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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES



PRACTICAL TRAINING REPORT

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THE DECLARATION

Declaration

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

Signed.



Jastina Binti Suleiman

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CHAPTER ONE

INTRODUCTION

1.1 Pusa Sub-district History

Pusa Sub-district is a known as sub-unit district under the administration of the Betong Division. It is situated nearby Betong Division. This sub-district was placed 90 km from Betong Division. Pusa District is divided into location which is the villager of Pusa is included Kampung Pusa , Kampung Kalok, Kampung Dato' Godam, Kampung Lot (Dang Esah), Kampung Tambak, Kampung Serabang, Pasar Pusa and Kampung Beladin. Mostly form for native Malay for fish village and famous of fish of "ikan terubok" (Toli shad) and also famous for "gula apong" (palm sugar) especially at Kampung Beladin and Kampung Pusa.¹

Next, Pusa Sub-district has an area of 362.47 square kilometers covering a small area Pusa. Pusa Sub-district has a total population of 5, 963 people, the majority is followed by the Malay (95%), Cina (3%) and others (2%).² Pusa Sub-district is renowned for its rich agriculture produces. This is because the main income rural population in the district is agricultural produce such as rice, rubber, fruits and vegetables. Besides agriculture, the residents of the Pusa Sub-district has been involved in raising cattle, chicken, fish and lamb as well as working as a fisherman on the river. Pusa Sub-district population is no exception involved with the activities of businesses and trade. In line with the government's mission to create a

¹ http://en.wikipedia.org/wiki/Pusa,_Sarawak

² <http://www.cyclopaedia.info/wiki/Pusa,-Sarawak>

society that is active and progressive in business and trade activities besides, actively involved in agriculture and industry.

Besides that, the key link for the people of this region to a spot on the first time is a river. After a few years, paved roads began to be built to enable people to move to a place or area. After that, Pusa Sub-district began to grow and receive many amenities such as electricity, water supply, health clinics, Banks, schools and other facilities. Pusa is the administrative centre in that rural area and many government buildings were constructed to house various government agencies at the Sub-district Office, Registration Department, Social Welfare Department, Information Department, and others.

Moreover, Pusa also has its own unique history and privilege. Pusa has a place that has a unique history that called 'Makam Dayang Isah Tandang Sari and Makam Raja Bertanduk. Both that place was known own their history because it's have own legend and a deep meaning and many people do not know about it. Pusa also was famous by a food that called 'Suman Pais'. This food was produce with sago flour also known as 'Lemantak'.³

From time to time, there are a lot of development and progress done by the government to provide comfort for the people. Due to the increasingly rapid development, the Pusa Sub-district Office and other government agencies are also working to develop Pusa to constantly develop over time. These efforts have changed the face of the old town of Pusa developed a faceless town, clean, cheerful and friendly.

³ <http://www.cyclopaedia.info/wiki/Pusa,-Sarawak>

1.2 Pusa Sub-district Office Background

Generally, administration of the Pusa Sub-district is under the administration and management of the Betong District Office. Pusa Sub-district Office plays an important role in ensuring the progress of development in the Pusa District other than the welfare and interests of the county.



Figure 1.0 Sub-district Office of Pusa

1.3 The Function in Pusa Sub-district Office

Pusa Sub-district Office is the administrative centres of the district of Pusa. It plays an important role in the implementation of government policies and the welfare and interests of the community under their jurisdiction. The main function of the Pusa Sub-district Office is as follows⁴:

- Plan, implement, coordinate, track and report on development projects.
- Perform administrative tasks including district administration of public institutions, statutory services and community affairs.
- Perform control tasks, creating and maintaining peace and security areas of the district.
- Implement and coordinate tasks skretariat for ceremonies and official program.
- Manage the affairs of the general administration, human resources, property, and finance and budget office.

⁴ <http://www.betongdc.sarawak.gov.my/>

As a government department, the Office of the Pusa District operates a day and time that has been set. Operating schedule for the Pusa Sub-district Office is as follows:

DAY	TIME
Monday to Thursday	8.00 am - 1.00 pm 2.00 pm - 5.00 pm
Friday	8:00 am - 11:45 am 2.15 pm - 5.00 pm
Saturday & Sunday	Leave

The functions of the Pusa Sub-district Office can be classified as follows:

i) Public Administration

- Management and Administration JKKK
- Public Safety
- Government Procurement Management and Budget

ii) Planning and Development

- Planning and Implementation of Minor Rural Project (PKLB)
- Lead the development of the Project Monitoring
- Planning and Community Development Program Implementation

- Poverty Eradication Programme and Community Development

iii) Registration and Application

- Probate Registry Application
- Registration of 'Deeds'
- Registration of adopted child
- Registration of marriages according to Adat

iv) Licensing and Permits

- Registration of business names
- Commercial license applications
- Hire-purchase agreement
- Application, renewal and transfer of firearms licenses
- Permit to buy ammunition

v) Legal and Judicial

- Coordination and hearing cases and magistrate court Bumiputera
- Legal advice
- Declaration / Oath

1.4 Pusa Sub-district Office Objectives

- To become a respected organization as administration office and serve a public service.
- Planning and implementing socio-economic infrastructure development.
- Provide and administer a wide range of public services.

1.5 Pusa Sub-district Office's Logo



Sarawak Civil Service

Vision

- A world class civil service

Mission

- To deliver excellent service through high performance teamwork

Shared Values

- Integrity
- Kind and caring,
- Professionalism
- Sense of urgency and ownership
- Team spirit
- Result-oriented

Our Philosophy

- An honour to serve

1.6 Pusa Sub-district Office Mission and Vision

1.6.1 Mission

'Delivering Good Services'⁵

1.6.2 Vision

'Become superior in socio-economy and steady development'⁶

1.7 Pusa Sub-district Office Customer Charter

We promise Pusa Sub-district Office Citizens customers transparent, effective and efficient, as enshrined in the Charter of the Customer as follows; Pusa Sub-district committed to provide service that is efficient, effective and friendly to clients with⁷:

1. Letter of Authorities (LA) will be issued in period of fourteen (14) working day
2. Letter of Authorities(LA) application which involves agency other departments, period beginning after getting feedback from agency or department related
3. Registration of Adoption Certificate Application will be completed in period of fourteen (14) working days.
4. New application for registration Trade Name registration of business name and Trade License Issuance will be decided in period of fourteen (14) working days with feedback condition from all agencies referred already earned

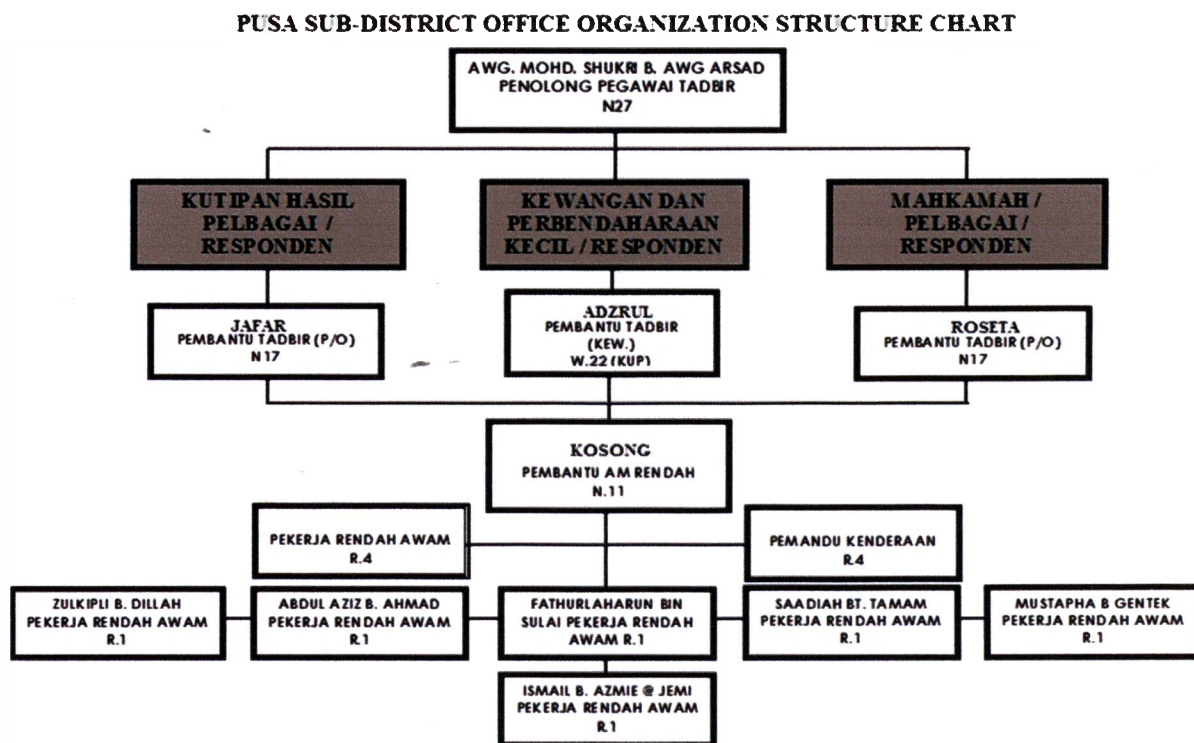
⁵ <http://www.betongdc.sarawak.gov.my/>

⁶ <http://www.betongdc.sarawak.gov.my/>

⁷ <http://www.betongdc.sarawak.gov.my/>

5. Renewal Task, Extract Production and Business Item Amendment will be complete in period of seven working days provided all documents attached is complete received.
6. Trade Licence Cancellation application will be completed in period of a working day
7. Native Court Case Registration will be completed in period of a working day
8. Ammunition Purchase Permit Withdrawal Application for shotgun (shotgun) will be completed immediately
9. Licence Issuance for Alienation Shotgun that was being passed by Resident will be completed in period of seven working days
10. Payment receipt or Collection will be issued immediately give all payments or revenue collection from public.

1.8 Pusa Sub-district Office Organisation Structure Chart



1.9 Staff Movement Chart at Pusa Sub-district Office

STAFF MOVEMENT CHART AT PUSA SUB-DISTRICT OFFICE

NO	NAME OF OFFICER	GRADE	DESIGNATION
1	AWG. MOHD. SYUKRI BIN AWG. ARSHAD	N.27	PEN. PEGAWAI TADBIR
2	ADZRUL AMIRUL SHUZREEN	W.22	PEMBANTU TADBIR (KEW)
3	JAAFAR BIN SULAIMAN	N.17	PEMBANTU TADBIR(P/O)
4	ROSETA TIDA ANAK CHANGGIE	N.17	PEMBANTU TADBIR(P/O)(KUP)
5	MUSTAPHA BIN GEMPEK	R.1	PENGAWAL KESELAMATAN
6	ISMAIL BIN AZMIE@JEMI	R.1	PENGAWAL KESELAMATAN
7	ABDUL AZIZ BIN AHMAD	R.1	PEMBANTU AM RENDAH
8	ZULKIPLI BIN DILLAH	R.1	PEMBANTU AM RENDAH
9	FATHURLAHARUN BIN SULAI	R.1	PEMBANTU AM RENDAH
10	SAADIAH BINTI TAMAM	R.1	PAR (KPSU)

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.1 Introduction

The industrial training has been done at Pusa sub-district office which is started on 21st of July 2014 and ended on the 29st July 2014. The first thing to do on the first day of practical training is report duty. The report duty has been done and the supervisor who in charged was Mr. Awg Syukri Bin Awg Arshad, Sarawak Administrative Officer. There are several daily tasks has been exposed during the one month practical training which are recording data in files, arranging files on the shelf according to its code, colours and types of files, make a probation, involved events of Pesta Pusa 2014 and attended a seminar about Government Service & Tax (GST) at SMK Beladin.

2.2 Counter Services

The first task to do is counter services which is the task that need to deals with public. The officers in charged taught on how to deal with public. The first activity has been done under this department is recording the visitors' data into 'Buku Rekod Harian Pelawat ke Pejabat Daerah Kecil Pusa'. The purposes of coming are asked and visitors' were assisted. Besides, the forms of 'E-Kasih' and 'Bantuan Rumah' were receive by the public or customers and checked for a second time. The environment at the office is very challenging and the staffs were really supportive and friendly.

The 'E-Kasih' forms were distributed to the public on the second and third day as assigned. Most the public are busy asking about the application status the last year and the public are confuse about the status and keep asking the same question. The complete forms that sent by the public have been collected and put in the stated boxes. From this, the appropriate bodies will easy to detect the people who are hard-core poverty then we can help them by given 'Bantuan Rumah', welfare and also give them an opportunity to do the work to involve in 1 AZAM. 1 AZAM is one of the initiatives done by the government to help public to increase their income. In 1 AZAM there are four types of work that public can choose which are AZAM Tani, AZAM Kerja, AZAM Khidmat and AZAM Niaga. There are lucky to work with the staff under this department as they are willing to give and assisted in encountering the difficult situation. The need to learn how to communicate with the public and deals with them to make them understand. It was important to use proper and appropriate language in dealing with public.

2.3 Administrative Task

2.3.1 Meeting

The staff meeting was held on the second day of practical training. This meeting was attended by all staff in this department. This meeting was led by Mr. Awg. Mohd. Syukri B. Awg Arshad the chairman for the meeting. The first agenda in the meeting is speech from the chairman which is to introduce me to each staff. There are nine staffs at the Pusa Sub-district Office. The second agenda for the meeting are regarding reorganizing the daily task of the staffs itself. He has brief and explained each tasks that should be carried out by the staff. Each staff will be

delegate with the works to handle. The task delegation was important because it ensures the efficiency of the job or work that need to be done. The practical student was assigned to help the staff in handling the tasks given. He hoped that the student would gain as much experience as possible during the practical training at the Pusa Sub-district Office.

2.3.2 File and Record Management

The task that has been given was related to the record document systems that were used by this department. For example, regarding on application for 'E-Kasih' and 'Bantuan Rumah' was distributed. For this task, the data need to transfer and the letters were arranged into the existing files according to their function. Besides, the files need to do reorganization as there were many files that need to be done. All letters in the files has been transferred to the existing document files. The reason of transferring the data is this department wants to standardize all the record document system. It is important to reorganize the files because it can be used as manual reference if the data in the database is corrupted. From here, it was important to arrange any document so that it easy for future references. This shows that the department was really particular on the work progress. This will indicate the efficiency of their service. The different files have been exposed and each of the file has its own function. Others than that, the filling system was introduced and learn how to scan and sent emails, binding document and learn how to use fax machine and Photostat machine by the senior staff, Mr. Fathurlaharun.

2.3.3 Typing/ Printing and Photostat

Next task assigned was making is a recording and producing probate letter of administration by the Madam Roseta Tida. This probation was between villagers of Kampung Beladin and its Ketua Kampung Mr. Hj. Hassan Bin Ahmad. It is important to use appropriate vocabulary in order to write probation. The probation was about the villagers want to claim their estate because their father was died and their father does not leave any will and testament regarding on his estate. A lots of things were learned on how probation and get more information about it. Besides that, Mr. Fathurlaharun was helping by me to update the current list of villagers for the new 'Senarai Penerima E-Kasih 2014' for Pusa District and also updated the letters that were received by the Pusa Sub-district Office and make sure that letters have been sent to SAO Awg. Mohd. Syukri B. Awg Arshad. Besides that, the way on how to use Microsoft Office Excel also was leaned. Madam Roseta Tida was helped by me to Photostat and staple letters of 'Jemputan Menghadiri Ceramah GST' at SMK Beladin which is to be sent to each of the Penghulu, Ketua Kampung, and villages at Pusa District. This seminar is very important which is to gives extra information on GST that will be implement by government on 1st April 2015 to the villagers. This is one of the initiatives done by the department to educate and provide the villagers with information. Besides, this seminar also will ensure that the villagers aware of GST. Last but not least the text for recite ('Khutbah'), also need to print out for the mosque at the Pusa town. The text was be printed every Friday and to ensure it received by Imam.

2.4 Outdoor Task

The Pesta Pusa 2014 was attended on the 14th August 2014 until 15th August 2014. This is an annual event in Pusa Sub-district District. This event was launched by Datuk Amar Abang Johari Bin Tun Abang Openg. This tourism event would feature Power Boat Races, Boat paddling, Karaoke Competition, Tandak Competition and Exhibition on agriculture product. One of the aims of these events is to promote Pusa as an eco-tourism destination as well as to inculcate the team spirit and cooperation among people. To address this, this event is for the celebration of hardship. On the first day at Pesta, as a protocol on the events and was assigned to help the staff under the supervision of Madam Roseta handle tasks such as wrapping the presents and counter services. On 20th August 2014 was attended a seminar about GST at Kampung Beladin and was received lot information about GST. The seminar gives more understanding about GST and its benefit to our country. Last but not least, activity that involved is gotong-royong at Bus Central Pusa on 11th August 2014. This gotong-royong for make sure the town clean and have a good environment. It's also to maintain the good relationship between the staff and to ensure them to have a good teamwork in manage of the gotong-royong.

CHAPTER 3

ANALYSIS OF TRAINING

3.1 Introduction

Chapter 3 describes the analysis of the practical training. It specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on the schedule of practical working experience and tasks of job description given under chapter 2, it shows that, the practical training experience was more on customer services.

3.2 Task Analysis

During the course of the five weeks of the practical training, the several types of responsibilities such as filing, recording data, data updating, filling the various form, staff meeting, performing clerical tasks and so forth have been complete. The work that most have done during the practical training are serve the public. For example show direction, receive forms and assist public when the public want to meet SAO Mr. Awg Syukri Bin Awg Arshad. This is become a challenge because the way we communicate with the public is importance. This is because when public ask on something we should provide them appropriate information. This is to prevent

them from receiving false information which will make them unhappy and not satisfy with the service provided. To address this we must use appropriate, simple better word that are enunciate our words, pronounce the words correctly, use the right words and use appropriate tones when communicate.

3.3 The Term Communication

Weekley defines Communication, which is etymologically related to both "communion" and "community," comes from the Latin *communicare*, which means "to make common" or "to share."⁸ DeVito expanded on this, writing that communication is "the process or act of transmitting a message from a sender to a receiver, through a channel and with the interference of noise".⁹ Some would elaborate on this definition, saying that the message transmission is intentional and conveys meaning in order to bring about change. In general the term communication refers to the process by which information is transmitted and understood between two or more people. The word 'understood' is emphasize because transmitting the sender's intended meaning is the essence of good communication. Within the process of communication, it is important to answer the following questions:

3.3.1 Who is the recipient of my information?

3.3.2 What information does this recipient demand? What information may I / do I have to give him.

3.3.3 Which way of the transmission does he or she prefer?

⁸ Weekley, E. (1967). *An etymological dictionary of modern English (Vol. 1)*. New York: Dover Publications.

⁹ DeVito, J. A. (1986). *The communication handbook: A dictionary*. New York: Harper & Row.

3.3.4 What do I want to achieve by providing the recipient with the information?

Without any regards to the form of communication, the process of communication plays a very important role in public administration. Communication is the vehicle through which people clarify their expectations and coordinate works, which will allow them to achieve organisational objectives more efficiently and effectively. Every member of an administrative organization needs certain information for making a decision and characteristics of information flows determine features of the communication within public administration system. The above mentioned basic questions are applicable in the field of public administration that is represented by a very large group of formal organization within which many formal and informal relationships do exist.

The definitions can be summarized as a process of sharing ideas, information, and messages with others in a particular time and place. It is also important that communication is not just giving of information. It is the giving of understandable information and receiving and understanding the message. Continuously to deliver information, ideas, attitudes and feelings among individuals and among groups of individuals is an important communication tool. In the organization, we need to deliver the information to the public with accurate and clearly way. This is because to ensure the people would understand and can receive the message delivers. For example, when the people need to check on their status of e-kasih, the organization needs to communicate with the people with clearly information about their status. This is because to avoid the misunderstanding on the information receive. So, clear information is needs to be delivers with a proper way.

3.4 Importance of Communication in Public Administration

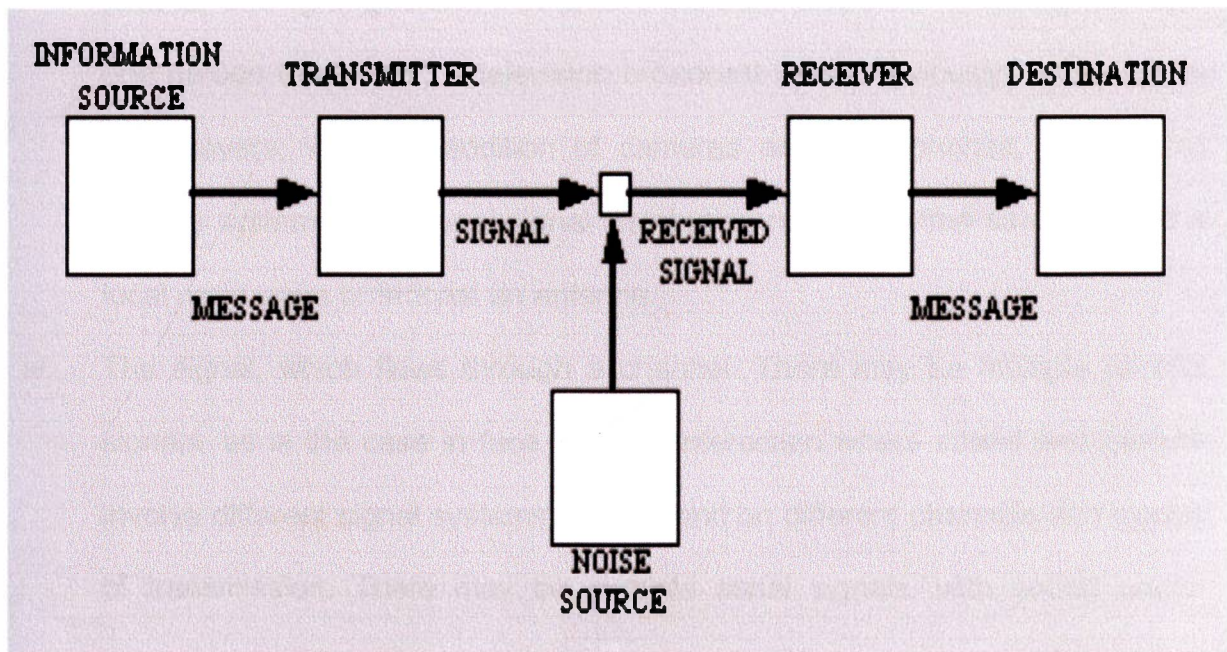
The field of public administration, including government and non-profit agencies, attracts people with a commitment to public service. They work in jobs in which they will face multiple demands from their agency stakeholders. However, public administrators must use effective means of communication in order to succeed in practicing open and honest government. There are various levels of hierarchy and certain principles and guidelines that employees must follow in an organization. They must comply with organizational policies, perform their job role efficiently and communicate any work problem and grievance to their superiors. Thus, communication helps in controlling function of management.¹⁰

3.5 A Model of Communication

Shannon's (1948) model of the communication process is, in important ways, the beginning of the modern field. It provided, for the first time, a general model of the communication process that could be treated as the common ground of such diverse disciplines as journalism, rhetoric, linguistics, and speech and hearing sciences. Part of its success is due to its structuralize reduction of communication to a set of basic constituents that not only explain how communication happens, but why communication sometimes fails. Good timing played a role as well. The world was barely thirty years into the age of mass radio, had arguably fought a world war in its wake, and an even more powerful, television, was about to assert itself. It was time to create the field of communication as unified discipline, and Shannon's model

¹⁰ <http://www.ehow.com/importanceofcommunicationinpublicadministration>

was as good an excuse as any. The model's enduring value is readily evident in introductory textbooks. It remains one of the first things most students learn about communication when they take an introductory communication class. Indeed, it is one of only a handful of theoretical statements about the communication process that can be found in introductory textbooks in both mass communication and interpersonal communication.¹¹



Shannon's model, as shown above, breaks the process of communication down into eight discrete:¹²

- i. An information source. Presumably a person who creates a message.
- ii. The message, which is both sent by the information source and received by the destination.
- iii. A transmitter. For Shannon's immediate purpose a telephone instrument that captures an audio signal converts it into an electronic signal, and amplifies it

¹¹ Davis Foulger (2004). Models of the Communication Process.

¹² Davis Foulger (2004). Models of the Communication Process.

for transmission through the telephone network. Transmission is readily generalized within Shannon's information theory to encompass a wide range of transmitters. The simplest transmission system, which associated with face-to-face communication, has at least two layers of transmission. The first, the mouth (sound) and body (gesture), create and modulate a signal. The second layer, which might also be described as a channel, is built of the air (sound) and light (gesture) that enable the transmission of those signals from one person to another. A television broadcast would obviously include many more layers, with the addition of cameras and microphones, editing and filtering systems, a national signal distribution network (often satellite), and a local radio wave broadcast antenna.

- iv. The signal, which flows through a channel. There may be multiple parallel signals, as is the case in face to- face interaction where sound and gesture involve different signal systems that depend on different channels and modes of transmission. There may be multiple serial signals, with sound and/or gesture turned into electronic signals, radio waves, or words and pictures in a book.
- v. A carrier or channel, which is represented by the small unlabeled box in the middle of the model. The most commonly used channels include air, light, electricity, radio waves, paper, and postal systems. Note that there may be multiple channels associated with the multiple layers of transmission, as described above.
- vi. Noise, in the form of secondary signals that obscure or confuse the signal carried. Given Shannon's focus on telephone transmission, carriers, and reception, it should not be surprising that noise is restricted to noise that

obscures or obliterates some portion of the signal within the channel. This is a fairly restrictive notion of noise, by current standards, and a somewhat misleading one. Today we have at least some media which are so noise free that compressed signals are constructed with an absolutely minimal amount of information and little likelihood of signal loss. In the process, Shannon's solution to noise, redundancy, has been largely replaced by a minimally redundant solution: error detection and correction. Today we use noise more as a metaphor for problems associated with effective listening.

- vii. A receiver. In Shannon's conception, the receiving telephone instrument. In face to face communication a set of ears (sound) and eyes (gesture). In television, several layers of receiver, including an antenna and a television set.
- viii. A destination. Presumably a person who consumes and processes the message.

Based on the practical training, in the organization the communication is between the people and the organization and between the organization and the employees. Meaning to say, the communication is important to organization, people and employees. This is because to ensure the people, organization and employee to have a good relationship in term of good communication. Refer to the above process of communication; information source is from the organization. For example, many people come to office to make probation. In order to make probation, there have procedures that need to follow. The organization need to deliver the information to the people about all the procedure. This is because the people need to be explaining about the procedure. These can easily their probation and about misunderstanding. The model of communication is describing the eight step of communication process.

If the information received by the people, the communication between the people and organization is good. There are some noises that happen in communication. This is about the noise from the other people. For example, during the explanation about the probation, other people come to the organization and interrupt during the explanation. This can disturb the communication because the information that needs to be delivered does not reach with a proper way. So, the information can reach its destination if the communication is delivered with a good skill and clear explanation.

3.6 The Importance of Effective Communication

Communication is considered effective when it succeeds in evoking a desired response from the other person. Good communication is necessary for all organizations as management functions in organizations are carried out through communication. Effective communication provides a common link for the management processes of planning, organizing, leading, and controlling. These effective communication skills of managers are very essential to get the work accomplished. In the organization, effective communication is important. This is because to ensure the communication can be delivered to the people. For example, many people come to the organization to check on their e-kasih status. We need to use good communication skills to communicate with them. This is because to ensure the people understand and are satisfied with our service. So, to ensure good management in the organization, we need excellent communication skills.

3.7 Strategic Communication and Public Relations

Strategic communication broadly refers to communication activities that, from development to execution, are planned, consistent and aiming at specific goals. Strategic communication is an umbrella term to describe the activities of disciplines including public relations, management communication, and advertising. However, strategic communication is also increasingly recognized as a developing subfield within communication. Hallahan defines strategic communication as “the purposeful use of communication by an organization to fulfil its mission.”¹³

The idea that public relations should not simply be a set of communication tactics, but a strategic management of different communication activities and, by doing so, contribute to the strategic management of organizations. Public relation officers are meant to enhance communication between government and the public much as to enhance communication between the public and government. Dr. Rex F. Harlow's define public relations is a distinctive management function which helps establish and maintain mutual lines of communication, understanding, acceptance and co-operation between an organisation and its publics; involves the management of problems or issues; helps management to keep informed on and responsible to public opinion; defines and emphasises the responsibility of management to serve the public interest; helps management keep abreast of and effectively utilise change, serving as an early warning system to help anticipate trends; and uses research and sound and ethical communication techniques as its principal tools.¹⁴

As we can see, the strategic communication and public relation is important to ensure the people can receive the information. This is because the strategic

¹³ Hallahan, K., D. Holtzhausen, B. van Ruler, D. Vercic, and K. Sriramesh. 2007. Defining strategic communication. *International Journal of Strategic Communication* 1:3–35.

¹⁴[http:// pria.com.au](http://pria.com.au), 21 April 2005

communication is based on how the public relation can influence the people. Meaning to say, public relation must be excellent to ensure the people can receive the information was delivery. In the organization, the staffs always communicate with the people with a good manner and good service. This is because to ensure the people can satisfy with the service and meet their expectation on the service.

3.8 Models of Communication under Public Relation

James E. Grunig, public relations expert and guru, has over 20 years of experience in the field of public relations. The early days of public relations knew no theories knew no theories, thus little to no thought was put into communication plans, tactics, strategies, or programs. With no theoretical foundation, public relations in many cases did more harm than good because legal ramifications, such as libel and fraud, were not considered. This oversight and bad judgment had dire consequences such as profit loss and a tarnished organizational image, which had to be alleviated and avoided in order to insure public relations' survival.¹⁵ According to James E. Grunig, there are four models of public Relations.¹⁶

3.8.1 Press Agency/Publicity

Press Agency Publicity model is also called P.T Barnum model. Press Agency Publicity model follows one way communication where the flow of information is only from the sender to the receiver. The sender is not much concerned about the second party's feedback, reviews and so on. In Press Agency publicity model, public relations experts enhance the reputation of the organization

¹⁵ <http://iml.jou.ufl.edu/theimportanceofthefourmodelofpublicrelations>

¹⁶ <http://managementstudyguide.com/public-relations-models>

among the target audiences, stakeholders, employees, partners, investors and all others associated with it through manipulation. According to this model, organizations hire public relations experts who create a positive image of their brand in the minds of target audiences through arguments and reasoning. They influence their potential customers by simply imposing their ideas, thoughts, creative stories of their brand, USPs of the products and so on. Flow of information takes place only from the public relations experts to the target audiences (One way communication).

3.8.2 Public Information Model

As the name suggests public information model, emphasizes on maintaining and enhancing the image of an organization simply by circulating relevant and meaningful information among the target audience/public. Public relations experts depend on press release, news release, video release or any other recorded communication often directed at the media to circulate information about their brand among the public. Newsletters, brochures, magazines with information about the organization, its key people, products, benefits of the products, testimonials, success stories are distributed at regular intervals among target audiences for brand positioning. In such a model, public relations experts need to be creative and ought to have a flair for writing. They should be really good at putting their thoughts into meaningful words which influence the customers and end-users. Public information model also revolves around one way communication where information primarily flows from sender(organization and public relations experts) to the receiver(target audience, employees, stake holders, employees, investors and so on).

3.8.3 Two Way Asymmetrical Model

Two way asymmetrical model of public relations revolves around two way communication between both the parties but the communication is somewhat not balanced. In this type of model, public relations experts position their organization and brand on the whole in the minds of their target audiences through manipulation and force the public to behave the same way they would want them to do. In two way asymmetrical models of public relations, organizations do not utilize much of their manpower and resources to find out the reaction of the stakeholders, investors or for that matter public.

3.8.4 Two way Symmetrical Model

Two way symmetrical model of public relations is an ideal way of enhancing an organization's reputation among the target audience. According to two way symmetrical model, public relations experts depend on two way communication to position their brand among end-users. Free flow of information takes place between the organization and its stake holders, employees, investors and vice-a-versa. Conflicts and misunderstandings are resolved through mutual discussions and communication. A two way communication takes place between both the parties and information flows in its desired form. The feedback from stakeholders and target audiences are also taken into consideration.

3.9 Total Quality Management and Service management

Dale, van der Wiele & van Iwaarden, define total quality management as the cooperation of everyone in an organization or business process to produce products

and services which meet and hopefully exceed the needs and expectations of customers.¹⁷ Different with Kanji and Asher (1996), total quality management is a continuous process of improvement for individuals, groups of people, and whole firms; it encompasses a set of four principles (delight the customer, management by fact, people-based management, and continuous improvement) and eight core concepts (customer satisfaction, internal customers are real, all work is process, measurement, teamwork, people make quality, continuous improvement cycle, and prevention)¹⁸.

At present, competition between services organisation has created many challenges in the service industry which includes changes in customer demands and expectations. As a result, there is an increase of service organisation which played major emphasize on improving their service quality. As the increase of the importance service quality in the organisation both private and especially government sector had generated numerous efforts to ensure that their organisation provide excellent services to the public. Moreover, community is starting to appreciate and placed certain value of satisfaction on the delivery services by both private and government sectors.

Next, it is very important for the government to be aware of providing excellent services to the public. This is because the good image of the public services must be upheld and maintained. Hence, their community, which is local people, should be given the best services to foster a good relationship between public and government bodies. Basically, counter services plays a vital role in determining the success of

¹⁷ Barrie G. Dale, Ton van der Wiele, Jos van Iwaarden (2007). *Managing Quality*, 5th Edition ISBN: 978-1-4051-4279-3

¹⁸ Kanji, G. K. and Asher, M. (1996). *100 Methods for Total Quality Management*, SAGE Publications, London

services organisation because it is one of the primary images building features in the organisations.

Last but not least, Malaysian government has done a lot of effort to introduce awards to improve organizational process and service delivery in the public sector. These awards include Local Authority Quality Awards, Prime Minister's Quality Awards, Public Services Quality Awards, District Office Quality Awards, Client's Charters Quality Awards. This is one of the approaches to promote quality services among services organisations. In addition, Malaysia government has implemented Excellent Services awards to encourage public servants to provide excellent services at all the time.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

SWOT is a technique for comparing or matching an organisation's internal strengths and weaknesses with opportunities and threats found in the external environment. By specifying clear objectives and identifying internal and external factors that are either helpful or not, a short and simple SWOT analysis is a useful resource which may be incorporated into an organizations strategic planning model. ¹⁹

4.2 Strengths

Strength is an internal attributes that are helpful to the organization to achieving its objective. In public service organization to adopt SWOT analysis, this is for the benefits of organizational development. The following steps should be taken.

4.2.1 Good relationship with customers

Relationship with the customer should be good. This because to ensure the customer satisfaction. The staffs who work in the organization should serve the public very well and inform the public with the clear information. Meaning to say, they will try to fulfil the need of the customers. For example, when the public want to get

¹⁹ SWOT Analysis: Eva Chen & Paul Bruniski

welfare from us we will investigate their own background and try to help them by providing welfare in term of money or others.

4.2.2 Good internal communication

Good communication among the staffs is important to maintain a good relationship. Each of the staff has a different position but they communicate with a good relationship. For example, in organization the staffs always lend a hand to help each other. These can avoid the mismanagement and can avoid the miscommunication among the staff. This is because they need to cooperate to maintain a good relationship. Hence, with a good internal communication this can avoid misunderstanding among each other in the organisation.

4.2.3 Reputation for Innovation

Innovation means that a new idea, methods, or invention. These mean that our workplaces are more concern on reputation for innovation. This is because to improve of our skills if any bad reputation happens. The performance of the organization should be excellent to maintain the good management in order to fulfil the need of customer. Other than that, for the reputation the organisation will analyse the performance and they will try to fix the performance by creating the new idea. So, these will correct our mistake previously.

4.3 Weaknesses

A weakness is internal attributes that are harmful to the organization to achieving its objective. The absence of certain strengths may be viewed as weakness. Weaknesses make the organisation vulnerable to competitive pressures. Weaknesses require a close scrutiny because some of them can prove to be fatal. Some of the weaknesses are:

4.3.1 Out-dated facilities

In the organisation they are still out-dated. This is because some of their equipment and facilities in traditional style. For example, in the organisation they still used signature for the attendance. Currently the others organisation are up to date and used thumb print to sure that they come to work. Hence, these are the weaknesses of the organisation and these can create a fraud such as ask the others staffs to become the representative to sign the signature of them without the knowledge of superior. However, the facilities also out-dated because still used the old fashion and not update with the time.

4.3.2 Slowly services

The services that provide in this organization are too slow. This is because some of the staff is not committed to do their work and more talking rather than working. They also always loafing with each other than ignore their own task. So this will create a slowly services and the customers or public are waiting too long. For example the procedure to apply the e-Kasih, the public come and request for e-Kasih programme

than the staff who handle that are slowly and not take seriously over the documents. So, these makes the customer wait too long for the results either they successful get it or not.

4.3.3 Poor record keeping

This is about on how the organization record the data is poor. For example, the record data for e-kasih is not being record properly. The data are not record every years, the data was record from the 2012 until the 2013 and this create overload task must to settle. Moreover, when the staffs do not achieve the objectives of the organisation and the reputation will negative. So, the organisation should know how to handle this record keeping.

4.4 Opportunities

An opportunity is external factors that help the organization achieve its objective. An opportunity is considered as favourable circumstances which can be utilised for beneficial purposes. It is offered by outside environment and the management can decide how to make the best use of it. Such an opportunity may be the results of a favourable change in the external environment. It may also be created by a productive approach by the management in moulding the environment to its own benefits.

4.4.1 Unfulfilled customer needs

Some of the organisation cannot whole fulfil the customer need. This is because the customer need is beyond on their authorities. For example, for the welfare of bantuan rumah the organisation only chooses the person that who deserve for it. The people that been select are already been analyse and investigate the background. The organisation also cannot fulfil all the demand of the publics because the budget is limited for the people who really deserve it.

4.4.2 Emerging new technology

In term of technology, in the organisation are embracing a new technology but in the organisation the technology are out-dated. On these opportunities the organisation should improve more on facilities and technology for their own benefits. So, these can easily for management of public and the staffs too.

4.5 Threats

Threat is external factors that are harmful to the organization to achieving its objective. It is useful strategic planning tools for evaluating the strength, weaknesses, opportunities and threats involved in managing the organisation. Change in the external environment also may present threat to an organisation. Management should anticipate such possible threat and prepare its strategies in such a manner that any such threat is neutralised.

4.5.1 New regulation

In the public sector some of the organisations have their own rule, once the rules have change it difficult for the employees to change their own attitude and behaviour easily. This is because to change, its take time for them to adapt the new regulation. So these are the threat that organisation also have face. However, with the new regulations its can improve the management in the organisation.

4.5.2 Shortage in resources

This is means the organisation are less of their resources. These become a treat for them. When the customers or public want on any welfare in term of money or others, the organisation cannot supply it easily. However, it becomes a challenge to them to choose the really needy person.

4.6 Recommendation

Recommendation is a suggestion or proposal as to the best course of action, especially one put forward by an authoritative body. In others word mean that the action of recommending something or someone.

4.6.1 Recommendation toward organisation

The organisation should give a variety task for us. For example in every week they can divide each week with different task during the practical training. This is because for us to learn something new in how to manage and handle the work. However, from this we will know how to work in the future and we also can get more experience in manage the work.

4.6.2 Recommendation toward UiTM

The UiTM should increase practical period for Bachelor of Administrative Science. This is because it can give benefit to the students to gain more experience and knowledge. For example, the practical training should be done for 6 month period. These can improve the communication skill among the student. Hence, the UiTM also should give an allowance for the student during the practical training. These can decrease the burden among the student. During the practical there is no allowance given by the UiTM. So, UiTM should provide allowance to easily and reduce the burden of the student during practical training.

CHAPTER 5

CONCLUSION

5.0 Introduction

This chapter is a summary of discussion of each chapter in the report by highlighting the main point. Besides that, this chapter will also discuss on the experience in doing tasks and jobs that have given by the organization.

5.1 Chapter One

In chapter One, this is about on introduction of the organization. It is discussing and explained on the background and the history of Pusa Sub-district office. Next, mission and vision and also the function of Pusa Sub-district office also have been elaborated. Another element such as organization structure and core business of the organization also has been highlighted. Here are the details:

1.1 Pusa Sub-district History

1.2 Sub-district Office Background

1.3 The Function in Pusa Sub-district Office

1.4 Pusa Sub-district Office Objectives

1.5 Sub-district Office's Logo

1.6 Pusa Sub-district Office Mission and Vision

1.7 Pusa Sub-district Office Customer Charter

1.8 Pusa Sub-district Office Organisation Structure Chart

1.9 Chart Movement of Pusa Sub-District Office's Staffs

5.2 Chapter Two

Chapter Two is discussing on schedule of practical training that is based on the practical training handbook. On practical training handbook, the practical training was stated on 21st of July until the 29th of August 2014 at the Pusa Sub-district Office. Through one month of practical training at Pusa Sub-district Office, it was several daily tasks that have been done. By analysing the schedule in this chapter, we can see that this department are fully utilizes the practical students by giving related tasks and projects which is suitable and this exposed me on how to manage and do the task given. In this chapter mention that about what the works was do during the practical training based on the task given. There are:

2.1 Introduction

2.2 Counter Services

2.3 Administrative Task

2.4 Outdoor Task

5.3 Chapter Three

In this chapter, the analyse on what are the most task to do and focuses on one area as covered in the practical training handbook (refer to appendix). This chapter also reflect definition of concept. Demonstration of practical and theoretical aspects as how the relates all concepts learned in classroom at workplace and how transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The chapter three is consists of

3.1 Introduction

3.2 Task Analysis

3.3 The Term Communication

3.4 Importance of Communication in Public Administration

3.5 A Model of Communication

3.6 The Importance of Effective Communication

3.7 Strategic Communication and Public Relations

3.8 Models of Communication under Public Relation

3.9 Total Quality Management and Service management

5.4 Chapter Four

Chapter four is discussing and analysing the strength and weaknesses of task assigned during practical training as discussed in chapter three. In this chapter its highlight with example the strength, weaknesses, of job or tasks assigned during practical training. And also provide solution for improvement. There also are recommendations suggested to address the problems in order to provide excellent counter services to the public. The SWOT analysis has been discussed in this chapter. Then, I am also come out with some possible recommendation to overcome problem and weaknesses of counter services. It is important to address the weaknesses because people view front liners as the representatives of an organization. The chapter four consists of:

- 4.1 SWOT Analysis
- 4.2 Strengths
- 4.3 Weaknesses
- 4.4 Opportunities
- 4.5 Threats
- 4.6 Recommendation

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APPENDIXES



PEJABAT DAERAH KECIL PUSA
 94950 PUSA, BAHAGIAN BETONG
 SARAWAK
 TEL. NO. : 083 - 465130
 FAX NO. : 083 - 465441

<u>Untuk Kegunaan Pejabat</u>
P.M. No :
Buku No :

PERMOHONAN SURAT KUASA MENTADBIR & SURAT PROBATE

Nama Simati :

Nama Pemohon :

Alamat :

No. Tel. :

DOKUMEN-DOKUMEN YANG DIPERLUKAN

- | | |
|--|--------------------------|
| 1. Sijil Kematian (1 Salinan termasuk asal dibawa bersama) | <input type="checkbox"/> |
| 2. Temenggong/Pemanca/Ketua masyarakat/Ketua kaum dikohendaki hadir Bersama waris simati bagi tujuan pengesahan dalam buku daftar probet | <input type="checkbox"/> |
| 3. Surat izin Persetujuan daripada waris-waris untuk melantik Pentadbir (Saksi haruslah daripada Temenggong/Pemanca/Ketua masyarakat/Kaum dsb.) | <input type="checkbox"/> |
| 4. Surat Wasiat Asal (3 salinan termasuk asal/jika ada) | <input type="checkbox"/> |
| 5. Surat Sumpah (bagi Kes Berwasiat hendaklah daripada 2 saksi) | <input type="checkbox"/> |
| 6. Kad Pengenalan Waris terdekat (salinan Fotostat) | <input type="checkbox"/> |
| 7. Sijil Nikah | <input type="checkbox"/> |
| 8. ASET semua harta benda yang dibawah nama gemulah simati (salinan fotostat) :- | <input type="checkbox"/> |
| a. Harta Tak Ali Geran Tanah, Memorandum Pindah Milik cagaran, sewaan Kaeat P.A. | <input type="checkbox"/> |
| b. Akuan Bank Penyata Akuan samasa buku Akaun Simpanan Resit Akuan Simpanan Tetap, Resit Pen Deposit | <input type="checkbox"/> |
| c. Saham (Sijil Saham & Surat Pengesahan nilai saham pada tarikh kematian gemulah dsb) | <input type="checkbox"/> |
| d. Insuran (Surat pengesahan amaun tuntutan dari bSyarikat Insuran) | <input type="checkbox"/> |
| e. Perniagaan (Penyata Kunci kira-kira Akaun Keuntungan & Kerugian pada Tarikh kematian). | <input type="checkbox"/> |
| f. Kumpulan Wang Simpanan Pekerja (EPF) Surat drp: Pej. KWSP mengesahkan jumlah tuntutan. | <input type="checkbox"/> |
| g. Kenderaan Api (dokumen Pendaftaran) | <input type="checkbox"/> |
| h. Senjata Api (Lesen Pendaftaran) | <input type="checkbox"/> |
| 9. Surat Akuan / Surat Sumpah (sekiranya tiada sijil kematian bagi waris yang meninggal sebelum | <input type="checkbox"/> |

SURAT KEBENARAN MENTADBIR HARTA SIMATI

Bagi Perkara Estet Allahyarham/Mendiang/Gemulah : _____
Yang meninggal dunia tanpa wasiat pada _____

(Perkara Probet No. _____ Volume _____)

Saya/Kami yang bertandatangan di bawah, selaku pewaris bagi Estet Allahyarham/Mendiang/Gemulah di atas dengan ini memberi sepenuh persetujuan untuk menverahkan Surat Kuasa Mentadbir kepada:

Nama Pemegang Surat Kuasa : _____

No. Kad Pengenalan Baru : _____

*SEMUA WARIS MESTI SERTAKAN SALINAN KAD PENGENALAN

BIL	NAMA PEWARIS	NO KAD PENGENALAN BARU	TALIAN KELUARGA (dengan simati)	UMUR	TANDATANGAN
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Tandatangan Saksi : _____

Nama : _____

No. Kad Pengenalan : _____

Jawatan : _____

Alamat : _____

Tarikh : _____

(Nota : Saksi adalah terdiri daripada Pegawai Daerah/Pegawai Tadbir/Ketua Masyarakat/Ketua Kaum)

The following summary of the account submitted shows the assets declared. This letter gives authority to deal with these items only and no others.

HOUSE PROPERTY, LAND and GARDENS:—
Declared value
RM

.....
.....
.....
.....

STOCKS and SHARES to be valued at Market price at date of death
.....
.....

Cash at Bank:— on current a/c
.....
on deposit
.....

Money out on mortgage
.....
.....
.....

Other debts owing to deceased
.....
.....
.....
.....
.....

Life Insurance Policies
.....

OTHER ASSETS:—
.....
.....
.....
.....
.....
.....

Total Assets RM

Affidavit

(For Use in ascertaining Probate Duty)

ADMINISTRATION OF ESTATES ORDINANCE S.S. 12, 34.

IN THE

ESTATE OF (deceased)

Address

Occupation

who died on at

(Here insert the names, addresses, occupations, and relationship to the deceased of all the persons making this affidavit).

.....
.....
.....

do hereby make oath and state as follows:--

I/We desire to obtain grant of

Strike out } PROBATE OF THE WILL
the one }
not required } LETTERS OF ADMINISTRATION

of the above Estate, there being no other persons having a prior claim.

And I/We swear that will faithfully administer the Estate and will exhibit a true account of the administration unto this Office whenever required so to do.

And I/We further state that the accounts hereto annexed are to the best of belief true and have not in any way directly or indirectly hidden or concealed any of the assets or overestimated any of the debts due by the deceased.

The gross value of the Estate (p. 3) is RM
The total amount of debts (p. 4) is RM
NET VALUE OF THE ESTATE RM

chargeable with probate duty @%

In Witness whereof I/We have hereto set hands the day of 20.....

Before me

..... Probate Officer

ACCOUNT (PART 1)

FULL DETAILS OF ALL ASSETS

House Property, Land and Gardens:—

Note 1.— Source of valuation to be noted. When possible values to be checked by local authority.

Note 2.— To be shewn separately in detail and any mortgage thereon to be deducted giving particulars and amount of the Mortgage Deed.

Stocks and shares to be valued at market price at date of death.

Carried forward

Cash
Cash
Mon
Boo
Othe
Life
Hou
Gold
Stoc
Mot
Lau
Goo
Profi
Dece
as pe
Other
Gross
I
and to
I
valuat

Brought forward

Cash in the house
Cash at Bank :—on current c/c.
on deposit
Money out on Mortgage, Bill, Notes as per statement attached
Book debts owing to deceased
Other debts (as per list attached)
Life Insurance Policies
Household goods
Gold, jewellery &c.
Stock in trade
Motor cars
Launches, Vessels, &c.
Goodwill of Business
Profits of Business to date of death for current year

Deceased's share in firm of

as per balance sheet or statement of account annexed, signed by the surviving partners.

Other property not comprised under the foregoing heads:—

Gross value of Estate (carried to page 1) RM

In the event of further assets being discovered, I undertake to declare same in a further affidavit and to pay duty on same, if any.

I also undertake to pay such further duty when it becomes payable in the event of the within valuation being subsequently found incorrect.

ACCOUNT (PART 2)

FULL DETAILS OF ALL DEBTS OWING BY DECEASED

Note 1.— Mortgages on houses and land should have already been deducted from the value of same in p. 2

Note 2.— Reasonable funeral expenses may be allowed but these are not to exceed 2½% of the net value of the estate or RM1,000 in all whichever is the smaller.

Name, Address and Description of Creditor	Description of Debt	Amount
Total of debts (carried to page 1).		RM



94950 PUSA, BAHAGIAN BETONG
 SARAWAK
 TEL. NO. : 083 - 465130
 FAX NO. : 083 - 465441

Untuk Kegunaan Pejabat
 No. Sijil Anak Angkat :

SENARAI SEMAK PERMOHONAN PENDAFTARAN ANAK ANGKAT

Nama Asal Anak Angkat :
 Nama Baru Anak Angkat :
 Nama Pemohon Anak Angkat :
 Alamat :
 No. Tel. :

DOKUMEN-DOKUMEN YANG DIPERLUKAN

SUJIL ASAL :

- Sijil Kelahiran Kanak-Kanak
- Kad Pengenalan Kanak-Kanak
- Kad Pengenalan Ibu / Bapa Kandung
- Kad Pengenalan Ibu / Bapa Angkat
- Sijil Nikah Ibu / Bapa Angkat
- Sijil Cerai Ibu / Bapa Kandung
- Surat Pengesahan Anak Luar Nikah Daripada JPN

ADA	TIADA

SALINAN :

- Sijil Kelahiran Kanak-Kanak
- Kad Pengenalan Kanak-Kanak
- Kad Pengenalan Ibu / Bapa Kandung
- Kad Pengenalan Ibu / Bapa Angkat
- Sijil Nikah Ibu / Bapa Angkat
- Sijil Cerai Ibu / Bapa Kandung

- Kehadiran Ibu / Bapa Kandung Dan Ibu Bapa Angkat
- Kehadiran Saksi (kemukakan salinan Kad Pengenalan)
- Surat kebenaran sekiranya Ibu / Bapa Angkat bukan penduduk tetap Sarawak.
- Borang Maklumat Tambahan

Disemak Oleh :
 (Tandatangan)
 Nama Pegawai :
 Jawatan :
 Tarikh :



No.:

ORDINAN PENGANGKATAN [BAB 91]

SIJIL ANAK ANGKAT
[Seksyen 4(3)]

Adalah dengan ini disahkan bahawa (nama kanak-kanak)
.....
(No.Kad Pengenal/Sijil Kelahiran) , (umur) ,
yang telah dilahirkan pada (tarikh lahir) dan merupakan
anak *lelaki/perempuan kepada:

(1) (No. K.P./No. Pasport) ,
(umur) dan (2) (No. K.P./No. Pasport)
..... , (umur) beralamat di
..... (alamat tempat tinggal), pada hari ini telah diangkat oleh:

(3) (No. K.P./No. Pasport) ,
(umur) dan (4) (No. K.P./No. Pasport)
..... , (umur) beralamat di
..... (alamat tempat tinggal), mengikut peruntukan Ordinan

Pengangkatan [Bab 91], dan ibu bapa angkat tersebut telah bersetuju untuk menanggung anak
itu semasa masih bayi serta mengadakan peruntukan mengenai kebajikan masa hadapan kanak-
kanak tersebut YANG

KINI DIKENALI SEBAGAI

Bertarikh pada haribulan 20

.....
(.....)
Nama dan Tandatangan Pegawai Daerah
Daerah

Note: (1) Bapa kandung
(2) Ibu kandung



ORDINAN PENGANGKATAN [BAB 91]

PERMOHONAN UNTUK PENDAFTARAN ANAK ANGKAT
[Seksyen 3(1)]

Kepada: Pegawai Daerah,
Daerah

BAHAGIANA
(Untuk diisi oleh Pemohon)

1. Menurut seksyen 3(1) Ordinan Pengangkatan [Bab. 91], saya/kami dengan ini memohon untuk mendaftarkan pengangkatan kanak-kanak yang berikut:

- (i) Nama kanak-kanak : _____
- (ii) Umur : _____
- (iii) Tarikh Lahir : _____
- (iv) Tempat Lahir : _____
- (v) No. Sijil Kelahiran/
No. Kad Pengenalan : _____
- (vi) Nama anak angkat : _____

2. Butir-butir ibu bapa angkat/pemohon:

(a) Bapa Angkat

- (i) Nama : _____
- (ii) No. Kad Pengenalan/
No. Pasport : _____
- (iii) Umur : _____
- (iv) Tarikh Lahir : _____
- (v) Tempat Lahir : _____
- (vi) Bangsa : _____
- (vii) Warganegara : _____
- (viii) Agama : _____
- (ix) Alamat tempat tinggal
sekarang & No. Tel. : _____
- *(x) Tempoh tinggal di Sarawak : _____
- (xi) Pekerjaan : _____
- (xii) Taraf perkahwinan : _____

(xiii) Butir-butir anak dalam tanggungan (jika ada)

(b) Ibu Angkat

(i) Nama

(ii) No. Kad Pengenalan/
No. Pasport

(iii) Umur

(iv) Tarikh Lahir

(v) Tempat Lahir

(vi) Bangsa

(vii) Warganegara

(viii) Agama

(ix) Alamat tempat tinggal
sekarang & No. Tel.

*(x) Tempoh tinggal di Sarawak

(xi) Pekerjaan

(xii) Taraf perkahwinan

3. Alasan-alasan untuk mengambil anak angkat:

.....
.....

4. Butir-butir ibu bapa kandung atau penjaga kanak-kanak:

(a) Bapa/Penjaga*

(i) Nama

(ii) No. Kad Pengenalan/
No. Pasport

(iii) Umur

(iv) Tarikh Lahir

(v) Tempat Lahir

(vi) Bangsa

(vii) Warganegara

(viii) Agama

(ix) Alamat tempat tinggal
sekarang & No. Tel.

(x) Pekerjaan

- (a) Ibu
- (i) Nama : _____
- (ii) No. Kad Pengenalan/
No. Pasport : _____
- (iii) Umur : _____
- (iv) Tarikh Lahir : _____
- (v) Tempat Lahir : _____
- (vi) Bangsa : _____
- (vii) Warganegara : _____
- (viii) Agama : _____
- (ix) Alamat tempat tinggal
sekarang & No. Tel. : _____
- (x) Pekerjaan : _____

5. Dokumen/ maklumat yang diperlukan untuk menyokong permohonan ini:

- (a) Salinan Sijil Kelahiran kanak-kanak.
- (b) Salinan Kad Pengenalan atau Pasport ibu bapa kandung dan ibu bapa angkat.
- (c) Salinan Sijil Perkahwinan ibu bapa angkat.
- * (d) Sijil/ Bukti Pengangkatan mengikut Adat Resam.
- * (e) Salinan Status Warganegara/ Penduduk Tetap.
- * (f) Sijil dari Suruhanjaya Tinggi/ Kedutaan (untuk Pemohon yang tidak mempunyai tali perhubungan dengan Sarawak).
- (g) Lain-lain (sila nyatakan):

Tarikh:

Tandatangan/ Cap Ibu jari Pemohon (-Pemohon):

Bapa Angkat:

Ibu Angkat:

(*Potong mana yang tidak berkenaan)

BAHAGIAN B
(Untuk kegunaan pejabat)

6. *Ibu bapa kandung/ Penjaga dan Ibu bapa angkat kanak-kanak
tersebut telah hadir di hadapan saya dan telah memberikan tanda persetujuan mereka yang
ikhlas terhadap pendaftaran pengangkatan kanak-kanak tersebut di bawah seksyen 3(2)
Ordinan Pengangkatan seperti berikut:

(a) (i) Nama Bapa Kandung/penjaga : _____
Tandatangan : _____

(ii) Nama Ibu Kandung : _____
Tandatangan : _____

(iii) Nama Saksi : _____
No. Kad Pengenalan : _____
Tandatangan : _____

(b) (i) Nama Bapa Angkat : _____
Tandatangan : _____

(ii) Nama Ibu Angkat : _____
Tandatangan : _____

(iii) Nama Saksi : _____
No. Kad Pengenalan : _____
Tandatangan : _____

7. *Kehadiran/ Persetujuan *ibu bapa kandung/ penjaga kanak-kanak tersebut seperti berikut
telah diketepikan menurut seksyen 3(3) *dan / atau seksyen 3(4)(b) Ordinan Pengangkatan:

(a) Nama *Bapa / Ibu / Penjaga:.....

(b) Alasan:

.....

Bertarikh pada..... haribulan20

Dihadapan saya,

Nota: Permohonan ini *DILULUSKAN/
TIDAK DILULUSKAN
No. Sijil Anak Angkat

.....
(Nama dan Tandatangan Pegawai Daerah)

Daerah

(*Potong mana yang tidak berkenaan)



**BORANG PERMOHONAN PROGRAM BANTUAN RUMAH (PBR)
SKIM PEMBANGUNAN KESEJAHTERAAN RAKYAT (SPKR)**

A. MAKLUMAT ASAS KETUA ISI RUMAH (KIR) DAN PASANGAN

1. Nama :
2. No. K/P : (format: xxxxxxxyzzzz)
3. Umur : tahun
4. Taraf Perkahwinan * : Bujang Berkahwin Janda Duda
5. Usia Perkahwinan : tahun
6. Jantina * : Lelaki Perempuan
7. Bangsa :
8. Kaum :
9. Pekerjaan :
10. Pendapatan Bulanan (RM) : (format: xxxx.xx)
11. Nama Pasangan :
12. No. K/P Pasangan : (format: xxxxxxxyzzzz)
13. Pekerjaan Pasangan :
14. Pendapatan Pasangan (RM) : (format: xxxx.xx)
15. Bil. Anak : orang
16. Bil. Tanggungan : orang
17. Maklumat Pemilikan Harta KIR & Pasangan * :

BIL.	MILIKAN HARTA	KIR	PASANGAN
1	Tanah		
	a) Tiada		
	b) Kurang Dari 1/2 Ekar		
	c) 1/2 Ekar hingga 1 Ekar		
	d) 1 Ekar hingga 2 Ekar		
	e) Lebih dari 2 Ekar		
	f) Lain-lain (Nyatakan:)		
2	Kenderaan		
	a) Tiada		
	b) Basikal		
	c) Beca		
	d) Motosikal		
	e) Kereta		
	f) Perahu		
	g) Perahu Bermotor		
h) Lain-lain (Nyatakan:)			
3	Simpanan/ Pelaburan		
	a) Tiada		
	b) Amanah Saham Bumiputera (ASB)		
	c) Amanah Saham Nasional (ASN)		
	d) Amanah Saham Negeri		
	e) Bank		
	f) Pejabat Pos		
	g) Koperasi		
h) Lain-lain (Nyatakan:)			
4	Penghawa Dingin		
5	Mesin Basuh		
6	Peti Sejuk		
7	Dapur Masak Gas/ Elektrik		

8	Dapur Minyak Tanah		
9	Dapur Kayu/ Arang		
10	Ketuhar Gelombang Mikro		
11	Radio/ Hi-fi		
12	Televisyen		
13	Video/ VCD/ DVD		
14	Telefon Talian Tetap		
15	Telefon Bimbit		
16	Komputer Peribadi		
17	Langganan Internet		
18	ASTRO		
19	Lain-lain (Nyatakan:)		

B. MAKLUMAT PERHUBUNGAN

1. Alamat :
2. Kampung :
3. JKKK :
4. Negeri :
5. Daerah :
6. Parlimen :
7. DUN :

C. MAKLUMAT PERMOHONAN

1. Jenis Bantuan * : Bina Baru Baik Pulih
2. Kesediaan Tapak * : Ya Tidak
3. Kriteria Pemohon * : Mangsa Bencana OKU
 Ibu/ Bapa Tunggal Warga Emas
4. Status e-Kasih * : e-Kasih Cadangan Baru
5. Keperluan Bantuan Lain * : Program Peningkatan Pendapatan (PPP)
 Program Latihan dan Kemahiran Kerjaya (PLKK)
6. Tarikh Permohonan : (format: hh.bb.tttt)

D. PERAKUAN PEMOHON

Saya _____ No. K/P _____ dengan ini mengaku bahawa segala maklumat yang diberikan di dalam Borang Permohonan ini adalah benar. Saya juga faham sekiranya terbukti maklumat yang dinyatakan adalah tidak benar, pihak Kerajaan berhak mengambil tindakan yang sewajarnya ke atas saya.

Tandatangan:
 Tarikh : (format: hh.bb.tttt)

E. DOKUMEN SOKONGAN

Dokumen-dokumen berikut perlu disertakan bersama-sama dengan borang permohonan ini:

- i) Salinan Kad Pengenalan KIR
- ii) Geran Tanah
- iii) Kebenaran menumpang tanah (jika berkaitan)
- iv) Gambar keadaan rumah sekarang

NOTA : * Tandakan / pada petak yang berkaitan

PANDUAN ARAHAN BAGI SOALSELIDIK TL

(Pemohon adalah diwajibkan mengisi semua soalan yang berkenaan)

Blok 1 (Butir-Butir Lesen)

1. Tuliskan tahun bila permohonan lesen dibuat
2. (i) Sila nyatakan nombor pendaftaran pemiagaan
(ii) Sila nyatakan (✓) sekiranya memohon lesen baru
(iii) Sila nyatakan (✓) sekiranya membaharui lesen
3. Nyatakan nama syarikat yang memohon/membaharui lesen tersebut
4. Nyatakan nombor telefon pejabat/rumah ataupun telefon bimbit
5. Nyatakan nombor faksimili
6. Nyatakan alamat e-mel
7. Nyatakan alamat tempat tuan menjalankan pemiagaan atau alamat syarikat tuan
8. Nyatakan alamat surat menyurat

Blok 2 (Butir-Butir Perniagaan)

- a) Sila tandakan (✓) pada kotak yang sesuai berkenaan dengan bidang pemiagaan yang dijalankan oleh pihak tuan.
Sila tandakan SATU kotak sahaja.
- b) Sila terangkan dengan jelas aktiviti pemiagaan utama yang telah ditandakan (✓) pada bahagian (a) di atas. Contohnya;

Sekiranya pada kotak Komputer & Aktiviti berkaitan ditandakan (✓) maka pada bahagian (b) boleh dinyatakan tentang aktiviti yang dijalankan contohnya '*menjual komputer atau memperbaiki komputer dan sebagainya*'

Blok 3

Pengakuan kenyataan bahawa segala keterangan yang dibuat adalah betul

Blok 4

Nombor telefon semua Pejabat Operasi Jabatan Perangkaan Malaysia di seluruh Sarawak sekiranya pihak tuan menghadapi masalah untuk mengisi borang ini



BANCI PERTUBUHAN-PERTUBUHAN BERNIAGA YANG BERLESEN
CENSUS OF LICENSED TRADING ESTABLISHMENT

1. BUTIR-BUTIR LESEN (PARTICULARS OF LICENSE)

1. Tahun bagi lesen yang dipohon:
Year for which license is applied: _____
2. (i) Nombor Pendaftaran Perniagaan: _____ (ii) Lesen Baru (iii) Pembaharuan
Business Registration No.: _____ New License Renewal
3. Nama Perniagaan/Syarikat:
Name of Business/Company: _____
4. Nombor Telefon: _____ 5. Nombor Faks: _____ 6. Alamat E-mel: _____
Telephone Number: _____ Fax Number: _____ E-mail Address: _____
7. Alamat tempat perniagaan (Rumah/Nombor Kedai, Jalan, Kampung/Bandar, Daerah dll.):
Business Address (House/Shop Number, Road, Village/Town, District, etc.): _____
8. Alamat Pos Perniagaan:
Postal Address: _____

2. BUTIR-BUTIR PERNIAGAAN (BUSINESS PARTICULARS)

(a) Sila tandakan (✓) pada kotak yang berkaitan dengan bidang/sektor perniagaan tuan. Sila tandakan satu kotak sahaja.
Please tick (✓) in the appropriate box which refer to your main business activity. Please tick one box only.

- | | | |
|---|---|---|
| <input type="checkbox"/> Pertanian
Agriculture | <input type="checkbox"/> Perniagaan Runcit
Retail | <input type="checkbox"/> Komputer & Aktiviti Berkaitan
Computer & Related Activity |
| <input type="checkbox"/> Perlombongan
Mining | <input type="checkbox"/> Restoran
Restaurant | <input type="checkbox"/> Pembuatan
Manufacturing |
| <input type="checkbox"/> Penggalian Batu
Quarrying | <input type="checkbox"/> Penginapan
Accommodation | <input type="checkbox"/> Pendidikan
Education |
| <input type="checkbox"/> Pembinaan
Construction | <input type="checkbox"/> Pengangkutan
Transportation | <input type="checkbox"/> Perkhidmatan Professional
Professional Services |
| <input type="checkbox"/> Perniagaan Borong
Wholesale | <input type="checkbox"/> Pos/Telekomunikasi
Post/Telecommunication | <input type="checkbox"/> Perkhidmatan Kesihatan
Health Service |
| <input type="checkbox"/> Lain-lain (sila nyatakan)
Others (please specify) | | |

(b) Sila terangkan dengan jelas aktiviti perniagaan utama anda (Please describe your main business activity)

Saya mengaku kenyataan di atas adalah benar mengikut pengetahuan dan pendapat saya
I declare the above statement is true to the best of my knowledge and belief.

Nama: _____
Name: _____

Tandatangan: _____
Signature: _____

Jawatan: _____
Designation: _____

Tarikh: _____
Date: _____

Cop Perniagaan: _____
Business Stamp: _____

Jika anda menghadapi kesulitan dalam pengisian borang ini, sila hubungi Jabatan Perangkaan Malaysia yang terdekat seperti di bawah:-

Should you encounter any difficulties in filling this form, please contact the nearest Department of Statistics as follows:-

- | | | |
|--------------------------|-------------------------|--------------------------|
| (i) Kuching 082-573472 | (iv) Sarikei 084-651019 | (vii) Bintulu 086-331918 |
| (ii) Sri Aman 083-321355 | (v) Miri 085-442388 | (viii) Kapit 084-797833 |
| (iii) Sibiu 084-333690 | (vi) Limbang 085-213343 | |

BORANG PENDAFTARAN eKASIH

Sila masukkan butiran bagi perkara di bawah:

Nama Ketua Isi Rumah (KIR)* : _____

No. KP Baru / No. KP Lama / KIR* : _____

Jumlah Pendapatan Tahunan (Isi rumah) (RM) : _____

Bil. Isi Rumah : _____

Alamat Lengkap* : _____

Poskod : _____

Negeri* : _____

Daerah Pentadbiran* : _____

Mukim : _____

Telefon Yang Boleh Dihubungi : _____

Nama Pelapor : _____

Alamat Pelapor : _____

No Telefon Pelapor : _____

Butiran bertanda (*) wajib diisi

Pengakuan

Saya mengaku semua maklumat dalam borang ini adalah benar dan diberikan secara sukarela. Saya bersetuju untuk membenarkan semua maklumat yang terkandung di dalam borang ini digunakan bagi apa sahaja tujuan rasmi kerajaan dan kerajaan berhak untuk menzahirkan maklumat tersebut kepada mana-mana pihak ketiga.

Makluman

Pendaftaran ini adalah pendaftaran awalan sebelum bancia. Sekiranya proses semakan mendapati pemohon layak untuk dibanci, proses bancia akan dilaksanakan untuk menentukan status kemiskinan. Sebarang penyaluran bantuan kepada pemohon hanya tertakuk kepada pertimbangan agensi dan jabatan sekiranya menepati garis panduan dan kelayakan program/bantuan.

TANDATANGAN :

TARIKH :

PENGESAHAN MAKLUMAT PENDAPATAN KETUA ISI RUMAH (KIR)/AHLI ISI RUMAH (AIR)

BIL.	NAMA	NO. KAD PENGENALAN	PEKERJAAN	PENDAPATAN SEBULAN (RM)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
			JUMLAH PENDAPATAN (RM)	

PERAKUAN PEMOHON

Adalah Saya No.K/P.....
dengan ini mengaku bahawa segala maklumat yang diberikan dalam Borang Permohonan ini adalah benar. Saya juga faham sekiranya terbukti maklumat yang dinyatakan adalah tidak benar, pihak Kerajaan berhak mengambil tindakan yang sewajarnya ke atas saya.

Tandatangan :

Tarikh :

PENGESAHAN KETUA KAUMI (TUAI RUMAH)

Adalah Saya No.K/P:.....
dengan ini mengesahkan bahawa segala maklumat yang diberikan seperti di atas adalah benar.

Tandatangan :

Cop Jawatan:

Tarikh :

DOKUMEN SOKONGAN

- ~ Salinan Kad Pengenalan ATAU Sijil Lahir KIR/AIR
- ~ Slip Gaji (Sekiranya Ada)



SIJIL PENGHARGAAN

Dengan ini disahkan bahawa

JASTINA BINTI SULEIMAN

Telah menjalani Latihan Industri Pelajar

dari

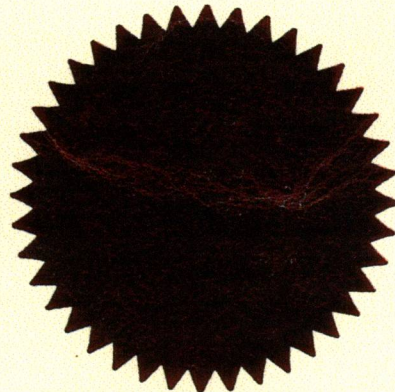
21 Julai 2014 – 29 Ogos 2014

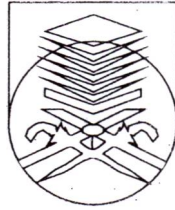
dengan cemerlang

di

PEJABAT DAERAH KECIL, PUSA

[AWG MOHD SHUKRI BIN AWG ARSAD]
Pegawai Tadbir Menguasa,
Pusa





UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

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

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

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


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


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

Recording

The log book should contain the following information:

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

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
21/7	<ul style="list-style-type: none"> - Registration at Pejabat Daerah kecil Pusa 	
	<ul style="list-style-type: none"> - Ice breaking with the staffs staffs 	
	<ul style="list-style-type: none"> - Make a name on staffs movement in a white board of Pejabat Daerah kecil Pusa 	
		<p>Sangat memuaskan</p>
		

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS	PAGE
2014 17	<p>Introducing with ^{to} SAO Encik Awang Mohd Shukri Bin Awang Arsad</p>		23
	<p>- Learn ^{how to} using photocopy and fax machine</p>		
	<p>- meeting</p>		
		<p><i>First revision</i></p>	
		<p> AWG. MOHD SHUKRI AWG. ARSHAD Pegawai Tadbir Menguasa PUSA</p>	

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

23/7


- Arrange utilities bill of Pejabat Daerah Kecil Pusa

- Manage a people who came to the office to pick up a Telekom Malaysia phone


- Pick up a phone call if there a people who calling at Pejabat Daerah Kecil Pusa

Sergeant [Signature]

478. MOHC Suluhi
Pegawai Tadbir

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2014		
24/7	<ul style="list-style-type: none"> - Manage a people who come to the office. 	
	<ul style="list-style-type: none"> - Pick up a phone. 	
	<ul style="list-style-type: none"> - Manage people who come to ^{take} pick up a Telekom Malaysia phone. 	
		<p>Sangat memudah.</p>
		

DATE	EXACT NATURE OF WORK DONE	SUPERVISOR'S REMARKS
11/7/2017		
29/7		
	<p>- Public Holiday of Hari Raya Aidilfitri</p>	


 MAM MOND SHUKRI AWAL ARSHAD
 Pegawai Khas
 BERSAMA

ARE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2014

31/7

- Manage people come
to office

Sergent M. M. M. M.



AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
31 2014		
418		

88.H35 (Revised 1962)

No

SARAWAK GOVERNMENT

SICK CERTIFICATE

No. A 806408

This is to certify that FASUMA BT SULAIMAN 6910905-B-5305
of CONFILWED Department is ill and:

*(a) will be unable to perform his/her duties for 2 (Two) days
04/03/14 - 05/03/14

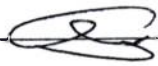
*(b) was admitted to hospital on

Date : 04/03/14

FLORENCE ABANG
Per. Peg. Perubatan
U29
LPM: 13383
Medical Officer

*Delete whichever inapplicable.

PNMB. Keh./MUSN 2011

		 AWG. MOHD SHUKRI AWG. ARSHAD Pegawai Tadbir Menguasa PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
15/ 2014		
5/18		

88.H35 (Revised 1962)

No

SARAWAK GOVERNMENT

SICK CERTIFICATE

No. A 806408

This is to certify that JAD-TINA BT SULAFMAN (91095-B-5305)

of CONSTRUCTION Department is ill and;

*(a) will be unable to perform his/her duties for 20 (20/03/14 - 05/03/14) days


*(b) was admitted to hospital on

Date : 04/03/14

FLORENCE ABANG
 Pen. Peg. Perubatan
 U29
 L.P.M. 13388
 Medical Officer

*Delete whichever inapplicable.

PNMB. Kch./MUSN 2011

		<p> AWG. MOHD SHUKRI AWG. AR Pegawai Tadbir Mengua PUSA</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
5/1/2019		
7/18	- Manage & people who come to office	

Surat perintah

AWG. MOHD SHUKRI AWG.
Pegawai Tadbir Meng
PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
451 214 818	Gotong royong at Pekan Pusa	

88.H35 (Revised 1962)

No

SARAWAK GOVERNMENT

SICK CERTIFICATE No. A 806411

This is to certify that JASTINA DAT SWEIMAN (9110103-131306)
PEJABAT DAERAH PUSA
of Department is ill and;

— *(a) will be unable to perform his/her duties for 1 (ONE) days
08/03/2014


*(b) was admitted to hospital on


Δ: laceration wound at chin
2 SRTA

Date : 08/03/2014

FLORENCE ABANG
Pen. Peg. Perubatan
U29 Medical Officer
LPPM : 13383

*Delete whichever inapplicable.


AWG. MOHD SHUKRI AWG. ARSHA
Pegawai Tadbir Menguasa
PUSA

KITE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1214		
1218		
	<p>- Typing a letter in computer that have been received by Pejabat Daerah Kecil Pusa</p>	
		<p>Sagt memnakan</p>
		<p> AWG. MONO SHUKRI AWG. AND Pegawai Tadbir (A. 1. 1. 1.) 2011</p>

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

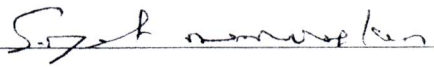

14/8


- AS a protocol for
Pesta Pusa



Supt. *[Signature]*

[Signature]
D. ABD SHUKRI AWS. ARSHAL
Pusat Penyelidikan
MUSA


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/01/4 15/8		
	- AS a protocol for Pesta PUSA	
		Sangat memuaskan AWG. MOHD SHUKRI AWG. ARSI Pegawai Tadbir Menguasa PUSA


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
18/8	<ul style="list-style-type: none"> - Our supervisor from UTM Sarawak visit to Pejabat Daerah kecekil PUSA - manage people come to office - make a copy of document using photocopy machine 	
		
		 G. MOHD SHUKRI AWG. ARSHAD Pegawai Tadbir Menguasa PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
19/8	<ul style="list-style-type: none"> - Manage a people who came to office 	
	<ul style="list-style-type: none"> - pick up a phone 	
		Supt memphis
		 AWG. MOHD SHUKRI AWG. A Pegawai Tadbir Mengu PUSA


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
Oct 2014		
21/8	<ul style="list-style-type: none"> - Manage → people who came to office 	
	<ul style="list-style-type: none"> - pick up a phone 	
		
		
		<p>AWG. MOHD SHUKRI AWG. A Pegawai Tadbir Mengu PUSA</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August 2014 25/8	- Manage a people who Came to office	
	- Pick up a phone	
		Sayed Mammad
		MRS. MDHO SHIKRI AYO, M Pegawai Tamban Meng PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1st 2014		
26/8		
	<ul style="list-style-type: none"> - manage a people who came to office 	
	<ul style="list-style-type: none"> - pick up a phone 	
		Sayed ...
		
		AWG. MOHD SHUKRI AWG. ARSHAD
		Pegawai Tadbir Menguasa
		PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
14 2014 27/8		
	<ul style="list-style-type: none"> - Make a photocopy of document of Pejabat Daerah Kecil Pusa 	
	<ul style="list-style-type: none"> - Manage people who come to office 	
		<p>Sengad mem...</p>
		<p> EWO. MOHD SHUKRI AWG Pegawai Teknik Menguasa</p>

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
28/8	- Print out of khutbah	
	- Manage the people comes to office	
		Sagat mantap AWG. MOHD SHUKRI AWG. ARSHAD Pegawai Tadbir Menguasa PUSA

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
1 2014 29/8		
	- Make a copy of document of Pusa Sub-district office by using Photostat machine	
	- Farewell to the Pusa Sub-district office staff	
		<p>Sign + name</p> 
		<p>AWG. MOHD SHUKRI AWG. ARSHA Pegawai Tadbir Menguasa PUSA</p>