proper guideline and checklist is very important to ensure the staffs know what they are doing while dealing with the customer or the public in the counter service.

Several efforts that should be taken in order to provide quality service counter are:

- To conduct a training program for the staffs before deployment. Internal training on the job is one of the smart solutions where this type of training can save more cost and time.
- To conduct motivational program for the staffs and to encourage the staffs to work with their full capabilities, such as unleashing their potential in terms of soft skills. Apart from that, this program also help the staffs to established better communication link in order for them to share their working problem and to find the right solution.
- Human resources department in every organization should create recognition system in order to recognize their staffs that have provide an excellent service to the customer or the public. This system can help to motivate others to offer their best services to the customer or the public.
- Human resources management must ensure the staffs are not burdened by workload. The numbers of workers must be tally with the jobs or tasks that is available in the organization. If the staffs are doing more tasks than they supposed to be, it will affect the quality of the services, not only in service counter, but also in other department.
- In relation with counter service, the management must introduced rotation system in their daily tasks. The staffs that work in counter service must be exposed to work at the other department, because it helps them to understand various nature of the jobs in the organization, and to be able to rationalise other tasks with the important of having quality counter service.

- iv) Improvements in the systems and procedures that can help facilitate the achievement of strategy.

An improvement of the systems and procedures contribute to the quality of counter services. By improvise and introducing new systems and procedures, it will help the staffs to cope up with the latest development, to be able to compete with other organization. With the improvements of service counter, it can smoothened the process and to cut red tape.

Many efforts have been taken by the government in order to improvise the delivery systems and procedures in counter services. The efforts are;

- Record management

Record management have contributed to the improvement of counter services quality in many ways. It helps to fasten the action and decision making progress. Unorganised record management will slow the action and it can affect the counter service. When this is happening, it will take longer time in order to staffs to get to the documents when it is needed. Hence, in order to have proper record management and systematic system, there are several features of record management introduced by the government departments and agencies in Malaysia. The features are;

- Simple index or reference, but accurate;
- Locate the filing area near to the work place;
- Create systematic file movement system; and
- Save the file in accordance with the regulations.

- The usage of form

There are many form provided in the counter, and the form is separated based on its own purposes. Simple and easy form can make the customer or the public easily understand the contain. Criteria of good form are as follows;

- The design is easy to understand;
- An adequate blank space to fill;
- Clear and concise information provided;
- Necessary numbers of form to be fill must not too much; and
- Accompanied by a guideline and example.

- Information management system

Information management system (IMS) included collection, storage, analysis and dissemination of information. IMS is very useful in assisting the organization in terms of decision making process because the process is done by using computer in which

capable of making quick decision making and providing fast information. Such data or information can be used in strategy formulation, setting the standard of quality, and human resources development.

- Procedure and work rules

Guidelines in relation with desktop files, task checklists, file systems and other related duties must be provided so that procedure and work rules can help in giving out quality counter service. The workflow of the counter service is very important and need to be emphasized in every government departments and agencies.

- Tools and equipment

Tools and equipment is also part of the procedure for improvement for counter service. This factor also important in order to giving out quality counter service, for example by turning the manual work system or procedure into mechanism or computerised, such as billing, collecting and accounting for revenue. Besides that, file storage, data processing, copying, graphics and all correspondence also can be done through an equipment provided.

b) Supporting role

No matter how good the strategy and plan are, if without strong supporting role, the organization will not function effectively and efficiently. The supporting role is the based of every organization in order for the strategy or plan to be carried out. In order to contribute counter service towards an improvement, the staffs can undertake the following actions, such as;

- To improve their skill and knowledge carrying out their entrusted tasks;
- To comply with the standard of performance as specified by the management;
- To comply with all the rules and working guideline as provided by the management;
- To implement excellent work culture in every aspect of the job; and
- Always be ready in voicing out the opinion and suggestion in order to improve the working environment and situation, particularly involving their tasks.

3.4 Strength of Counter Service

Counter service is one of the most important elements for every organization, because counter service serve as the front line of an organization. Counter service can influence the first impression of the customer that come for an official businesses and it also can affect the customer satisfaction. If the customer is happy, it means that the organization is successfully in implementing its strategy and plan in order to create positive environment in the organization.

3.4.1 Customer Relationship

The first strength of counter service is customer relationship. Customer relationship is referring to the bond exist between the customer and the staff while interact with each other. By having a counter to serve the customer, the customer can come and directly ask the staff that works in the counter regarding the organization or something that is related with the organization roles and functions. It will create customer satisfaction which can be categorized in two categories, namely; transaction-specific satisfaction and cumulative satisfaction (Boulding et al, 1993; Jones and Suh, 2000; Yi and La, 2004). Transaction-specific satisfaction is a customer's evaluation of his or her experience and reactions to a particular service encounter (Cronin and Taylor, 1992; Boshoff and Gray, 2004), and cumulative satisfaction refers to the customer's overall evaluation of the consumption experience to date. Different from making a phone call, face to face interaction is very essential in order to convey the right the message or information accurately. For example, an eye contact can create more confident towards the customer apart from telephone call where both parties only listening to each other voice, in which it is lack of human touch.

3.4.2 Detecting the Weaknesses

Secondly, the strength of counter service is the organization be able to detect the weaknesses for improvement. When facing a problem in a counter, the staff will be able to detect what is their weakness while dealing with the customer. Sometimes, minor mistake always overseen by the organization and it is very important for the customer to check the services provided at the counter. At the same time, the customer also can participate in suggesting the opinion towards improvement by filling in the suggestion box which is usually located near the service counter. This is important because if there is any weaknesses, it will affect the customer overall satisfaction. According to Carlzon (1989) he mentioned that 'the quality of

any service encounters or “moments of truth” experienced by customers forms part of their overall impression of the whole service provided’ which relate the failure of providing an adequate services, is due to the lack of quality in service. The lack of quality in service must me solve to ensure counter service function effectively. Apart from that, the system used and the working procedure also can be improved when practicing counter service in an organization.

3.4.3 Customer Satisfaction

Thirdly, the strength of counter service is be able to measure the customer satisfaction. Providing service is not the same as manufacturing and selling tangible goods to the customers. Service is what the customer feels, and to measure the customer satisfaction, we must know what is their feedback towards our organization. It involves feeling of the customer and an experience that they gone through for the entire process. The customer comparison based on their feeling is vital in order to influence their positive feeling, so that the customer will portray the good image of our organization to other organization. For example, it is very important for customer-oriented department such as Road Transport Department to work fast and efficient because when it took longer time for the staff to carried out their task, especially in the counter service, it will affects the customer feeling and directly it will influence their satisfaction. At the same time, the organization staff also failed to comply with the client charters as provided by the management.

3.5 Weaknesses of Counter Service

Weaknesses are something that cannot be avoided by any organization, regardless of public and private sector. In Malaysia, the government departments and agencies are slowly but sure moving towards an improvement, in many ways for them to be able to compete with other organization, especially from the private sector. But, there are some factors which any organization cannot avoid.

3.5.1 Emotional Labor

The first weakness of counter service is lack of emotional labor. Emotional labor is related to the human factor or referring to the staffs that operate the counter, which can cause counter service fail to function according to its roles and functions. The said human factor is the emotional feelings of the human being where the staffs must maintain the professionalism while carrying their duty, by putting aside all their personal problems. But in real situation, this situation is something that normal person cannot avoid from happening. If this happened, the danger will expose the organization to the negative image among the public or customer. The feeling of angry, sad, lazy, sleepy, and many more, must be eliminated during their entire working hours.

This is happening because of some factor. Among the factor is lack of training. When the staff are lack of training their adaptation to the working environment are very poor compare to well train staff. By sending the staff to the training, they will be able to identify the four branches of Emotional Intelligent (EI) as introduced by Salovey and Mayer (1990). The four branches are: perceiving emotions; reasoning with emotions; understanding emotions; and managing emotions. So, the staff will be able to use the skills in controlling their psychological reaction, and it helps to improve the quality counter service of the organization.

For example, the staffs must not raise their voice towards the customer no matter how bad is the situation, because with an ability of EI that they have, they will be able to practicing the four branches as explain by Salovey and Mayer; which are; perceiving emotions; reasoning with emotions; understanding emotions; and managing emotions.

3.5.2 Space Consumption

Secondly, the weaknesses of counter service is consume a lot of space. No doubt, counter service is a must for every organization for the staffs to deal with the customer. But the downside of having a counter service is, it consume a lot of space. Usually, counter service is located at the front part of the office, where it will become the meeting point for the staffs and the customer to meet. But not all office or organizations are having the same layout, and this may create problem towards the organization. The office may become crowded or narrow because of the counter service which is usually comes with big table and mirror. This factor becomes the distraction factor for the office environment, where this situation can affect the performance of the staffs. Not only that, counter service is an easy target for lazy staffs to pile up their unused documents, because of big space and easy for them to hide the unused documents.

Chapter 4

Recommendations

Highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3). Provide solution for improvement.

4.1 Strength of Job or Tasks

Strength of job or tasks is very important to be highlighted because it will acts as an advantages for the organization. By relating the strength of counter service to the working experienced during undergone practical training, I have found that, there are several advantages which can benefits the organization and also the staff. Some of the advantages are as follows.

4.1.1 Proper Counter Service

The first strength is proper counter service. By having a proper counter service, it helps to improve an organization customer relationship between the staffs and the customer towards much more better level. When dealing with the public that comes to the office, I will be the first one who will entertain the public, because my table is located in front of the main entrance. Usually, I will be dealing with the public that come for an express marriage, certification of document, and even for the tourist that want to make a travelling permit to upper river, Belaga or Baleh. From the experience, I notice that the public is very satisfy with the service provided by the staff of Kapit Resident Office, and at the same time, I have learnt many valuable experience, especially to have good command in Iban and English language, because every public that come to the office will automatically speaking in an Iban language as their lingua franca. Not only that, with good customer relationship, I found out that the process will be much more quicker to be done, because the public understand on what to do, especially in terms of filling in the form.

4.1.2 Suggestion Form

Secondly, the strength of counter service in Kapit Resident Office is suggestion form. This is referring to any weaknesses happened in the counter service, is visible for everyone to see, and the weaknesses will be straight away find its solution by taking into consideration what is the contents of the suggestion form. This can benefit the organization and also the staffs in many ways, because the same mistake will not be repeating over and over again, as it is already highlighted by every staffs that serve in the counter. For example, if the counter service have its own weaknesses, the public that come to the office can fill in the suggestion form in order for them to have their say or lodge a complaint in case of any dissatisfaction feeling. The management also must act quickly to resolve the problem, so that in the future, the problem won't be happening again. Besides using conventional method to lodge their

complaint or giving out some suggestion, it is more advisable for every organization to move a step forward by introducing new method to interact with the customer or public, such as receiving a complaint or suggestion through an electronic mail (e-mail) or by using short messaging service (SMS) directly to the organization. By using this new approach, the organization can reduce the use of paper, and at the same time can reduce the cost.

4.1.3 Proactive Management

The fourth strength of counter service is proactive management. Proactive management is the back up for the counter service to provide quality services to the public. Whenever the staffs that operate the counter service need help or assistance, everyone seems to be cooperative in offering the best solution towards the problems arise. The management must practicing an important principle, namely; customer driven strategy, because the strategy will help the organization to understand the needs of the customer without them telling us on what to do. For example, proactive management be able to provide the best solution if the staffs that working in the service counter are lack of knowledge regarding certain things that beyond his or her authorization. So, it is the top management roles to provide an answer to the public and must act proactive in providing quality services to the customer or the public.

4.2 Weaknesses of Job or Tasks

In every strength, there is a weakness. Weakness is something that any organization cannot avoid from happening. Sometimes, weakness is important for every organization, because it helps the organization improve themselves in many aspects.

4.2.1 Absence of Standard Procedure

The weakness that I have found while doing my practical training in Kapit Resident Office is, absence of standard procedure in terms of dealing with the public that come to the office. This is referring to the no proper standard procedure being implemented in the organization, where some of the staff are not clear with the duties especially when the public or the customer comes. Whenever the public enter the office compound, the public will approach the steno room because the steno room is the first thing that they will see, and everything are forwarded to the steno to deal with the public or the customer. The only counter service that Kapit Resident Office has during that particular time is in form of cubicle desk. Due to this problem, the work of Steno always get interrupted by the visiting public, and at the end, the steno have to leave her job for a while in order to entertain the public that comes of other business. The danger of this situation is that, it can increased the workload of the Steno, because the Steno tends to get carried away of doing other people jobs.

4.2.2 Lack of Staff

The second weakness is lack of staffs to operate the counter service. This is related to the human resources management of the organization, where most of the staffs in the Kapit Resident Office are divided into several unit; namely Development, Social, Account and Administration. Due to their specific task, everyone are doing their own jobs, and nobody seems to be care to work at the counter service to serve the public that come to do their business.

4.3 Propose Recommendation

There is no problem without a solution. Solution is very important in order to reverse the damages and at the same time to improve the weaknesses of the organization. By referring to the first weakness experience by the Kapit Resident Office, the organization should have a proper counter service to be positioned right in front of the office. The main role and function of having a proper counter service is not purposely to please an eye of everyone, but it also could affect the customer or public level of satisfaction. For someone that come for the first time to the organization, the first thing in their mind is to look for a counter service for as a source of information. As the leading organization in Kapit division, it is important for Kapit Resident Office to equip themselves with efficient and effective counter service runner, to ensure the government programmes and policies achieve its target and goals.

Secondly, in relation with the lack of staffs in Kapit Resident Office, the management should do something in order to tackle human resource shortage. The formal solution is, Kapit Resident Office should increase their number of workers. While waiting for the new staffs to come, the management also can introduced rotation system in order to rotate the staffs turn to serve at the counter service, so that there is someone will be responsible in dealing with the public that come for an official business.

Thirdly, the organization needs to hire the right people for the right jobs. The right people meaning the organization are putting the suitable and well trained or with the suitable qualification to operate the and to work at the counter service. The selection process to hire the people must be carried out carefully, because the right people for the jobs must have very good public relation skills in dealing or facing with the public or the customer. For example, to hire the right people also mean to hire the staff that possessed certain knowledge and skills, especially the communication skills and good public relation approach. This to ensure the quality service are being guaranteed when they working at the counter.

Fourthly, every staffs, regardless of top and lower management, must undergo training process. Training process is vital for every staffs, because training will make sure the staffs are well equipped with the latest development as implemented by the government, and at the same time to make the staffs to be more customer oriented. By sending the staffs to the training, they will be able to an emotional intelligent, where they are resistant to any time of emotional feeling. The staffs will be able to reasoning every of their actions and to ensure the

staffs will act based on the relevant actions as provided by the standard procedure. At the same time, the staffs will be working with more effective and efficient. For example, by regularly sending the staffs to attend training at Institut Tadbir Negara (INTAN), and Center for Modern Management (CMM) to name a few, the staff can upgrade their knowledge in line with the current issue of administration.

Fifthly, the propose recommendation for Kapit Resident Office is to improved the work ethics of the staff. Work ethics is a set of values based on hard work and diligence. That is why work ethics is very important to be practice and to be implemented in every staff. It required hard work and diligence from the staff to ensure the maximum result will be achieved, especially in carrying out the government plan and program. With the work ethics, the staff will exhibit the good working practice because when they managed to show or portrays an excellent work ethics, the staff should be selected for better positions, more responsibility and ultimately promotion. For example, with work ethics, the staff will work at their best effort, because with the work ethics that has been set up by the organization, the best will have greater chances of being promoted to much better position.

The sixth recommendation that should be taking into consideration by the Kapit Resident Office is continuous monitoring. By sending the staff for training is not adequate enough for the staff. It means, the staff should be continuously monitored by the top management or their superior to ensure the quality of work is consistent with the organization expectation. Continuous monitoring also has its own benefits, where with closed and continuous monitoring by the top management, the staff will always be carefully in performing their duties, and reduce the probability to make a mistake. For example, continuous monitoring from an Administrative officer of Human Resources Department can help to improve the work quality. If the management found out that the staff is having a problem in performing their jobs, the management can change the staff, or finding someone that fit to the tasks.

The last recommendation that should be take into consideration by Kapit Resident Office is to have standard work procedures. A standard work procedure is the best way to ensure performance consistency to make continuous improvement possible. By having a standard work procedure it ensure that the customer or the public are getting the best possible experience from the organization because there is a standard way of dealing with the customer or the public. So, a standard work procedure can make sure that each customer or public is treated fairly and equally, and at the same time enhancing their interactions with the

staff that operate the counter service. Thus, the organization provides the best possible service to the customer or the public.

Conclusion

Summary of discussion of each chapter in the report in highlighting the main points.

5.1 Conclusion

An organizational vision for Kapit Resident Office is, they wanted to emerge as an exemplary public organization in managing government programmes and policies. To become one, it required an extra effort from top management until lower management of the organization. The planned and policy set up by the top management must be clear and easily understandable for the low management to follow and to implement.

According to the Kapit Resident Office roles and functions as mentioned in chapter 1, Kapit Resident Office are responsible to 37 types of works that they must carried out. It is not a easy task for any organization, because they organization have to deal with the public, and this include the elements of customer satisfaction. Based on my experienced, Kapit Resident Office are dealing with many businesses, for example in terms of issuance and approval of licenses. For this purposes, it required the Kapit Resident Office to deal with the public which is intended to get a public collections license, tourist permit, express marriage license, money lender license, advertisement license (for money lenders), and marriage license for underage girls. That is why counter service is very important for Kapit Resident Office in order for the staffs to work effectively and efficiently in exchange for quality service. With the quality services, Kapit Resident Office can upgrade their services from time to time according to the needs and demand of the public or the customer. Taking into example one of the process in issuance and approval of licenses involving express marriage license. After getting a signature from the Resident of Kapit, the couples are required to make a payment at Kapit District Office, and then return back to Kapit Resident Office together with the copy of their form, as a record. Usually the couples return back and straight away meeting with the Resident of Kapit, as if the Resident of Kapit are responsible for the filing process. To solve such confusion, counter service can plays its roles in handling the public, where the public just can leave their copy of their documents at the counter service without going back to see the Resident of Kapit. The staffs at the counter service can straight away keep the document for further process, namely filing process.

As what being mentioned in chapter 2, I have tried my best to relate all the knowledge that I have learn in the classroom to the real working situation. By working at the various departments at Kapit Resident Office, now I am able to understand what it takes to become multi skills human resources in an organization. All the experienced that I have gained during my internship at Kapit Resident Office is something that I cannot find by learning all the

theories in the classroom. It requires me to think outside the box, especially in handling some of the matters which is not stated in the text books. To be assigned as a Steno for 3 weeks at Kapit Resident Office require a lot of courage and guts in facing uncertainties, because facing uncertainties is one of human being most fear factor, especially in a working place, where everyone are afraid to make a mistake in which it can lead to other major problems. From the experienced, I feel that the level of customer satisfaction can be measure through the quality of work. But somehow, the quality of work are very much influence by the physical factors as provided in the office. Besides working in the office, I also learned to experience how to work in the external environment of the organization. On the fourth week of my internship programme, I managed to experienced new things, where I was assigned to go to an Iban longhouse at Nanga Melipis, 30 minutes boat ride from Kapit town to the down river. From there, I learn many things, such as providing an assistance to the Deputy Resident (Social), Mohd. Ikhmal Abdullah in setting up the event, and also offering a service to the longhouses folks whenever needed.

By relating the Kapit Resident Office multiple roles and functions with the service provided, it is very important for the organization to have first class service system in giving out quality work performance. The relevant of choosing counter service as an area of study during undergone practical training, proven to be the right choice, because counter service regardless of any type of organization, plays its important roles in order to create customer satisfaction and to create positive image in line with the organization organizational vision, to be an exemplary organization. By having greater level of understanding in the aspects of counter service, all the staffs, which include the top, middle, and also the lower management, will face no problem in providing quality service to the customer or the public. As what being mentioned in the '*Pekeliling Kemajuan Pentadbiran Awam Bil. 10/1991*' which was introduced by the Government of Malaysia, is showing that counter service have become on of the most important elements in every organization to be taken seriously. Most of the organization nowadays, have move from conventional approach towards new and productive approach, such introducing customer driven strategy, in which the strategy formulation process consider the importance of the customer or the public. Since the Prime Minister of Malaysia, Dato' Sri Najib Tun Razak led the nation administration, he have brought a lot of changes, in order to transform the government departments and agencies to work more efficient and effective. The Performance Management and Delivery Unit (PEMANDU) were formally established in 2009 in order to become an implementation agency and also in

accessing the progress of Government Transformation Programme (GTP) and Economic Transformation Programme (ETP). Even though the '*Pekeliling Kemajuan Pentadbiran Awam Bil. 10/1991*' was introduced in 1991, but the circular is still relevant to be implemented.

An ability to identify the strength and weaknesses of an area of study can contribute towards the improvement of government delivery system. With the strength of counter service, an organization must fully utilized their advantages by using an existing available resources, so that the organization can work towards in maximizing the result and to maintain the good work among the staffs. The management also must understand the nature of jobs while giving out services in the counter, because failed to understand the nature of jobs in the counter service, can create more trouble for the staffs. On the other hand, the supporting staffs also must actively participate in giving out their opinion and suggestion, because by doing so, the strategy formulation will be more flexible and suitable for the staffs, including the customer or the public. The strength of having counter service helps to promote quality services to the customer or the public. Counter service is where every businesses and deals are carried out, which are divided into three sections, namely; in front of the counter, counter section and behind the counter. All the three (3) sections are very important. Every part of the counter service must functions together so that all the businesses and deals can be done according to the customer or the public expectation. Customer satisfaction is another interesting area of study which is related to quality, apart from counter service. Due to that, the study of counter service cannot be separated from the terms, customer satisfaction and quality.

To ensure the three (3) main sections of counter service are carried out efficiently and effectively, the standard working procedure, guideline, and instruction must be properly explained. These factors can affect the counter service in many ways, such as in avoiding jobs duplication, miscommunication, confusion, to name a few, that can lead to cost, time and energy wasting. With the existence of the standard working procedure, guideline, and instruction, it will make the counter service more organized and well structured. The staffs will automatically know on what to do in case of problem arise, and without wasting more time, the staffs help to shortened the processing period of the documents, and help to avoid any form of delay in which the result can be costly to both of the parties. Besides that, to become knowledgeable and informational staffs, the management should invest more on sending the staffs to training or camp. Training and camp is one of the best ways for the organization to motivate their employees or staffs so that they can produce much better

quality of work in their daily tasks. The advantage of sending the staffs to undergo a training or motivational camp is they staffs can release their working stress, and to create the relationship among the staffs of the organization. It is also can be a medium for the staffs to share their problem in relation with the jobs or tasks, and they are also given an opportunity to figure out what is the best ways or method to settle their work related problems.

To sum up everything, Kapit Resident Office must find a solution to the problems that they face. The top management should be notified regarding the problem; in this case, there is no proper counter in Kapit Resident Office. This may create some difficulty to the top management to decide, because it will involve the financial activity of the organization, which is beyond everyone control. With the new counter service, I believe that Kapit Resident Office can offer much better services to the public in the future. The second problem face by Kapit Resident Office is lack of staffs. Lack of staffs should not be happening in big organization such as Kapit Resident Office. Maybe due to some reasons, this problem cannot be avoided from happening. To tackle the problem, rotation problem may be the best answer. It means everyone; especially the supporting staffs have to work according to their rotation to serve the counter service. Besides that, Kapit Resident Office also hired 11 Capability Building for Graduates (CBG) to work in the organization. So, the CBG might be useful in solving this problem.

References

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- Our Vision, Mission & Objectives (2012). Official Website of Resident's Office, Kapit Division. Accessed on October 1st, 2012 http://www.kapitro.sarawak.gov.my/page.php?id=36&menu_id=0&sub_id=50.

Appendix



Picture 1 : at Rumah Mulai, Sg. Melipis, Batang Rajang, Kapit.



Picture 2 : at Kubu Kapit, with Deputy Resident (Social) Modh. Ikhmal Abdullah after returning from Rh. Mulai, Sg. Melipis, Batang Rajang, kapit.



PEJABAT RESIDEN BAHAGIAN KAPIT
Aras 8 & 9,
Kompleks Kerajaan Negeri,
Jalan Bletch,
96800 Kapit,
SARAWAK.
No Telefon : 084-796230/796445
No. Faksimili : 084-796932
Web : www.kapitro.sarawak.gov.my



Ruj. Kami : R70/Φ/193(1)

Tarikh : 08 Mei 2012

Ruj. Tuan : 1

Tarikh :

Kepada :

Encik Hidayat Merican Bin Wan Merican
Penyelaras Latihan Praktikal (Amali)
Sarjana Muda Sains Pentadbiran
Fakulti Sains Pentadbiran dan Pengajian Polisi UITM Sarawak

Tuan

LATIHAN PRAKTIKAL (AMALI) UNTUK SISWA/SISWI UITM

Dengan segala hormatnya perkara di atas adalah dirujuk

2. Bersama ini dikembalikan borang keputusan maklumbalas permohonan Encik Andrew Balang bagi penempatan menjalani latihan pratikal pelajar UITM dari Fakulti Sains Pentadbiran dan Pengajian Polisi (FSPPP) untuk rujukan dan tindakan pihak tuan.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

(**AWANG MOHAMMED NIZAM HJ AWANG ALI BOHAN**)
b.p Residen Bahagian Kapit

Ketua Pusat Pengajian Sains Sosial
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Kota Samarahan
Jalan Meranek
94300 Kota Samarahan
SARAWAK
(u.p: Encik Fairuz Hidayat Merican Wan Merican)
Penyelaras Latihan Praktikal Program AM228)

Tel :- 082-677275
Faks :- 082-677320/677300

Tuan

**KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL
BAGI PELAJAR UiTM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN
POLISI (FSPPP)**

NAMA PELAJAR : Andrew Balang Koh

NO KAD MATRIK : 2010592883


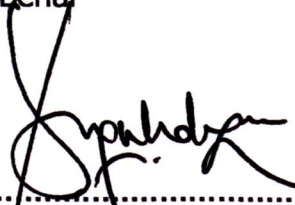
KOD PROGRAM : /

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITMKS (FSPPP/14/1) bertarikh 30 April 2012 mengenai perkara tersebut di atas adalah dirujuk

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 16 Julai 2012 hingga 17 Ogos 2012 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang Benar



(AWANG MOHAMMED NIZAM HJ AWANG ALI BOHAN)

KERTAS MINIT
MINUTE SHEET

Rujukan : R7D/1/02/1 (14)

Kepada : Semua Kakitangan Pejabat Residen Bhgn.Kapit

Tuan,

MAJLIS PELANCARAN KIBAR JALUR GEMILANG PERINGKAT BAHAGIAN KAPIT 2012

Dengan segala hormatnya, perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa satu Majlis Pelancaran Kibar Jalur Gemilang Peringkat Bahagian Kapit akan diadakan pada tarikh, masa, dan tempat seperti berikut;

Tarikh : 17 Julai 2012 (Selasa)

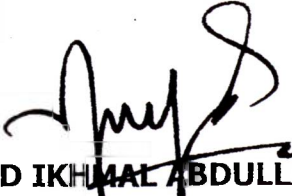
Masa : 7.00 Malam

Tempat : Perkarangan Kompleks Kerajaan Negeri, Jln Bletch

3. Sehubungan itu, tuan/puan/cik adalah dijemput ke majlis tersebut.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"


(MOHD IKMAL ABDULLAH)
b.p Residen Bahagian Kapit

s.k : Residen Bahagian Kapit
: Timbalan Residen (Pembangunan) Bahagian Kapit
: Timbalan Residen (Sosial) Bahagian Kapit

All staffs
re. attend

16/7

KERTAS MINIT

MINUTE SHEET

En. Andrew

Rujukan : R7D/

Kepada : Semua Kakitangan Pejabat Residen Bhgn.Kapit

Tuan/Puan/Cik,

Jemputan Ke Ceramah Kepenggunaan Sempena Majlis Berbuka Puasa Anjuran Bersama Gerakan Pengguna Bahagian Kapit dan MAKSAK Bahagian Kapit serta JASA Bahagian Kapit

Dengan segala hormatnya, perkara di atas adalah dirujuk.

2. Sukacitanya dimaklumkan bahawa satu Ceramah Kepenggunaan Sempena Majlis Berbuka Puasa seperti di atas akan diadakan pada tarikh, masa serta tempat seperti berikut;

Tarikh : 7 Ogos 2012 (Selasa)

Masa : 5.20 Petang

Tempat : Perkarangan Bangunan Kompleks Kerajaan Negeri

3. Sehubungan itu, tuan/puan/cik adalah dijemput ke majlis tersebut.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"



(MOHD IKHMAL ABDULLAH)

b.p Residen Bahagian Kapit

Merangkap Pengerusi MAKSAK Bahagian kapit

s.k : Residen Bahagian Kapit

: Timbalan Residen (Pembangunan) Bahagian Kapit

: Timbalan Residen (Sosial) Bahagian Kapit



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

GUIDELINES FOR PRACTICAL TRAINING REPORT (ADS 666) (50%)

Here are some of the important guidelines with regard to your practical training report

Your practical training report should have among others:-

a) Declaration Form

b) Content

c) Acknowledgement

d) Chapter 1
Introduction of the organization

Include among others the background of the organization, objectives, and company policy or organisation policy, mission and vision of the organization, organization structure, core business of the organization and other relevant information pertaining to the organization.

e) Chapter 2
Schedule of practical training

Report and summarize the daily training extracted from the Log Book. Description of jobs and tasks executed throughout training.

f) Chapter 3
Analysis

Analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook (refer to the Appendix). This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter also should be able to demonstrate a reflection of student's personal experience during the training.

g) Chapter 4
Recommendations

sfw

Highlight with examples the strength and weaknesses of job or tasks assigned during training (as discussed in chapter 3). Provide solution for improvement.

h) Conclusion

Summary of discussion of each chapter in the report by highlighting the main points.

i) **Appendixes**

***Attention**

The formats of the report are the same as been practiced by the ADS554 Research Report
Follow exactly whichever is relevant.



**FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA
SURAT AKU JANJI PELAJAR LATIHAN PRAKTIKAL**

NAMA:	ANDREW BALANG KOH
NOMBOR PELAJAR:	2010592883
PROGRAM:	AM228 - Ijazah Sarjana Muda Sains Pentadbiran (Kerjasama)
SEMESTER:	5 / MAC 2012 - JULAI 2012

Adalah saya sebagaimana keterangan seperti di atas dengan ini berikrar dan berakujanji kepada Universiti Teknologi MARA (selepas ini disebut sebagai "Universiti") dan juga Fakulti Sains Pentadbiran dan Pengajian Polisi (selepas ini disebut sebagai "Fakulti") akan mematuhi segala perkara-perkara yang dinyatakan kemudian dari ini semasa atau sepanjang saya menjalani latihan praktikal yang berkenaan iaitu seperti berikut:-

- a) Memastikan pematuhan dari aspek disiplin terutama dari segi pakaian, masa, tingkah laku dan kelakuan dengan mengikut peraturan serta sahsiah ditetapkan oleh Universiti dan juga tempat di mana saya menjalani latihan praktikal;
- b) Menghormati ketepatan masa dengan hadir ke setiap kelas/perjumpaan dengan pensyarah atau kakitangan Universiti atau pun dengan penyelia atau staf tempat saya menjalani latihan praktikal;
- c) Menghormati segala latihan yang diberikan oleh pensyarah atau staf Universiti serta staf tempat di mana saya menjalani latihan praktikal dengan melakukan segala latihan akademik dan praktikal yang diberikan oleh pensyarah atau staf universiti dan staf tempat latihan praktikal;
- d) Menghormati ilmu;
- e) Menghormati pemindahan ilmu dari pensyarah atau staf Universiti dan juga staf di tempat saya menjalani latihan praktikal;
- f) Menyedari bahawa saya masih tertakluk kepada segala peraturan dan undang-undang yang dikuatkuasakan ke atas saya seperti termaktub di dalam Akta UiTM 1976 dan lain-lain peraturan yang dikuatkuasakan ke atas saya sebagai pelajar dari masa ke semasa;

- g) Menjaga nama baik sendiri, keluarga, Fakulti dan Universiti serta organisasi tempat saya menjalani latihan praktikal pada setiap masa; dan
- h) Menyedari bahawa saya sebagai pelajar boleh dikenakan tatatertib sebagaimana ditetapkan sekiranya saya melanggar peraturan-peraturan yang telah ditetapkan oleh pihak UiTM.

Justeru, jika saya melanggar atau tidak mematuhi perkara-perkara yang dinyatakan diatas, maka saya mengaku bahawa saya berhak dikenakan tindakan yang sewajarnya sebagaimana peruntukan dan interpretasi oleh pihak Universiti, Fakulti dan juga organisasi di mana saya menjalani latihan praktikal.

Sekian, terima kasih

Yang benar



Tandatangan Pelajar

Tarikh: 11/7/2012



Tandatangan Penyelaras Latihan Praktikal AM228/AM225

Tarikh: 11.07.2012

**BORANG PENGESAHAN
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Ketua Program AM228
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA
Jalan Meranek
94300 Kota Samarahan
SARAWAK
u.p: Penyelaras Latihan Praktikal AM228/AM225*

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA, SARAWAK- SESI SEPTEMBER 2011 –
JANUARI 2012**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228)/Ijazah Sarjana muda Pentadbiran Korporat (AM225)* telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil..... R70/4/193(1)..... bertarih 08.05.12 tempohari.

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 30 Januari 2012 sehingga 2 Mac 2012. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut:-

Bil	Nama Pelajar	No Matrik	Tarikh Lapor Diri
1	ANDREW BALANG KOH	2010592883	16/7/2012
2			
3			
4			
5			

6			
7			
8			

4. Sehubungan dengan itu sebagaimana dikehendaki, maka berikut dikemukakan maklumat ini untuk simpanan pihak Fakulti.

Sekian, terima kasih.

Yang benar

Tandatangan dan Cap Organisasi
Nama: **MINGGU AKJAMPONG**
Tarikh: Pegawai Tadbir Gred N41
16.07.2012



*Sila potong mana yang tidak berkenaan.
Pohon difakskan surat ini ke nombor 082-677300/677320
u.p: Penyelaras Latihan Praktikal AM228/AM225*

Sebarang kemuskilan sila berhubung dengan:

Encik Fairuz Hidayat Merican Wan Merican
Penyelaras Latihan Praktikal AM228
No Telefon: 013-8231312

SESSION 2:				
2	18 September 2012	Third meeting (COMPULSORY) Briefing by the Faculty Practical Training Coordinator	Log Book to hand over to respective Practical Training report supervisors Fill in exit survey form	
3	18-21 September	1st meeting with practical training report supervisor	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
4	24-28 September	2nd meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
5	1-5 October	3rd meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
6	8-12 October	4th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
7	15-19 October	5th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
8	22-25 October	6th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
9	26 October-4 November	Mid Semester Break	-	-
10	5-9 November	7th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
11	12-16 November	8th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
12	19-23 November	9th meeting	Discuss and monitor the progress of the practical training report	Student to sign their attendance of the meeting using the special from
13	26-30 November	10 th Meeting	Submission of Practical Training Report to their respective supervisors	Student to sign their attendance of the meeting using the special from

*Subject to change



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR

NO MATRIK UITM

NO KAD PENGENALAN

PROGRAM : AM228/AM225*

NAMA PENSYARAH PENYELIA

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

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1				
2				
3				
4				
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8				
9				
10				

* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

1. Student's name: ANDREW BALANG KOH
2. Date & Place of Birth: 13/06/1987 : KAPIT, SARAWAK.
3. UiTM No.: 2010592883
4. Program: AM228-BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)
5. Year: 2012 Part: 5 (FIVE)
6. Home address: LOT 848, LORONG 10D, BATU KAWA HEIGHTS,
JALAN FIELD FORCE, 93250, KUCHING, SARAWAK.
7. Address during practical training:
8. Place of training: PEJABAT RESIDEN KAPIT
9. Name of Supervisor in-charge: ENCIK MINGGU JAMPONG
10. Duration of training: From: 16/07/2012 to 17/08/2012

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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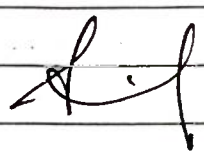

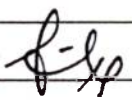
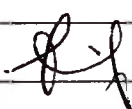
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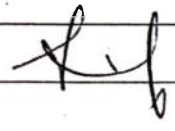
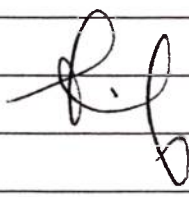
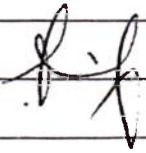
Week 1

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/07/2012	<p>arrived at Kompleks Kerajaan Negeri at 7:40am.</p> <p>After meeting with My Supervisor, SAO Minggu ak. Jampang (officer in-charge of Administrative & HR) i was introduced one by one to the staff in the department.</p>	<p>Mr. Andrew. Balang reported for his 4-weeks practical training to day.</p>
	<ul style="list-style-type: none">- i was placed under development unit, under Deputy Resident (Development) Mr. Selamat Jafri.- briefly, this department main function is to monitor the project under Kapit Division, consists of 3 Districts (Kapit, Seng, Belaga) dan 2 sub-districts (Merit, Sg. Asap).	<p>S-J 16.07.12</p>
	<ul style="list-style-type: none">- according to Assistant officer Chairil Reduan, they are currently monitoring the project under Rmk-10. Apart from that, they are also receiving a feedback on MKRA, such as price hike, rural facilities, transportation, standard of living, from various government department and agencies to be send to Sarawak Development office and other relevant authorities.	
2:30pm	<p>i attend my first meeting chair by Resident of Kapit, Mr Dahim Nadat, with the presence of Deputy Resident (Social) Mohd. Ikmal and other officers. I was there as an observer, regarding MS 150 9001:2008</p>	
	<ul style="list-style-type: none">- i was appointed as one of the selecting committee to select the winner of corporate uniform competition	



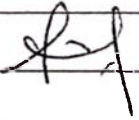
Week 2

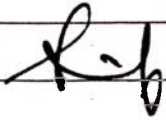
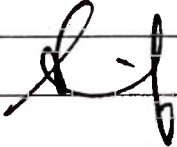

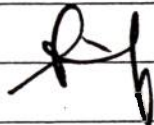
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/7/2012	Attending a briefing on service book. - i was assign to help updating Deputy Resident (Social) service book - from year 1996 until 2012 -	
24/7/2012	- today task, to resume updating service book from year 2002 - 2012	
25/7/2012	complete the task - updating service book for Deputy Resident (social)	
26/7/2012	for photostating a cat document	
27/7/2012	Today is my last day in Development Unit of Resident office. While others getting ready for a trip to Long Busang, Kelana, my job is to despatch a document pertaining the trip and answering a phone call.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	for the resident office.	S.102/5
	<p>My first assignment is, I was assigned by SAO Awang Mohd. Nizam to assist Mr. Chairil who is in charge of beautification competition organized by Information Department, in conjunction with Merdeka Day Celebration.</p>	
17/7/2012	<p>9.00AM - attending a meeting 2.00PM - to set up an event for tonight function "Kempen Kibar Jalur Gemilang Peringkat Bhn Kapit 2012". 7.30pm - the function was successfully done.</p>	S.F
18/7/2012	<ul style="list-style-type: none"> - helping my Administrative officer photostating his document for a meeting - doing some clerical work 	S.F
19/7/2012	<ul style="list-style-type: none"> - dealing with the public who come for an official businesses 	S.F
20/7/2012	<ul style="list-style-type: none"> - counter service - answering a phone call - dealing with the public - despatch 	

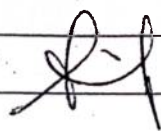

KS	DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
		<ul style="list-style-type: none"> - later, the documents or fax will be forwarded to his deputy for further action. - every incoming fax will be recorded in record book. - i made a phone call to JASA, Kapit to inform them that the Resident unable to attend 	
	2/8/2012	<p>My first task is to fax a documents to all government agencies and department regarding "Kampen Kibar Jalur Semitang".</p> <ul style="list-style-type: none"> - secondly, i need to check an email replied by Resident of Kapit, and do some follow up. - thirdly, i have to make Resident of Kapit monthly travelling programme for Steno records 	
	3/8/2012	<p>This morning, a couple of tourists come to an office. I have to make a travelling permit for them.</p> <ul style="list-style-type: none"> - every friday, every staff have to do 5's, so my jobs is to rearrange the documents and file, in-line with 5's objectives. 	

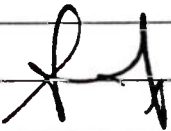

Week 3

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
30/7/2012	<p>Today, i was transferred to new department, (Social department), where i will be dealing with the public that come for official business.</p> <ul style="list-style-type: none">- My duty is to assist Resident of Kapit Secretary (Steno) in terms of sending an e-mail, fax, filing, and some of clerical works.	
31/7/2012	<p>Today, the secretary is on leave, i will spend my time in her desk with an assistance of one of the LPKS.</p> <ul style="list-style-type: none">- make a permit for foreign tourists who planned their trip to Belaga, and fax their permit to District office in Belaga.- record an incoming mail by fax in the record book.- email a letter to the Resident of Kapit, because he is currently in Asap, Belaga, attending a meeting.	
1/8/2012	<ul style="list-style-type: none">- whenever i received a fax for Resident, i will scan the documents and e-mail it to the Resident e-mail in order to inform him regarding an upcoming event, invitation, programs, etc.	


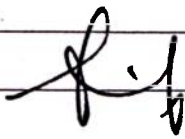
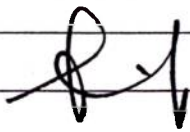
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<ul style="list-style-type: none"> - updating Resident of Kapit travelling schedule for the month of August, week 2. - booking a flight and express boat ticket for Resident of Kapit. 	
8/8/2012	<p>Today, a couple of tourists come to make a visiting permit to Belaga, as usual i will make the permit for them</p> <ul style="list-style-type: none"> - before leaving for Kuching, i have to make a personal copy for Resident of Kapit regarding his meeting program, for his reference. 	
9/8/2012	<p>as usual, my task is to received a fax, record any incoming fax and e-mail in a record book, before forwarding the incoming documents to the the relevant officer.</p>	
10/8/2012	<p>today is a bit relieved for me, because Madam Ngayun, Resident Skno has come back again to work. But still i have to assist her because she is not fully recovered.</p> <ul style="list-style-type: none"> - task - assisting the skno in making 	

Week 4

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMA
6/8/2012	<p>Today, Resident of Kapit will be back from travelling, so my task is to update and inform him on the current progress of his activity by inserting all the incoming fax, letter in his folder.</p> <ul style="list-style-type: none">- I'm also arranging a meeting for those who come for express marriage, to get a signature from Resident of Kapit- after getting a signature from Resident, they have to pay RM100 to registered their marriage at District Office and come back to Resident Office to give their copy to Resident office for our record.	
7/8/2012	<p>Today, Resident of Kapit is in the office, and I'm assisting Puan Latifah Ali from account section to make his travelling claims, such as getting a signature from Resident of Kapit and find a documents that is related to his claim.</p> <ul style="list-style-type: none">- at the same time, I am also arranging an appointment with Resident of Kapit for those who want to get a signature for their express marriage documents	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS RE
	Resident travelling claim, photostating, answering a phone call, filing,	
11/8/2012	<p>On Saturday afternoon, me and Deputy Resident (Social) Mohd. Ikhmal Abdullah and 3 others Resident office staffs went to Nanga Melapis, about 30 minutes boat ride from Kapit town.</p> <p>- my task is to help the longhouse folks to set up tomorrow event, Deputy Chief Minister, YB Datuk Patinggi Tan Sri (Dr) Alfred Jabu ak. Numpang visits to the longhouse.</p> <p>- work as a secretariat, protocol, to assist Deputy Resident.</p>	
12/8/2012	taking a picture, and to get ready for the main event	

Week 5

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
13/8/2012	Today, my task is to assist Steno in filing, clerical work, photostating, faxing.	
14/8/2012	<p>Today, auditing process will be carried out, so i have to get things organised.</p> <ul style="list-style-type: none"> - my task is to assist Steno while auditing process is carried out - during an auditing process, the auditor are asking for the latest update on express marriage list, marriage procedure, and few other confidential documents. 	
15/8/2012	<p>Today, another auditing process will be carried out, 5's audit.</p> <ul style="list-style-type: none"> - everyone are busy, and i am helping those who are in need of help, for example, lifting up a newspaper, removed the dust, etc. 	
16/8/12	As usual, doing some clerical work such as answering a phone call, photostating, fax, express marriage,	