



**UNIVERSITI TEKNOLOGI MARA SARAWAK**

**FACULTY ADMINISTRATIVE SCIENCE AND POLICY STUDIES**

**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**PRACTICAL TRAINING REPORT:**

**MINISTRY OF RURAL DEVELOPMENT, SARAWAK (MRD)**

**PREPARED BY**

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MARA

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**BACHELOR IN ADMINISTRATIVE SCIENCE (AM228)**

**PRACTICAL TRAINING (ADS666)**

**“PRACTICAL TRAINING REPORT : MINISTRY OF RURAL DEVELOPMENT (MRD)”**

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## **Declaration Form**

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

Signed:

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(MAGHFIRAH BT MOHD YUNUS)

## **Acknowledgement**

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## **TABLE OF CONTENT**

### **1.0 INTRODUCTION**

1.1 Background of Ministry of Rural Development Sarawak	1
1.2 Vision and Mission	3
1.3 Sections in MRD	5
1.4 Organizational Structure of MRD	7
1.5 Organizational Chart of MRD	8
1.6 Objectives of MRD	9
1.7 MRD's Client Charter	11

### **2.0 SCHEDULE OF PRACTICAL TRAINING**

2.1 Introduction	12
2.2 Week 1	13
2.3 Week 2	17
2.4 Week 3	20
2.5 Week 4	22
2.6 Week 5	24

### **3.0 ANALYSIS OF TRAINING**

3.1 Introduction	25
3.2 Introduction to 5S	25
3.3 Components of 5S	26
3.4 5S Practices in Details	26
3.5 Benefits of 5S Practices	32
3.6 5S Practices in MRD	33

### **4.0 RECOMMENDATION**

4.1 Strengths	40
4.2 Weaknesses and Recommendation	41

<b>5.0 CONCLUSION</b>	
5.1 Introduction	45
5.2 Schedule of Practical Training	46
5.3 Analysis of Training	49
5.4 Recommendations	51
5.5 Reflections	53
<b>REFERENCES</b>	55
<b>APPENDICES</b>	56

## 1.0 INTRODUCTION

### 1.1 Background of Ministry of Rural Development Sarawak

Ministry of Rural Development Sarawak was first established on 2 January 1998 with the name of Ministry of Rural and Land Development Sarawak and given responsibilities which involving planning, coordination and monitoring of rural development programs financed by the Federal Ministry of Rural and Cooperative Development. Due to a cabinet reshuffle on 1 July 2004, the Ministry was split into two separate entities namely Ministry of Rural Development and Ministry of Land Development each headed by a full-fledged Minister whom assisted by an Assistant Minister. Then, in October 2009, both Ministries had become totally two different ministries, each of which has their own Minister and Permanent Secretary.

Since then, Ministry of Rural Development Sarawak or also known as MRD only focuses on the rural area developments and progress. As we know, Ministry of Rural Development is one of the local ministries we have in Sarawak. Currently, MRD is situated within *Bangunan Baitulmakmur* located in Petrajaya with some other ministries. MRD usually cooperate with district offices and resident offices in dealing with the people for a better coverage as MRD only situated in Kuching. But as for now, the applications or any matters related to MRD still under control and can be handles with a good cooperation from various parties. In bringing development to people in rural area in Sarawak, MRD focuses in 3 main matters which are road, water and electricity and also providing aids for houses repairs and builds.

Besides that, MRD also tries to deliver its responsibilities through *Pusat Sumber Pembangunan Desa (PSPD)* and *Pusat Pertumbuhan Desa (PPD)*. PSPD is the first training centre in Sarawak under Ministry of Rural Development Sarawak which is supervised by PSPD Management and Observation Committee. It focuses on how to enhance the paradigm shift in rural management. PSPD also cooperates with local and national higher education

institutions and Non Government Organization (NGO) such as AZAM, SALCRA, INFRA and etc. Clients of PSPD usually consist of community leaders and village youngsters who involve in *Program Pertumbuhan Desa (PPD)*. PSPD will also cooperate in giving training aids to the agencies under the state and federal governments if they need the training.

Meanwhile, *Pusat Pembangunan Desa* or also known as Rural Growth Centre (RGC) is a “Mini Regional Rural Development Areas”. Based on the concept of development, each RGC usually have around 5,000 residents. RGC areas are equipped with the suitable infrastructures in line with the master plan of socio-economy development. The development programs for RGC will be implemented in 20 years time which started since 7<sup>th</sup> Malaysia’s Plan in 1996. For the time being, RGC are located in several areas such as Balingian, Beladin, Long Lama, Semop and other 5 villages (Ministry of Rural Development, n.d).



## 1.2 Vision and Mission

Just like other ministries or organizations, MRD also have their own vision and mission which guides them in their operations. Before this, MRD had different sets of vision and mission. Its old vision and mission are stated below:

- To spearhead rural planning and development towards a modern, progressive civil and sustainable rural society
- To increase and empower capacity and capability in planning, implementing, monitoring and evaluating rural development policies and programs
- To stimulate human resource development, socio-economic development, infrastructure and amenities development as well as overall sustainable development

But to be in line with government recommendations recently which is to use Balanced Score Card principle in the ministries, MRD has altered their vision and mission. Its new vision is to be a high performance organisation in advancing quality of life of the rural population in Sarawak. Meanwhile their mission is to ensure sustainable development and enhance the standard of living of rural population of Sarawak. As we can see, its vision and mission are still related to the development of rural area which focusing to rural area in Sarawak which shows their main role as the one who responsible for the development and progress of rural area in Sarawak.

However, as one of the Sarawak Civil Service member, MRD also carry out the vision, mission and shared values promoted by Civil Service as stated below:

- **Vision**
  - to be a world class Civil Service
- **Mission**
  - to deliver excellent service through high performance teamwork
- **Common Shared Values**
  - Integrity
  - Kind and Caring
  - Professionalism

- Sense of Urgency and Ownership
- Team Spirit
- Result-Oriented

Due to this link with Sarawak Civil Service, MRD also includes the vision, missions and common shared values of Sarawak Civil Service in their vision and mission frameworks. This is to ensure that, MRD will not forget their responsibilities as one of the Sarawak Civil Service member and it will always be in line with them (Ministry of Rural Development, n.d).

### 1.3 Sections in MRD

Ministry of Rural Development Sarawak is a small ministry whereby it has only about 21 personnel and staffs. It is divided into several sections which are administration section which also known as registry section, development and planning section and also financial section. Each of these sections has its own responsibilities and roles which help the ministry to achieve their mission and vision.

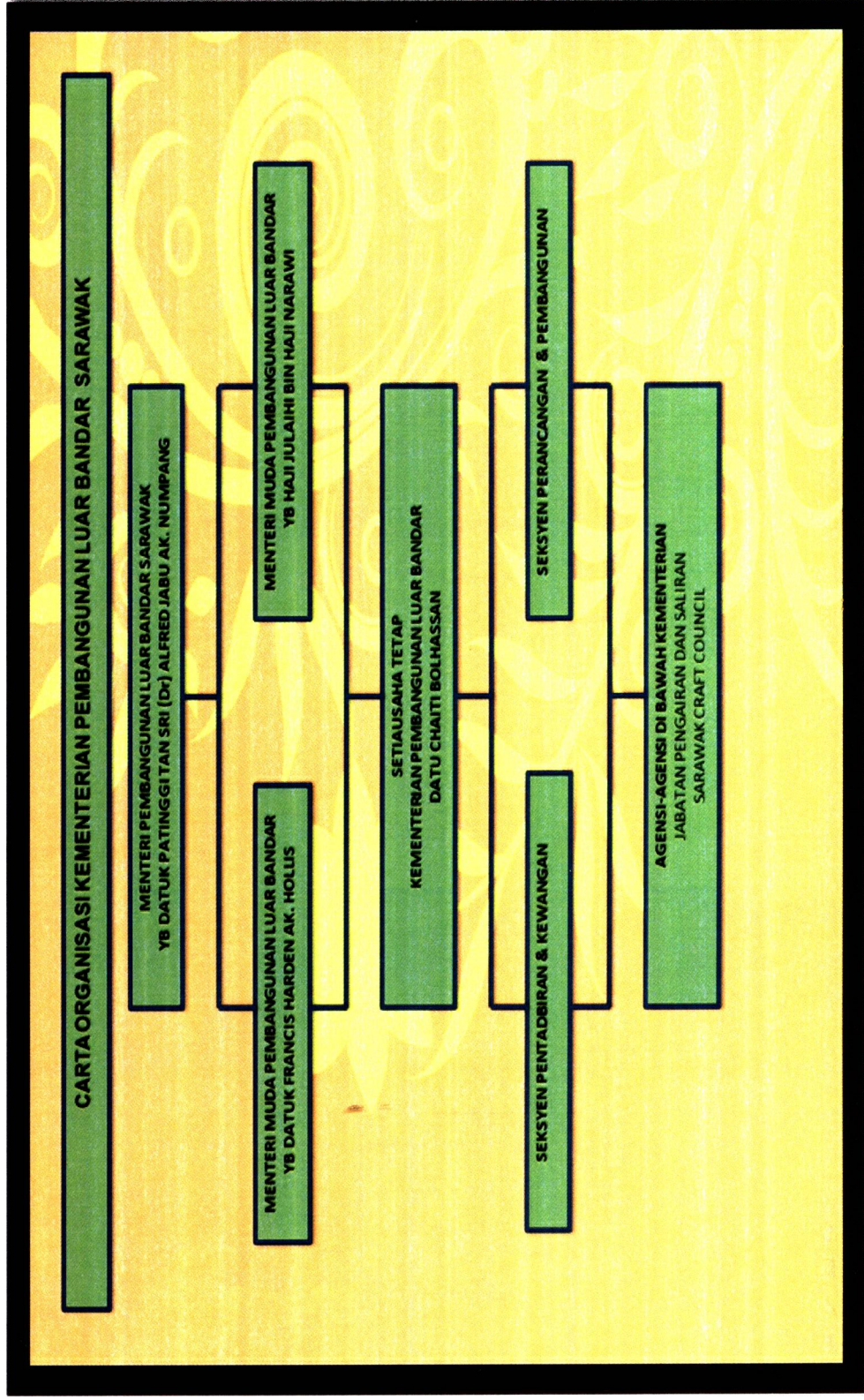
Administration section or also known as registry section is the one which responsible for all administrative-related matters such as incoming and outgoing mails, leave applications, employees personal files, supplies and storage and etc. for the time being, there are 3 personnel who carry out the tasks and works in this section. All of the incoming mails or outgoing mails will have to go through this section first before distributed to the responsible officers and all of the documents received will be recorded first in the system namely PROACTS for easier track of all documents. Administrations section also the one which responsible for all files and important documents belonged to the ministry. Therefore, the file room can only be accessed by the administrative personnel to ensure the security and privacy of the documents and private files. Among other responsibilities of Administration Section are asset's stores, phone calls, meeting room booking and etc.

Another section of MRD is the Development Section. This section is further divided into two main parts which are water and electricity supplies and Housing Assistance Programme (PBR). Any applications for electricity supplies or water supplies will be handled by this section. Usually, the applications are sent through District Offices in the form of formal letters with required information and then will be processed by the responsible staff. These applications will then be compiled together and will be sent to federal government, in this case it will usually goes to Ministry of Rural and Regional Development (MRRD) for further actions. Meanwhile, for another part of this section which is Housing Assistance Programme (PBR), all matters related to this will be handled by other personnel. This aid comes in three types which are called Re-build/Build New, House Repair

Works and Repair works of House Damage due to Disasters. For application of Re-build/Build New, usually these people have piece of land but have no house yet. While for House Repair Works, they only need their house to be repaired due to damages. Even for natural disaster or fire victims, they also qualify to apply for this program.

Last but not least is the Financial Section. Financial section as usual handles all money or financial related matters. All business related to salaries, claims, budget for activities or programs, bills payments and payment to other parties will have to go through the officers in this section first before any payment can be proceed. Every transaction will also be recorded by the financial officer in ledger book and kept in files according to its categories. At every end of year, those officers will be the one who will do the account closing and keep track of all the expenses incurred along the year.

## 1.4 Organizational Structure of MRD





## 1.6 Objectives of MRD

MRD has its own set of strategic objectives which consist of four focuses of the objectives. Among them are:

- Customer Satisfaction
- Finance
- Internal Process
- Learning and Growth.

Under these four focuses, MRD has come with its very own objectives according to the categories. For instance, under customer satisfaction, it wanted to enhance customers and stakeholders' satisfactions by focusing on the services provided in terms of efficiency, quality and also the coverage of the services. To ensure this objective can be achieved, MRD will carry out customer satisfaction survey to measure the satisfaction level of the customers and stakeholders towards the services provided by the Ministry.

Meanwhile for its second focus which is finance, the objective is to have an effective and prudent spending and utilization of budget. For this objective they focus on Operating Expenses which also known as OPEX and Capital Expenses or also called as CAPEX budget so that it can manage the budget prudently for optimal utilization of budget vis-à-vis objectives set. If this can be achieved, the outcomes will be beneficial to the rural population as a whole.

For the third strategic objective of MRD which is internal process, there are several things that MRD wanted to accomplish. They are:

- Leverage favorable state-federal relationship
- Enhance socio-economic mobility
- Enhance strategic communication
- Enhance inter-agency/stakeholders collaboration
- Expand the coverage of basic amenities
- Reengineer internal process

Last but not least, the fourth strategic objective of MRD is learning and growth. Like the third objective, MRD also have several aims under learning and growth objective. Which are:

- Enhance staff competency
- Internalize shared values
- Leverage usage of ICT effectively

As we can see this objective is more focusing on the self development and enhancement of the staffs and employees at the MRD itself. This is to ensure that all staffs and employees have the required skills, talents and knowledge required to help the organization improve the quality and capability to carry out it tasks and responsibilities (Ministry of Rural Development, n.d).



## 1.7 MRD's Client Charter

Just like the other organizations or ministries, MRD also has its own set of client charter which represents their promises towards their customers or clients. Their client charter is as below:

**As supporting the aspirations and objectives of the ministry to promote development efforts towards rural sector to be developed, interesting and profitable, we promise;**

- i. To provide planning and supervision of the implementation of rural programs in order to meet government policies and responding to central agencies on schedule
- ii. To provide knowledge and skills to rural communities in the social, economic and political order to be positive for change
- iii. To provide adequate infrastructure facilities to the rural population
- iv. To provide and efficient, accurate, fair and friendly services.

(Ministry of Rural Development, n.d)

## **2.0 SCHEDULE OF PRACTICAL TRAINING**

### **2.1 Introduction**

During my 5 weeks of practical training, the Ministry of Rural Development (MRD) has exposed me with various kinds of works and tasks which becomes the responsibilities of the ministry itself. The officers there have been giving my friends and I the chances to get involves directly in administrative works and also brought us to several meetings to let us see the real situations or the real experiences of working. Therefore, we actually involves in both management level of the Ministry along the practical training which are the supporting level and also the middle-management level. In this chapter, I will explains briefly about the tasks and works I have done along the practical training term, extracted from the log book which I filled in during the practical training.

## 2.2 Week 1 (28 January-02 February 2013)

On our first day which was on 28 January 2013, we had a meeting with '*Ketua Penolong Setiausaha*' of MRD, Mr. Awang Yusup Awang Mostapa for briefing. He briefed us on the background of the ministry and explains a little bit about the works and tasks that we will be doing along the practical training term. He also told us about the rules that we should obey along the term of being the practical trainers there. This includes the proper attire, the working hours and etc.

Then, the four of us were assigned to a different departments or sections within the industry. I was assigned to help or assist Mr. James Brain Sila, the personnel working in the development section. He assigned me to help him to key-in the applications for '*Tangki Air 1 Malaysia*' using Microsoft Excel the data includes the names of the applicants usually the name of the village, numbers of water tank needed, the zone of the village and some other additional information where needed. Mr. James has taught me how to do this task and explained briefly to me the processes for the applications. Those applications recorded will later on be compiled and will be sent to the federal ministry which is Ministry of Rural and Regional Development (MRRD).

Later I was also being taught by Miss Asiah Ali Ahmad on the procedures that should be done for receiving incoming mails or faxes or any other documents. This task related to the administration or registry section. Whenever we receive mails or other documents, we must first stamp the documents with 'received' stamp complete with the document received. Then, every mails and faxes need to be registered or recorded in the system called PROACTS where we need to fill in all the required information such as the reference number, subject of the letters, date sent and received and etc.

We also learned on how to track the files or records in the system. The ministry uses Microsoft Excel which located in a folder called as 'Tracking File'. This folder or system helps the personnel or staff to know the location of files needed in the file room. Since there are so many files in the file room, this system helps the personnel or staffs to find the needed files easily without having to find the files rack by rack randomly. However, not every staffs are allowed to access the file room and

this system. Only the staffs that are in charge of the file room can get the files from the room. This is to ensure the security and privacy of the documents are being taken care of.

On the second day 29 January 2013, I was instructed by Madam Polin Nyidom from registry section to sort out the lists of items or assets in the store. I need to sort and rearrange the list of items and assets according to the categories of the items. For example, papers, stationeries, car accessories, miscellaneous and etc. The lists are made using Microsoft Word.

After that, we are called for a meeting with the Permanent Secretary of the ministry, Datu Chaiti bin Bolhassan. In that meeting, he briefed us about the ministry and introduced us to the implementation of Balanced Scorecard within the ministry. As to support the government agenda to adopt the Balanced Scorecard in ministries and other government agencies, MRD has started to shift their focus from 5S to Balanced Scorecard starting October 2012. Therefore, he invited us to attend the 2 days workshop for Balanced Scorecard at Damai Beach Resort on 01 and 02 February 2013. Datu also told us the scope of works that we should be exposed to along the practical training term.

Next, we were asked to read on the guidelines booklet for the right way to manage store and stock as provided by Malaysia Productivity Corporation (MPC). This was instructed by Madam Polin Nyidom so that we know a little bit about store management. In the booklet we can see that there are several guidelines for us to ensure that all the assets and items in the store are properly arranged. It also provides us with the types of arrangement that we can practice and of the type of arrangement is in a categorical order.

Then we were asked to do filing by Miss Asiah Ali Ahmad. We were taught on how to differentiate the files based on the categories and how to arrange them accordingly. For examples, the files will be labeled with keywords such as BALB for files related to water supplies, BELB for electric supplies, NKRA and etc. We also learned on how to keep closed files. Those files will be kept in specific boxes and for labeling purposes, the details of the files will be written outside of the box.

Later on we had another meeting with Mr. Awang Yusup whereby he briefed us about the Balanced Scorecard workshop which will be held at Damai Beach Resort. Then, he also instructed us to analyze personal files of certain staffs for us to get a clear picture on how the actual Human Resource Process in State Government. He also wanted us to differentiate between official memorandum, minute sheet and also letterhead in term of usage and formats.

On 30 January 2013, we started to analyze the personal files and tried to identify the processes, procedures and documents involves in the Human Resource Process in State Government. From the files we can see the processes involves along the service of a staff from the start until the retirement. Some of the processes involves along the service are confirmation of position, pension, appointment and etc. Then, Mr. Awang Yusup also asked us to translate MRD's strategic map into Bahasa Malaysia. This strategic map contains the new mission and vision, which are in line with the implementation of Balanced Scorecard as the new management tool for the ministry.

After that, we continue the filing process whereby the closed file needed to be arranged in the boxes so that it can be separated from other files which still in use. The closed files boxes were arranged according to categories and the volumes specified. The volumes are some kind of serial numbers used to differentiate one file from another. We also then brought to check the arrangement of items and assets available in the store by Madam Polin Nyidom. Mr. Awang Yusup instructed us to suggest on how to come out with better arrangement for all of the items in the store. Madam Polin also told us that every items taken out from the store need to be recorded. This is done by filling in 2 forms. One will be filled in by the officer in the registry section meanwhile another form will be filled in by the personnel who asked for the items. This is to ensure that nobody uses or takes the items without permission and also to keep track of the items inventories.

The next day which was on 31 January 2013, we started to prepare the report which was based on the analysis from the staff's personal file and also continue translating the new strategic map of MRD. After we were all done with the report, we sent it to Mr. Awang Yusup for assessment. He commented on our report and gave further explanations on some processes that we were not clear about or left out.

After doing the report, we are able to distinguish the usage of memorandum, minute sheet and also letter head. Mr. Awang Yusup also reminded us about the Balanced Scorecard Workshop and told us a little bit about Mr. Gnanasegaran Arumugam from Employee Provident Fund Office who acts as the consultant for MRD about the matters related to Balanced Scorecard.

The Workshop for Balanced Scorecard (BSC) was held on the 01 February 2013 and 02 February 2013. The workshop was held at Damai Beach Resort started at 8.00 a.m. to 5.00 p.m. The workshop was held to discuss about the implementation of Balanced Scorecard with the consultant, Mr. Gnanasegaran Arumugam. Mr. Gnanasegaran is an expertise for Balanced Scorecard. During the workshop, the consultant commented and gave opinions on the drafted strategic planning of Balanced Scorecard done by MRD. We were also exposed on how to do the SWOT analysis to ensure that the implementation of the BSC as the new management tool for the ministry can be done successfully. The staffs were asked to participate in order to identify the strength, weaknesses, opportunities and threats faced by the ministry. Even though we were only practical training students, the members of ministry encouraged us to take part in giving our ideas and opinions in this matter. In this workshop, the ministry also came out with the 5 years term strategic plan and then finalized the entire strategic map for further implementation.

### **2.3 Week 2 (04 February-08 February 2013)**

The second week of our practical training was started on **04 February 2013**. We started our task by labeling all the closed files with the printed labels so that they will not mix together with other files. We also learned on how to open a file. This means, when a new file is needed to keep the documents, we need to use new file. This is what is known as open file process. Before any file can be used to keep any documents, we need to label those files first by putting the serial number, volume of the file, title of the file and also numbers of the file. This was instructed and guided by Miss Asiah Ali Ahmad.

At the afternoon, we were asked to join in the meeting on the Solar Hybrid for Rural Area by Mr. Ahmad Denny. This meeting was between MRD itself and representative from Sarawak Energy Berhad to discuss about the Solar Hybrid Plan for Rural Area in Sarawak. The meeting was focused on the building of the third phase of the solar hybrid technology. During this meeting, the engineer from Sarawak Energy suggested to change the locations for the phase 3 as the original location of phase 3 seems to be unsuitable due to logistics problems and the area might be difficult to access. The progress of the phase 1 of the solar hybrid for that time was 75% and the building of phase 2 should be started in February 2013. Mr. Ahmad Denney as the representative from Development Section of MRD agreed to forward all of the suggestions to the related ministers for them to consider and approve.

The next day, **05 February 2013**, I was instructed to replace a staff in registry section since one of them was on leave. During the replacement, I was responsible to received and recorded all incoming mails and faxes. All of the received mails and faxes were recorded in PROACTS system and kept in incoming mails box and will be checked by Permanent Secretary for further actions. I was also assigned to receive all the calls. Before that, I was taught on how to transfer the calls to other officers and also the manner on how we should answer the calls. The officer also reminded us to quickly answer any call and if possible answer those calls before the third rings.

Then, on the **06 February 2013**, I was assigned to write a minute sheet. The reason of writing the minute sheet was to claim for taxi fare. I was given the right format of minute sheet as an example. In the minute sheet, I need to include the required information for the claim to be processed. Among the information were my account numbers, identity card number, the reason for the claim and etc. The minute sheet then handed to Ketua Penolong Setiausaha for approval.

After that, Mr. Tsong Chow Choon asked us to write the meeting minute for meeting of 'Pelaksanaan Kursus/Program Latihan di Pusat Sumber Pembangunan Desa, Layar, Betong'. Therefore, we were asked to attend the meeting so that we can proceed with the minute. The meeting was headed by Datu Chaiti Bolhassan and attended by several representatives of RISDA and Agricultural Department. After the meeting, I started to prepare the minute according to the format provided and then e-mailed it to Mr. Tsong Chow Choon before the minute can be distributed to those who attended the meeting earlier.

On the **07 February 2013**, I was still on duty to replace the staff in the registry section. Therefore, I was in charged to register all the incoming mails and faxes in the PROACTS system. Then the instructions for all mails from yesterday or previous days which have been checked or seen by the Permanent Secretary will be edited again in PROACTS. Any mails or faxes that related to meetings, courses or seminars will be listed in another folder named 'Notice of Meeting' and the name of officers instructed to attend will be included for easy reference. All mails and faxes that have been registered and recorded will be kept in the specific files according to the codes provided in the system. Meanwhile any letters that need specific officer attention will be given to the officer to notify them. To ensure that the ministry always has the backup in case of missing letters or documents, we always keep the original and give the officers the copy of it.

We were then instructed by Miss Siti Nurazizah from Development Section to help finding a missing document. The missing document was an approval letters for *Housing Assistance Program* which was misplaced by the District Office. We need to find the letter in the old files based on the name of the applicants.



I was still in charge of replacing the staff in the registry section the next day, **08 February 2013**. Just like yesterday, I registered the incoming mails and faxes in PROACTS and also updated the courses and meeting folder. Later on, I kept the documents in files according to the codes so that they will not mix up. I was also responsible to answer the phone calls and take notes for any messages left.

We were then called for a meeting with Mr. Awang Yusup whereby he told us that we will be supervised by Madam Dayang Norasikin along our practical term in MRD. This is due to his transfer to district office.

Later at the afternoon we were instructed to do the analysis for the current usage of petrol or diesel for MRD's vehicles. I calculated the petrol/diesel usage for Nissan X-trail car with the registration number of QSG 3674. To carry out the analysis, we need to fill in the details for the vehicles such as the type of the vehicle and also the registration numbers. The analysis were consists of two parts which were; *'Bacaan Odometer Mengikut Catatan Pada Lembaran Log Harian T-256'* and *'Penggunaan Petrol/Diesel'*. It has its own formula on how to calculate the usage based on the details and information filled in. these analyses usually will be double checked by other officer after the first calculation by the other officer.

## 2.4 Week 3 (13 February-15 February 2013)

On **13 February 2013**, we were asked to attend a meeting with Mr. Ahmad Denney whereby the meeting was held to establish a committee for Mr. Awang Yusup's farewell dinner. We were chosen as the committee members to help organize the event. At the end of the meeting, Mr. Ahmad Denney also reminded us to do the customer satisfaction questionnaire for MRD as one of the implementation tool for Balanced Scorecard. He instructed us to submit the questionnaire to him the next day so that the questionnaire can be presented to the Permanent Secretary during the internal meeting for Balanced Scorecard on the 15 February.

On that day, I was still in charge of replacing the registry staff and again I dealt with the incoming mails, faxes, incoming calls and also did the filings.

Then, we had a discussion on how to construct the questionnaire for customer satisfaction. I discussed this matter with other 3 practical students who were also assigned to come out with the questionnaire. Therefore, we try to identify the types of customers MRD has and we tried to construct the questionnaires to be aligned with the strategic objectives of the MRD.

On the next day, **14 February 2013**, we continued our discussion on the questionnaire. We were able to construct the complete 3 parts of the questionnaire that day and then gave it to Mr. Ahmad Denney to be checked and amended where necessary. He asked us to edit the questionnaire where necessary before it will be presented to the Permanent Secretary the next day during the meeting for Balanced Scorecard.

Like the day before, I was still replacing the staff in registry section. As usual, I carried out the registry work includes registering the incoming mails and faxes, receiving mails and faxes and also recorded the annotations from Permanent Secretary. These annotations were to determine who should take actions for the letters and faxes subject. Then at the end of the day all the mails and faxes that have been recorded will be kept in files and put in the file room.

We had a meeting for Balanced Scorecard on the Friday **15 February 2013**. The meeting was chaired by the Permanent Secretary of MRD, Datu Chaiti Bolhassan. The meeting was held to present the finalized proposal of Balanced Scorecard implementation in MRD as the new management tool. We presented the questionnaire part and Datu gave his opinions on where and what should be altered in the questionnaire. He wanted to distribute the questionnaires to respondents all over Sarawak to get the general views of customer satisfactions toward the services brought MRD.

After the meeting, I continued my work at the registry section. Then, we were instructed to start doing the preparation for 'Farewell, Welcoming and Gong Xi Fa Cai' dinner which will be held on Saturday, 16 February 2013. We prepared the symbolic for appreciation souvenirs for Mr. Awang Yusup for his good services at MRD. We also assigned to come out with the tentative for the events. As we had the experiences in handling such event, we faced no problems along the preparations.

## 2.5 Week 4 (18 February-22 February 2013)

Week 4 started on **18 February 2013**. That day, I did the filing in file room. All the registered documents were kept in the file according to their serial numbers and volumes. I was also registered the incoming mails and faxes and key-in the annotations for the letters and faxes and then distributed the letters and faxes to the assigned officers. Filing of incoming and outgoing mails were done differently using different colors of pens. For incoming mails, the pen used to write the serial number is blue. Meanwhile the outgoing will be written using red pen.

The next day, which was on **19 February 2013**, we were asked to attend '*Perolehan Cabutan Undi Program Bantuan Rumah (PBR) 2013*' together with Mr. Kiprawi Hj Saman as the officer from MRD and Miss Siti Nurazizah as the personnel who responsible for PBR matter. This event was held to identify and choose which contractor will assign for the PBR project for each district. There were three ways to determine which contractor get the project; firstly by choosing envelopes, ping pong balls or folded papers. The morning session was held at Kuching Resident Office. In this session, all the contractors that are in Kuching Zone include Lundu and Bau gathered to try their luck. In the meeting, the representatives from *Jabatan Kerja Raya (JKR)*, FELCRA and also CIDB also came to answer any enquiries from the contractors regarding to the projects.

Then, we also attended the afternoon session of '*Perolehan Cabutan Undi Program Bantuan Rumah (PBR) 2013*' at Kota Samarahan. This time, the meeting was held at Samarahan Resident Office. Just like the morning session, this session also attended the contractors from Samarahan area include Asajaya, Serian and Simunjan. However, the contractors for this zone were a lot more compared to those in Kuching. For your information, the project has two types. One of them is "*Re-build/Build New*" whereby the contractor build new house fully, and another type is "*House Repair Works*" where the contractors are responsible for the repair process of the houses.

After that, on the **20 February 2013**, I was again assigned to do the works in registry section. All of the letters and faxes that have been seen by the Permanent Secretary will be recorded in the system. Any annotations that

required the officers to attend meetings, discussions or seminars will be recorded in 'Meeting/Discussions/Seminars' folder'. While any mails that apply to borrow the MRD's meeting room will be recorded in '*Peminjaman Bilik Mesyuarat*' folder and updated at MRD announcement board.

On **21 February 2013**, we were instructed by Madam Dayang Norasikin to prepare the formal letter or also known as letterhead among the government staffs. The letters are going to be distributed to all Resident Office all over Sarawak whereby it contained instructions for the Resident Office to collect the names for those who eligible to be granted '*Amanah Saham Bumiputera (ASB) Sejahtera*' scheme. In the letter, we also reminded the Resident Office to reply the letter together with the names. Resident Office also needs to collect the names from the District Office to ensure that all eligible people get the chance to be included under the scheme. In making the letter, we were asked to follow the format given and make sure that all the required attachments and references being included with the letter for easy reference.

Then, we were instructed by Miss Asiah to update the list of items in the store so that we can come out with the latest inventory of the items. All the items that were no longer available in stock but still needed will be listed for order meanwhile the items that were no longer needed will be taken out from the list. We were also asked to find the better way to arrange all the items so that they look proper, neat and easy to be found in case the personnel need to take the items out.

The next day, **22 February 2013**, I was instructed by Mr. James Brain to check the list for '*Pemohonan Tangki Air*'. I needed to check again the applications list and rearrange the applications for the water tank that came from all over Sarawak rural area and villages in the master list provided by Mr. James. This list were made using Microsoft Excel. All the completed applications will be put in the list and then will be sent to the federal ministry for further actions. As there were too many applications, I had to be careful not to fill in the information wrongly because it might cause problems during the process.

## 2.6 Week 5 (25 February-01 March 2013)

On the last week, which started on **25 February 2013**, we continued to rearrange and label the store items under the instruction of Madam Pollin Nyidom and Miss Asiah Ali Ahmad. We did the inventory of the items in the store by counting them and compared it to the given list. We also had to think of how to make the new labels for the items since the old labels cannot be used anymore due to the missing labels and unavailable items.

The next day, **26 February 2013**, I was also still working on the '*Pemohonan Tangki Air*' lists. The existing list being checked to ensure there is no overlapping applications. Any new names from new applications that still have not been key-in will be included in the lists. The lists were divided according to the district and '*Dewan Undangan Negeri*' so that we could see the actual number of applications for every district. I continued revising and key-in the applications in the list the next day, **27 February 2013** since there were thousands of applications I needed to go through.

On Thursday, **28 February 2013**, I and another practical student worked on the labels for the store. Whereby we needed to type, print and also laminate the labels to be used in the store. We came out with the new labels which we made according to the new lists and inventories of the items. The laminating was used to ensure that the labels can lasts longer than the labels MRD used before. Then, for easy identifications, we divided the colors for the labels according to the categories. For example, the stationeries area which labeled as '*Rak A*', all the labels used for the items are purple, meanwhile for '*Rak B*', the colors of the labels are green. We did this for easy identifications and proper labeling since there are so many items put in the store. The different colors also enable the personnel who in-charge of the store to find the items easier since we also used the different colors in the lists. We continued the labeling work after the farewell meeting for us, practical students, on the next day **01 March 2013**.

## **3.0 ANALYSIS OF TRAINING**

### **3.1 Introduction**

Along the 5 weeks term of my practical training at MRD, I was exposed to various types of management tools which have been used by MRD in order to improve their management and also services. One of them is 5s concept. Even though now MRD is more focus towards Balanced Score Card as its new management tool, 5s was the earlier management tool that they adapted in their organization before BSC.

In this chapter, I will try to explain what the theory of 5s is and also how MRD practiced 5s as their former management tool which still being used up until today especially when it comes to the management of its stores, facilities and assets. During my practical training period I was also involved in several things related to 5s in MRD such as the arrangement of files in the file store and also the arrangement of the assets and labeling system in the other store. Later on in this chapter I will explain how MRD implement 5s in its organization and what they had achieved after the implementation of this concept.

### **3.2 Introduction to 5s**

5s practice is a management tool which created by Japanese industrial people to make a comfortable, neat and safe work place environment. The objective of this practice is to create a quality work place environment in a systematic and practical way. An effective implementation of 5s will improve the quality of services, save the budget and also east the work processes. Besides giving attention to the cleanliness, tidiness and safety aspects in workplace, this practice also strengthen the Department/Agency Management Quality System based on MS ISO 9000 standard especially in fulfilling the needs of Assets Management related to working environment clause (MAMPU, 2010). An effective and consistent implementation of 5s will give an added value to the corporate image of the agencies or departments as a whole.

### 3.3 Components of 5s

The original terms used in 5s were actually in Japanese but since the concept has been adopted globally, the terms have been transliterated in English but still using the words that start with letter 'S'. Even in Malaysia, the elements of 5s has been transliterated in Bahasa Melayu with the word starting with 'S' been maintained. The original elements and the transliterations are as provided below:

Japanese	English	Malay
Seiri	Sort	Sisih
Seiton	Set in Order	Susun
Seiso	Shine	Sapu
Seiketsu	Standardize	Seragam
Shitsuke	Sustain	Sentiasa Amal

*Figure 3.3.1 5S translations*

### 3.4 5s Practices in details

#### 3.4.1 S1-Sort (Seiri)

This component of 5s focuses on separation and disposal of unneeded items in workplace. These can be done by labeling the items by different colors of tags for example red and yellow. In Malaysia government sector for example, red tags are use to label the items that are unneeded meanwhile yellow tags are use on items that are still useful and needed (MAMPU, 2010). Examples of the tags use are as below:



No Tag : \_\_\_\_\_

## TAG KUNING

Kemungkinan Diperlukan : \_\_\_\_\_

(Nyatakan jenis dokumen)

Simpan sehingga : \_\_\_\_\_

(Tarikh Simpan)

Figure 3.4.1.1 Yellow tag

No. Tag : \_\_\_\_\_

## TAG MERAH

<b>Klasifikasi</b>	<ul style="list-style-type: none"> <li>• Bahan Mentah <input type="checkbox"/></li> <li>• Masih dalam proses <input type="checkbox"/></li> <li>• Bahagian Komponen <input type="checkbox"/></li> <li>• Barangan yang tidak siap <input type="checkbox"/></li> <li>• Mesin / Peralatan <input type="checkbox"/></li> <li>• Lain-lain <input type="checkbox"/></li> </ul>		
<b>Nama Barang</b>			
<b>No. Siri</b>			
<b>Bilangan / Nilai</b>			
<b>Sebab</b>	<ul style="list-style-type: none"> <li>• Tidak perlukan <input type="checkbox"/></li> <li>• Tidak berguna <input type="checkbox"/></li> <li>• Tidak penting <input type="checkbox"/></li> <li>• Barangan yang ditinggalkan <input type="checkbox"/></li> <li>• Tidak diketahui <input type="checkbox"/></li> <li>• Lain-lain <input type="checkbox"/></li> </ul>		
<b>Bhg yang bertanggungjawab</b>	Jabatan	Seksyen	Kumpulan
<b>Tindakan</b>	<ul style="list-style-type: none"> <li>• Hapuskan <input type="checkbox"/></li> <li>• Putang semula <input type="checkbox"/></li> <li>• Alihkan ke stor tanda merah <input type="checkbox"/></li> <li>• Asingkan dalam stor <input type="checkbox"/></li> <li>• Lain-lain <input type="checkbox"/></li> </ul>		
Tarikh Kelulusan Pelupusan: (Jika berkaitan/dokumen lampiran/giat)	Dituliskan Oleh: _____		
Tarikh Pelupusan:	Dilupus Oleh: _____		

Figure 3.4.1.2 Red tag

The success of this component can be measured by more comfortable working environment, more effective usage of space and faster time of searching.

### **3.4.2 S2-Set in Order (Seiton)**

This component of 5s refers to the principal of 'there should be a place for everything and everything should be in its place'. It focuses on an orderly, neat, effective and safe arrangement method. After we managed to separate and isolate things in 'Sort' process, the items must be 'Set in Order' according to its usage and needs (MAMPU, 2010). Some of the guidance that can be used in implementing this component of 5s are:

- Using First-In-First-Out (FIFO) method
- Label and index the items with names, numbers
- Keeping the items according to their categories
- Ensure that the items are in the best arrangement so they can be accessed easily

### **3.4.3 S3-Shine (Seiso)**

The third component of 5s is an action to ensure all the facilities and work space are clean and clear from any dusts which can disturb the functions and quality of the products and also affect the health of the employees. Shine also emphasize on the cleanliness and safety of the workspace to ensure the improvement in qualities of works and services. Cleaning or 'Shine' must be carried out every day to ensure the cleanliness and tidiness of workspace can be maintained (MAMPU, 2010). These steps can be taken as a guideline to ensure an effective implementation if 'Shine':

- Delegate the cleaning tasks

- Determine the ownership of the workspaces and the items or facilities
- Create cleaning methods that will be used
- Prepare the cleaning equipments and tools
- Carry out the cleaning tasks or works

The success of 'Shine' process can be measured by:

- Better quality of works and products
- Safe and comfortable working environment
- Cleaner environment
- Lower maintenance cost

#### **3.4.4 S4-Standardize (Seiketsu)**

Standardize means identical, similar, same colors either in term of features, characteristics, arrangements or subjects (MAMPU, 2010).

These are the guidelines for effective standardization:

- Create the checklist using 5W1H technique
  - Who – who's responsible
  - Why – why must be implemented
  - When – when must be implemented
  - Where – where it should be implemented
  - What – what actions should be taken
  - How – how the activities will be implemented and standardized
- Create the checklist for the inventory rules

- Come out with cleaning task procedures
- Make maintenance schedule
- Create a standardized arrangement models/activities

The success of 'Standardized' implementation can be measured through:

- Have a better standard of workspaces
- Positive visual impacts
- Have the rules and standard operating procedure (SOP)

#### **3.4.5 S5-Sustain (Shitsuke)**

'Sustain' is an effort of maintaining the first four 5S practices which are Sort, Set in Order, Shine and Standardize other than implementing continuous improvisation at the departments or agencies premises. 'Sustain' needs continuous commitment and involvement from the whole organizations members as well as high discipline to ensure the 5S practices can be implemented effectively and efficiently (MAMPU, 2010). The guidelines to sustain 5S practices are as below:

- Continue the awareness programs about the importance of 5S by having continuous exercises
- Ensure the internal audits for 5S implemented periodically
- Ensure the promotion activities done continuously
- Create recognition or reward system for the efforts show by the members of departments/agencies
- Come out with effective and systematic monitoring system

Just like the other components of 5S, this 'Sustain' success can be measured through:

- Excellent performances through internal audit activities of 5S
- The members of the departments/agencies always look happy and passion in implementing 5S practices as well as obeying the workplace rules and regulations
- There is high discipline and spirit of teamwork among the members of the agencies/departments
- Members have the efforts to always practice and improve 5S at the workplace
- Improvement in efficiencies and effectiveness of work process
- Involvement and success in any 5S related conventions, competitions and awards

The concept of 5S can be summarized as in the figure below:

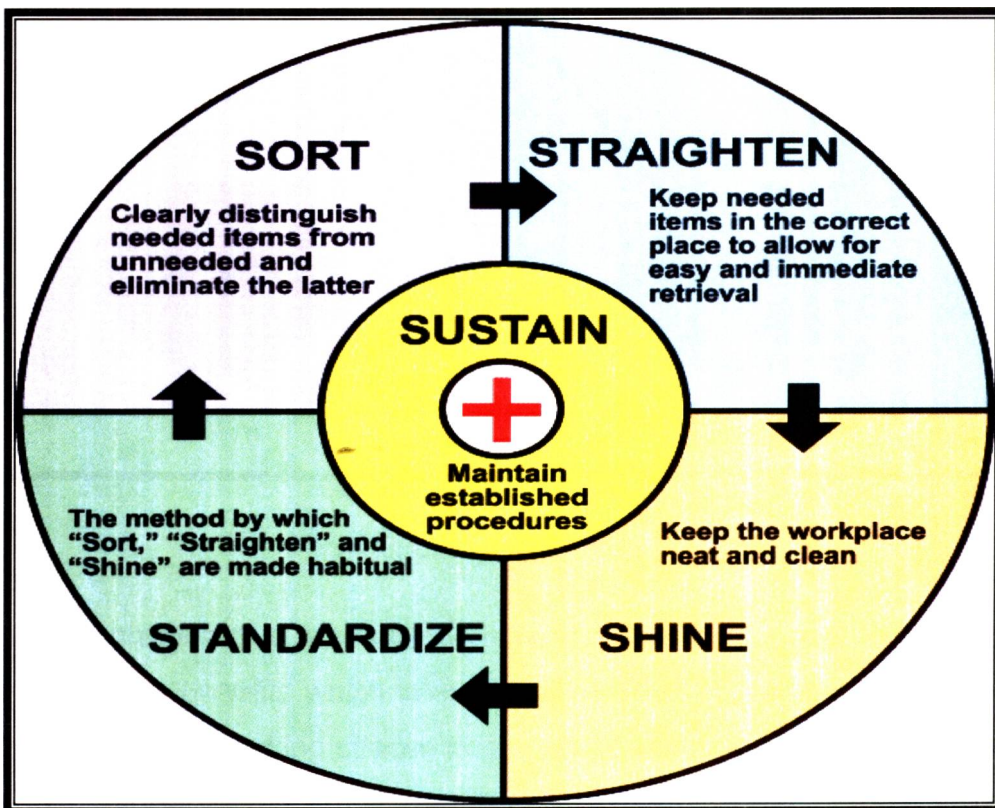
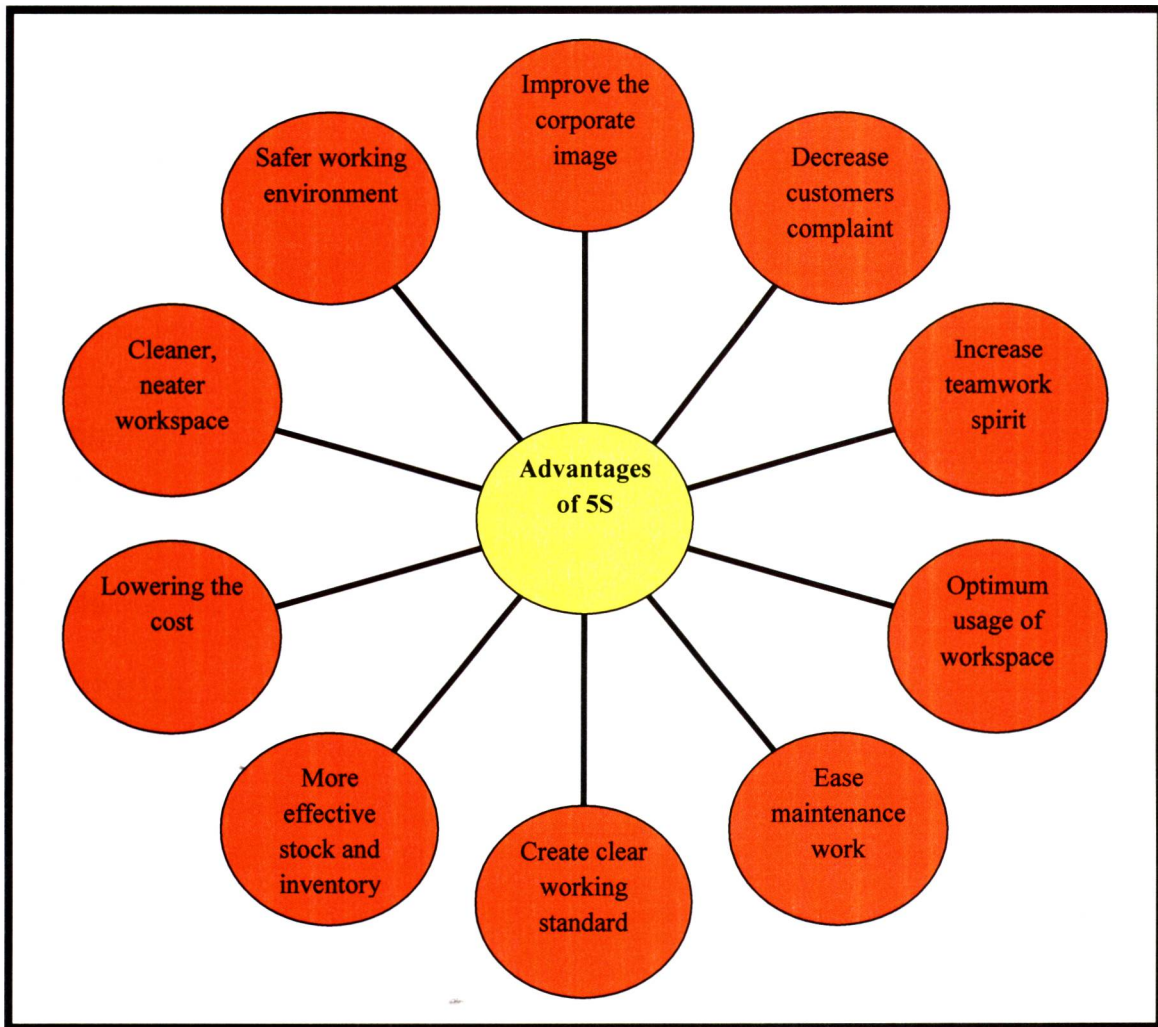


Figure 3.4.5.1 5S concept

### 3.5 Benefits of 5S practices

5S practices can give many benefits and advantages to the organizations that implement this as their management tool. The advantages can be seen in various aspects such as in cost decrement, stock and inventory control, matters regarding to maintenance as well as working system and process. The advantages or benefits of 5S are stated in the figure below:



*Figure 3.5.1 Benefits of 5S*

Any organization that manage to implement the 5S concept in a right way will gain all these benefits which later on will resulted to better management of assets, facilities and working spaces in general. A comfortable and neat working space is very important as it may affect the level of motivation for the employees to work and also reflect the image of the organization itself. Therefore, 5S is a

good management tool for the organization which seeks for a better motivation and environment of working.

### **3.6 5S practices in MRD**

Just like other public organization in Malaysia, MRD is not exempted from the government's call to implement 5S in their departments or ministry. MRD started their implementation of 5S in 2010 where they create a 5S committee to organize and plan for 5S implementation in their organization.

At the early implementation of 5S, they faced several challenges since they have to reorganize almost everything in their office so that it follows the 5S guidelines and principles. At that time, all of government departments were asked to implement 5S as the management tools to improve the performances and the assets managements in government sectors as a whole. In Malaysia, the Malaysian Administrative Modernization & Management Planning Unit (MAMPU) acted as the external auditor to all government departments or ministries in the aspect of 5S. They also provide these government departments and ministries with several guidelines on how to achieve excellent level of 5S implementation.

MRD chose several areas that they wanted to focus in implementing 5S in their ministry. For example in working space especially the tables, drawers and facilities like printers, scanners and fax machines, in files store and assets store. These 3 areas are the areas that given priority to be upgraded along the implementation of 5S. Before this all the stationeries were put in the drawers without proper arrangements. But after the implementation 5S, the 5S committee of MRD came out with new ways of arranging the stationeries so that they are easy to be find and always in neat conditions.

All tables in MRD have 3 drawers, the 5S committee decided to divide the drawers according to different categories for examples stationeries, personal items, and others. This has helped the employees to keep their things according to the categories and avoid mixing personal items together with office items. MRD 5S committee also came out with the idea to divide the stationeries drawer by several compartments using polystyrene. These compartments are in

different sizes so that it suits the different sizes of the stationeries like pens, paper clips, markers, staplers and etc.



Figure 3.6.1 Insides the drawer



Figure 3.6.2 Labels outside the drawers



Meanwhile for file stores MRD implement the labeling system as in 5S practices whereby all files are labeled and arranged according to their categories for easy finding. MRD also uses different labels colors for those files which are still in need and files that are no longer needed so that the personnel can easily identify and separate the files. During my practical time, I had several times involved in updating the files in the stores by labeling the boxes for closed files and labeling the new open files as well. These system has help a lot in more proper files arrangements and it make the personnel to find the files faster as they are all kept according to categories and complete with the labels in front of the files and also at the sides of the files.

MASTER FILE			
ABINET NO.	COLOUR DRAWER NO.	FILE NO.	NAME
A	A <sup>1</sup> -A <sup>3</sup>	KPLB/F/1	FINANCE
	A <sup>4</sup>	KPLB/O/2	OFFICE/QUARTERS
B	B <sup>1</sup> -B <sup>4</sup>	KPLB/SM/3	HUMAN RESOURCES
C	C <sup>1</sup>	KPLB/C/4	CIRCULAR
	C <sup>2</sup> -C <sup>4</sup>	KPLB/DID/5	DRAINAGE AND IRRIGATION
D	D <sup>1</sup>	KPLB/T/6	TRANSPORTATIONS
	D <sup>2</sup>	KPLB/BP/7	BOOKS, PERIODICALS AND REPORTS
	D <sup>3</sup> -D <sup>4</sup>	KPLB/AS/8	ASSOCIATIONS/SOCIETIES
E & F	E <sup>1</sup> -E <sup>4</sup> F <sup>1</sup> -F <sup>4</sup>	KPLB/COM/9	COMMITTEES
G	G <sup>1</sup>	KPLB/PH/10	PUBLIC HOLIDAYS
	G <sup>2</sup>	KPLB/LC/11	LAND CUSTODY AND DEVELOPMENT AUTHORITY (LCDA)
	G <sup>3</sup> -G <sup>4</sup>	KPLB/SA/13	SARAWAK LAND CONSOLIDATION AND REHABILITATION AUTHORITY (SALCRA)
H	H <sup>1</sup>	KPLB/MISC/15	MISCELLANEOUS
	H <sup>3</sup> -H <sup>4</sup>	KPLB/RGC/17	RURAL GROWTH CENTRE (RGC)
I	H <sup>1</sup>	KPLB/FDA/18	FEDERAL LAND AUTHORITY (FELDA)
	H <sup>1</sup>	KPLB/FCRA/19	FEDERAL LAND CONSOLIDATION REHABILITATION (FELCRA)
	H <sup>1</sup>	KPLB/RDRTC/26	RESOURCE TRAINING CENTRE
	H <sup>3</sup> -H <sup>4</sup>	KPLB/PLB/27	PEMBANGUNAN LUAR BANDAR
J	J <sup>1</sup> -J <sup>4</sup>	KPLB/PF	PERSONAL FILE
K&L&M	K <sup>1</sup> -K <sup>4</sup> L <sup>1</sup> -L <sup>4</sup> M <sup>1</sup> -M <sup>4</sup>		PERSONAL FILE CLOSED
N	RAK 1-16		CLOSED FILE

Figure 3.6.3 Guidelines for the locations of files



*Figure 3.6.4 Files in the files store*



*Figure 3.6.5 Other category of files*



Figure 3.6.6 Closed Files



Figure 3.6.7 Closed files

For assets store, as to maintain the tidiness and cleanliness of the store, during the practical term, one of the other practical student and I managed to come out with new arrangements for the store since the arrangement used before this had to be altered due to some reasons such as there are many things that are no longer existed. Therefore, me and my friend came out with new lists for the inventories and also made new labels for the new arrangements. We ensure that the labels are synchronized with the list provided so that all the assets can be found easily by the responsible personnel. Even though we came out with some changes, we still maintain the 5S principal in arranging those things so that MRD can maintain their good record in 5S.

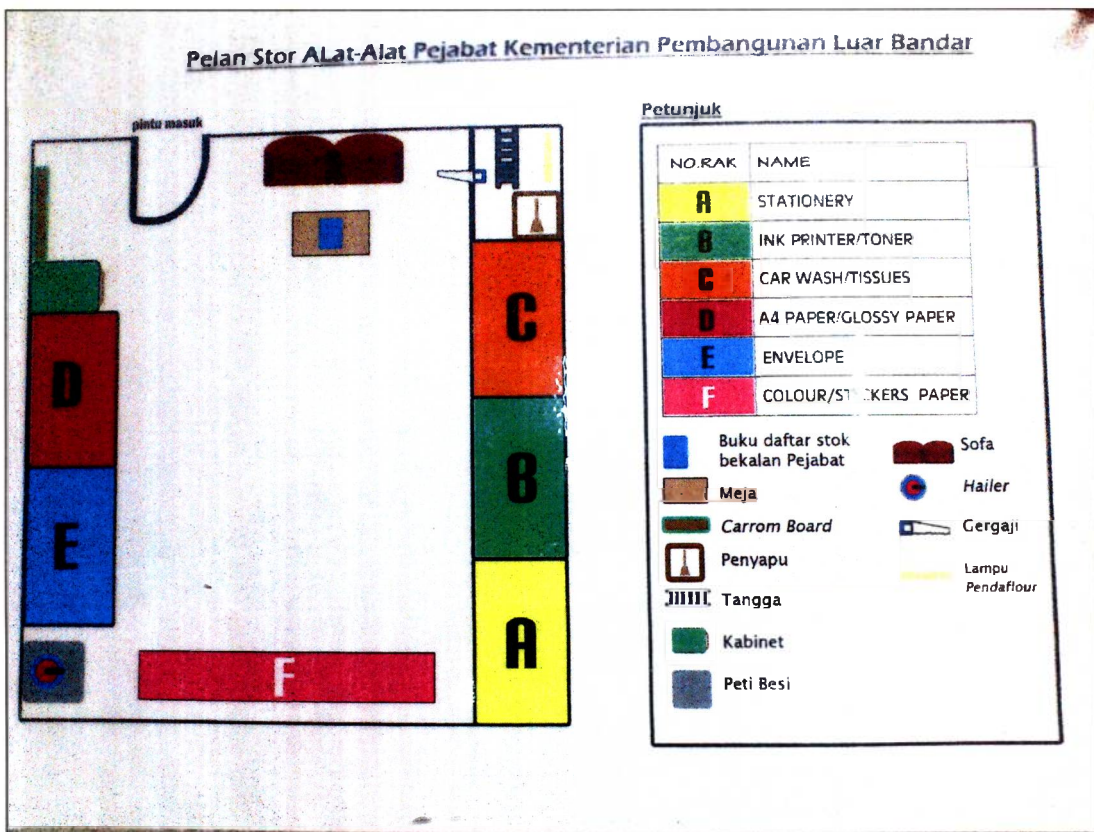


Figure 3.6.8 Locations for the items



*Figure 3.6.9 Assets store*

## 4.0 RECOMMENDATION

In the previous chapter we already see the actual 5S practices and the 5S practiced by MRD. In this chapter, I will touches on several aspects such as the strengths and weaknesses of 5S implementation at MRD which I gained from my observations along the practical training term and then I will provides several recommendations that might be used by MRD or even other agencies in improving the quality of management of the organization or ministry through the practices of 5S. I will divide this chapter into three distinct parts which are strengths, weaknesses and recommendations for convenience reading.

### 4.1 Strengths

There are several strengths of 5S implementation in MRD that I managed to identify. Among them is systematic, maintenance and cooperation. These three factors actually contribute a lot in ensure the successful of 5S implementation in MRD and become a factor that lead to improvement in MRD performances and management.

I can see that MRD has a **systematic** way of implementing 5S at their ministry as they established a specific committee which responsible in the whole process of 5S implementation. By having this committee as the lead to plan and organized all the needed requirements, the phases for 5S implementation became much easier as this committee acted as the main actor along the 5S process. They focus on the importance elements that needed changes and improvements and then implement the required changes onto those elements. These elements include the files store, assets store, workspaces and etc.

After systematically identified the areas that needs changes, these committee discussed on how they wanted to rearrange them so that it will comply with 5S practices and follow the rules of 5S to ensure they fulfill the needed and requirements to successfully apply 5S as the management tool at the ministry. Then only the committee will process the items needed to realize 5S in the office such as the labels, the arrangements and etc. I think these process done by the committee are very systematic since they do everything step by step and every

important elements are taken into account to ensure the 5S process can be carried out excellently.

Another strength that I can see is in the aspect of **maintenance**. Even though the first phase of 5S implementation at MRD were quite slow and they fail to meet the 5S requirements during the first audit, but during the second audit, MRD managed to prove that they had successfully implemented the tool by scoring 98% during the assessment. After the audit, I can see that MRD still maintain their excellent performance in 5S whereby all the files and items in the assets store are still in order even though some of them need changes and updates. But overall, both stores files and assets are still in neat conditions and the items can still be easily found whenever needed. Besides that the drawers and other part of working spaces in MRD also still in a good condition and not in mess.

For some organization, maintenance or known as the fifth S in 5S itself which is sustain, is hard to be achieved as people usually get tired easily over things and not all employees can be committed to maintain a neat and comfortable surroundings around them. But in MRD, I can see that everyone managed to maintain the tidiness and cleanliness especially at their own working spaces which shows that everyone have the awareness about the importance of the 5S to their own performances and images as well as the organizations.

Last but not least, the **cooperation** between the employees of MRD also became their strength in fulfilling the excellent 5S practices. Since the first implementation of 5S in MRD, not only the committee played the role but the other employees also played active roles along the processes. Without a strong cooperation between the employees 5S might hard to be implemented and further sustained as this needs everyone taking part in improving their working spaces and working environments. The successful realization of 5S depends much on the commitment and from all members of the organizations as it affects the organization as a whole in term of image and performance improvements.

## 4.2 Weaknesses and recommendations

As any other organization, MRD also have its own weaknesses in handling 5S. Especially currently they are shifting their focus to another management tool

which is Balanced Score Card (BSC). It seems like MRD slowly lessen their focus on implementing 5S. Even though for the time being most of the 5S areas' cleanliness and tidiness can be maintained but if the awareness on the importance of 5S does not consider as important anymore it may cause the employees to forget about it. This will lead to decreases or lower of 5S practices at MRD. Therefore to make sure that everyone still practicing 5S, the committee especially needs to always remind other employees about the benefits and importance of 5S practices in improving and escalating the images and performances of the employees themselves and the organization itself. 5S programs such as talk or seminars should be held continuously so that 5S will not be neglected by the employees. Even though now they have new management tool that need to be focused on, but in terms of maintaining quality of cleanliness and tidiness in working environment 5S still remain an important management tool for the ministry.

Apart from that, another weakness that I managed to identify in MRD implementation of 5S is in term of files arrangements in the file cabinets in the file store. These files do arranged in a correct order compliance with 5S guidelines however I do think that file store at MRD might need some improvements especially in term of spaces and arrangements. As for now, even though the files are arranged according to the categories and serial numbers or volumes but unfortunately the files are not separated well with each others in the file cabinets since there are no dividers between the files. Therefore sometime it caused the files to collapse on each other especially when these files have spaces between each other. Besides that, the spaces for the file store also too small and limited making the store looked too crowded especially with the closed files that no longer needed still located and kept in the store. I think MRD should think of a space or another rooms that suitable for the files to be kept. MRD also need to ensure that the closed files are kept away from the other files as soon as possible so that the unneeded files will not consume the limited space in the files store.





*Figure 4.2.1 Closed files boxes that have not been moved*

Another weakness that I observed during my practical training at MRD is the time taken for the staffs to update the stocks and assets in the assets store. During the first week of our practical training I was told to check the availability of the stocks in the stores and I found out that there are several items that no longer available and need to be ordered or items that have been replaced but not updated in the inventory lists. This actually can caused problems especially when the auditors come to check the stocks or assets possessed by the ministry. The auditors maybe come to check the implementation of 5S or check the government stocks at the ministry. If the auditors find out that the items available in the store and the items in the list are not tally, the ministry or organization might faced penalty for this matter. I suggested that MRD officers should ensure that the employees or staffs assigned to responsible for the store should keep updating the items in the store for at least twice a year. This is to make sure that the list of inventories will always up-to-date and this will avoid any problems related to auditing processes.

## 5.0 CONCLUSION

### 5.1 Introduction

In the first chapter I had explained a little bit about the history of Ministry of Rural Development Sarawak whereby it was first established on 2 January 1998 with the name of Ministry of Rural and Land Development Sarawak. Then, due to a cabinet reshuffle on 1 July 2004, the Ministry was split into two separate entities namely Ministry of Rural Development and Ministry of Land Development but only in October 2009, both Ministries had become totally two different ministries, each of which has their own Minister and Permanent Secretary.

Ministry of Rural Development Sarawak or also known as MRD only focuses on the rural area developments and progress. In bringing development to people in rural area in Sarawak, MRD focuses in 3 main matters which are road, water and electricity and also providing aids for houses repairs and builds. Besides that, MRD also tries to deliver its responsibilities through *Pusat Sumber Pembangunan Desa (PSPD)* and *Pusat Pertumbuhan Desa (PPD)*.

MRD's vision is to be a high performance organisation in advancing quality of life of the rural population in Sarawak. Meanwhile their mission is to ensure sustainable development and enhance the standard of living of rural population of Sarawak.

There are several main departments or sections in MRD which are Administration section or also known as registry section is the one which responsible for all administrative-related matters such as incoming and outgoing mails, leave applications, employees personal files, supplies and storage and etc. for the time being, there are 3 personnel who carry out the tasks and works in this section. Another section of MRD is the Development Section. This section is further divided into two main parts which are water and electricity supplies and Housing Assistance Programme (PBR). Any applications for electricity supplies or water supplies will be handled by this section. Meanwhile, for another part of this section which is Housing Assistance Programme (PBR), all matters related to this will be handled by other personnel. This aid comes in three types which

are called Re-build/Build New, House Repair Works and Repair works of House Damage due to Disasters. Last but not least is the Financial Section. Financial section as usual handles all money or financial related matters.

## 5.2 Schedule of Practical Training

During my first week, I was introduced to all staffs at MRD including the Permanent Secretary, Datu Chaiti Bolhassan. We have been given briefing about the background of the organization before we started with our practical training term at the ministry. We also being told about the roles of every sections in MRD and the one who in charged for every sections. During the first week I was exposed to several tasks in different sections for example in Development Section I was assigned to key-in the data or lists of '*Permohonan Tangki Air 1 Malaysia*' and for administrative or registry actions I was taught on how to use PROACTS system to record and register all the documents including the incoming and outgoing mails,

Besides working with PROACTS system, we were also taught on the proper ways of processing the documents in the file room and the procedures of receiving mails or documents and answering calls. Even though this might looked like a simple tasks for some, but actually if we did not learn properly on the procedures and processes we might do mistakes especially in dealing with others. In answering calls, we need to carefully answer the calls and address the person on the other line. This shows the attitudes and image of the ministry or organization itself. There are several ethics that need to be focused on in doing these jobs.

In the first week as well, we were given the opportunity to join the discussion to implement the new management tool for the ministry which is Balanced Score Card (BSC) as Damai Beach Resort. This opportunity was a golden opportunity especially for students like us whereby such programs let us to know further how the theories that we learned in class be implemented in reality. This kind of chance allows us to evaluate the differences between the theory in class and the actual implementation of the Balanced Score Card. During the discussion, even though we were only practical training students, most of the times, MRD members allowed us to give our opinions and encouraged us to take part along

the discussion process. We were also able to contribute in completing the SWOT analysis of MRD by giving our point of views about MRD,

In the second week, I learned how to do the filing and was taught by Miss Asiah binti Ali Ahmad one of the staff at the registry section. We started our task by labeling all the closed files with the printed labels so that they will not mix together with other files. We also learned on how to open a file. Every files need to be labeled with the serial number, volume of the file, title of the file and also numbers of the file so that we can distinguish the files easily and does not mix it with other files with different categories.

During the second week as well we were invited to join the Solar Hybrid meeting between MRD and Sarawak Energy Berhad. The meeting was focused on the building of the third phase of the solar hybrid technology in rural areas in Sarawak. By attending the meeting, we were exposed with the real process and flow of meetings. During the meeting they discussed about the area that need to be changed in the plan since the former area seems to be not suitable due to certain factors. Before anything can be changed, both parties through MRD should get consent form the related minister before proceeding to the plan.

We were also instructed to do the analysis for the current usage of petrol or diesel for MRD's vehicles. I calculated the petrol/diesel usage for Nissan X-trail car with the registration number of QSG 3674. To carry out the analysis, we need to fill in the details for the vehicles such as the type of the vehicle and also the registration numbers. The analysis were consists of two parts which were; *'Bacaan Odometer Mengikut Catatan Pada Lembaran Log Harian T-256'* and *'Penggunaan Petrol/Diesel'*.

The third week, I was on duty to replace a staff at registry section. Therefore I dealt a lot with letters, documents and phone calls. It actually started since the second week. But besides that I also involved in organizing farewell dinner for Mr. Awang Yusup as one of the committee. During the third week we were also assigned to design the questionnaire for customers' satisfaction towards services provided by MRD as one of the measurement tool for their BSC implementation. We discussed about the questionnaire with Mr. Ahmad Denney and then several alterations need to done before the questionnaire was presented in the BSC

meeting with the Permanent Secretary, Datu Chaiti Bolhassan. After presented, the questionnaire was changed a little based on the opinions given during the meeting.

We were exposed to new thing during the fourth week whereby we were given opportunity to took part in '*Perolehan Cabutan Undi Program Bantuan Rumah (PBR) 2013*' together with Mr. Kiprawi Hj Saman as the officer from MRD and Miss Siti Nurazizah as the personnel who responsible for PBR matters. This event took part at Kuching District Office and Samarahan Resident Office. We learned about the process of delegation for the PBR contracts among the contractors and being told about the requirements and conditions that must be fulfilled by these contractors once they are appointed as the contractor for specific projects.

During the week, we also taught by Madam Dayang Norasikin how to prepare the formal letter or also known as letterhead among the government staffs. The letters are going to be distributed to all Resident Office all over Sarawak whereby it contained instructions for the Resident Office to collect the names for those who eligible to be granted '*Amanah Saham Bumiputera (ASB) Sejahtera*' scheme. All the required and important information need to be included in the letter so that the message can be received precisely. By doing this, we gained the experience on how to come out with formal letter and can be used in the future whenever we need it.

I was also assigned to update the inventory list of items in the MRD asset store together with another practical student. All the items that were no longer available in stock but still needed will be listed for order meanwhile the items that were no longer needed will be taken out from the list. We were also asked to find the better way to arrange all the items so that they look proper, neat and easy to be found in case the personnel need to take the items out.

During the last week of our practical training, I continued the tasks to come out with new arrangement for the assets store and also still working on the list for '*Pemohonan Tangki Air*' instructed by Mr. James Brain Sila. The existing list being checked to ensure there is no overlapping applications. Any new names from new applications that still have not been key-in will be included in the lists.

The lists were divided according to the district and '*Dewan Undangan Negeri*' so that we could see the actual number of applications for every district.

The last day of our practical training, I was working together with other practical student to finish up the tasks related to the assets store, whereby we typed, printed and also laminated the labels to be used in the store. We came out with the new labels which we made according to the new lists and inventories of the items. We managed to settle everything before we ended our practical training term.

### **5.3 Analysis of Training**

In chapter three, I have made an analysis of one specific area of my practical training. Therefore, I chose to analyze the implementation of 5S as one of the management tool used at MRD. 5s practice is a management tool which created by Japanese industrial people to make a comfortable, neat and safe work place environment. The objective of this practice is to create a quality work place environment in a systematic and practical way. An effective implementation of 5s will improve the quality of services, save the budget and also east the work processes.

There are five major components of 5S which are Sort, Set in Order, Shine, Standardize and Sustain. Sort component of 5s focuses on separation and disposal of unneeded items in workplace. These can be done by labeling the items by different colors of tags for example red and yellow. In Malaysia government sector for example, red tags are use to label the items that are unneeded meanwhile yellow tags are use on items that are still useful and needed.

Second component which is Set in Order refers to the principal of 'there should be a place for everything and everything should be in its place'. It focuses on an orderly, neat, effective and safe arrangement method. After we managed to separate and isolate things in 'Sort' process, the items must be 'Set in Order' according to its usage and needs.

The third component of 5s is Shine, an action to ensure all the facilities and work space are clean and clear from any dusts which can disturb the functions

and quality of the products and also affect the health of the employees. Shine also emphasize on the cleanliness and safety of the workspace to ensure the improvement in qualities of works and services. Cleaning or 'Shine' must be carried out every day to ensure the cleanliness and tidiness of workspace can be maintained.

The fourth component of 5S is Standardize which means identical, similar, same colors either in term of features, characteristics, arrangements or subjects. Meanwhile the last element of 5S is Sustain an effort of maintaining the first four 5S practices which are Sort, Set in Order, Shine and Standardize other than implementing continuous improvisation at the departments or agencies premises. 'Sustain' needs continuous commitment and involvement from the whole organizations members as well as high discipline to ensure the 5S practices can be implemented effectively and efficiently.

I also touched on the benefits of 5S to the organization in the chapter. Among the benefits are:

- Improve the corporate image
- Decrease customers complaints
- Increase teamwork spirit
- Optimum usage of workspace
- Ease maintenance work
- Create clear working standard
- More effective stock and inventory
- Lower the cost
- Cleaner, neater workspace
- Safer working environment

Apart from that, I also explained the 5S practices in MRD. Just like other public organization in Malaysia, MRD is not exempted from the government's call



to implement 5S in their departments or ministry. MRD started their implementation of 5S in 2010 where they create a 5S committee to organize and plan for 5S implementation in their organization. At the early implementation of 5S, they faced several challenges since they have to reorganize almost everything in their office so that it follows the 5S guidelines and principles.

MRD chose several areas that they wanted to focus in implementing 5S in their ministry. There are working space, files store and assets store. These 3 areas are the areas that given priority to be upgraded along the implementation of 5S. The 5S committee of MRD managed to upgrade their office through 5S implementation and then managed to score 90% during the second audit even though during the first audit they failed to fulfill the requirements. Overall, the 5S practices in MRD met success and need to be maintained so that they can continuously enjoy the benefits and advantages of 5S.

#### 5.4 Recommendations

After analyzing the practices of 5S at MRD, in the next chapter I gave some recommendations on how MRD can maintain and improve their 5S practices. Before proceed with the recommendations, I firstly identified the strengths and weaknesses of MRD's 5S implementation. Among the strengths are MRD has a **systematic** way of implementing 5S at their ministry as they established a specific committee which responsible in the whole process of 5S implementation.

Apart from that I also thought that their strength came in from the aspect of maintenance. After the audit process I can see that MRD still maintain their excellent performance in 5S whereby all the files and items in the assets store are still in order even though some of them need changes and updates. But overall, both stores files and assets are still in neat conditions and the items can still be easily found whenever needed. Besides that the drawers and other part of working spaces in MRD also still in a good condition and not in mess.

The **cooperation** between the employees of MRD also became their strength in fulfilling the excellent 5S practices. Since the first implementation of 5S in MRD, not only the committee played the role but the other employees also played active roles along the processes. Without a strong cooperation between the

employees 5S might hard to be implemented and further sustained as this needs everyone taking part in improving their working spaces and working environments. The successful realization of 5S depends much on the commitment and from all members of the organizations as it affects the organization as a whole in term of image and performance improvements.

Meanwhile for the weaknesses and recommendations, firstly it seems like MRD slowly lessen their focus on implementing 5S. Even though for the time being most of the 5S areas' cleanliness and tidiness can be maintained but if the awareness on the importance of 5S does not consider as important anymore it may cause the employees to forget about it. This will lead to decreases or lower of 5S practices at MRD. Therefore to make sure that everyone still practicing 5S, the committee especially needs to always remind other employees about the benefits and importance of 5S practices in improving and escalating the images and performances of the employees themselves and the organization itself. 5S programs such as talk or seminars should be held continuously so that 5S will not be neglected by the employees.

Other than that, another weakness that I managed to identify in MRD implementation of 5S is in term of files arrangements in the file cabinets in the file store. These files do arranged in a correct order compliance with 5S guidelines however I do think that file store at MRD might need some improvements especially in term of spaces and arrangements. As for now, even though the files are arranged according to the categories and serial numbers or volumes but unfortunately the files are not separated well with each others in the file cabinets since there are no dividers between the files. I suggested that MRD should think of a space or another rooms that suitable for the files to be kept. MRD also need to ensure that the closed files are kept away from the other files as soon as possible so that the unneeded files will not consume the limited space in the files store

Last but not least, MRD is the time taken for the staffs to update the stocks and assets in the assets store. . This actually can caused problems especially when the auditors come to check the stocks or assets possessed by the ministry. The auditors maybe come to check the implementation of 5S or check the

government stocks at the ministry. If the auditors find out that the items available in the store and the items in the list are not tally, the ministry or organization might faced penalty for this matter. I suggested that MRD officers should ensure that the employees or staffs assigned to responsible for the store should keep updating the items in the store for at least twice a year. This is to make sure that the list of inventories will always up-to-date and this will avoid any problems related to auditing processes.

## **5.5 Reflections**

During my practical training term with MRD I gained so many experiences in various fields of tasks. I also got the chances to apply what I learned in class in the real field of works. Be it from my subjects during my Diploma or Bachelor, the tasks assigned to me were related to several subjects and it is very good exposure to me before I face the real working environment after I finish my bachelor soon. The cooperation given by the members of MRD also affect the passion and motivation for me to carry out the practical training term with high spirit and high motivation.

During the practical training, we also had given the opportunity to do the tasks that usually done by the lower level staff for such as registry tasks. Even though for some these tasks seems to be unsuitable to be assigned to Bachelor practical training students like us but I think it have its own benefits and advantages. When we finish our degree soon, usually we will be given the higher position that suits our qualifications. If we had the experience working at the lower level, it will teach us to become a more considerate leader and more understanding as we know better about the workloads. This will shape the personality of a good leader in the future.

Besides that, I also thankful that MRD gave us many opportunities to take part directly in meetings, discussions and other program that other practical student might not get. The officers at MRD always find the opportunity to let us involve in programs and let us experience by ourselves how to deal and manage the things. For example we were asked to involve and give the opinions on Balances Score Card implementation, took part in several meetings and events

and many more. We can see that these people at MRD does not discriminate or underestimate our capabilities and knowledge even though we are still learning and have limited experience in the real working field. Such attitudes are very helpful especially for practical students like us.

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# **APPENDICES**



**SOAL SELIDIK KAJIAN  
TAHAP KEPUASAN PELANGGAN DI KEMENTERIAN PEMBANGUNAN LUAR  
BANDAR SARAWAK**

Ybhg. Datuk/Datu/Tuan/Puan:

Kementerian Pembangunan Luar Bandar Sarawak sedang menjalankan kajian mengenai tahap kepuasan pelanggan terhadap layanan dan perkhidmatan yang telah diterima dan diberi semasa berurusan dengan pihak kami. Survei ini dijalankan adalah untuk mempertingkatkan lagi kualiti Kementerian Pembangunan Luar Bandar Sarawak dalam memberikan perkhidmatan yang terbaik kepada para pelanggan.

Kerjasama anda meluangkan sedikit masa untuk melengkapkan Borang Soal Selidik bagi tujuan survei ini amatlah dihargai. Borang Soal Selidik ini mengandungi tiga (3) bahagian untuk dilengkapkan.

Segala maklumat yang diberikan adalah rahsia dan hanya digunakan bagi tujuan penambahbaikan organisasi kami sahaja. Sekiranya terdapat sebarang kemusykilan dan pertanyaan, bolehlah diajukan kepada:

Kementerian Pembangunan Luar Bandar Sarawak.

Tingkat 5, Bangunan Baitul Makmur,

Medan Raya, Petra Jaya,

93050 Kuching.

Tel: 082-440133/082-443759

Sekian, terima kasih.

## Bahagian A: Maklumat Asas Responden

Arahan: Bahagian A mengandungi tujuh (7) soalan berkaitan dengan latar belakang responden dalam kajian ini. Sila tandakan (/) pada pilihan jawapan anda atau tulis respon anda diruang yang telah disediakan.

1. Jantina:

- a) Lelaki
- b) Perempuan


2. Umur: \_\_\_\_\_ tahun

3. Tahap Pendidikan Tertinggi:

- a) ~~SRP~~/PMR
- b) SPM
- c) STPM/Diploma
- d) Ijazah Sarjana Muda
- e) Ijazah Sarjana
- f) Ph.D
- g) Lain-lain, sila nyatakan: \_\_\_\_\_


4. Tempoh Perkhidmatan: \_\_\_\_\_ tahun (jika berkenaan)

5. Kategori Organisasi Anda:

- a) Kakitangan Kerajaan
- b) Kakitangan Persekutuan
- c) Syarikat Swasta
- d) Badan Berkanun
- e) Pertubuhan Bukan Kerajaan
- f) Orang Awam
- g) Lain-lain (sila nyatakan): \_\_\_\_\_


6. Cara Anda Berurusan Dengan Kementerian Pembangunan Luar Bandar (KPLB) Sarawak:  
(pilihan jawapan boleh melebihi satu)

- a. Telefon
- b. Surat
- c. E-mel/Portal
- d. Temu janji/Bersemuka dengan pegawai
- e. Forum rasmi: mesyuarat, seminar/taklimat






**Bahagian B: Tahap Kepuasan Pelanggan terhadap layanan dan perkhidmatan yang disediakan oleh Kementerian Pembangunan Luar Bandar (KPLB) Sarawak.**

Arahan: Bulatkan pada skala yang paling tepat menyatakan tahap kepuasan anda terhadap layanan dan perkhidmatan yang diberikan keseluruhannya oleh Kementerian Pembangunan Luar Bandar (KPLB) Sarawak.

**Skala Tahap Kepuasan Pelanggan**

1	2	3	4	5
Sangat Tidak Puas Hati	Tidak Puas Hati	Sederhana	Puas Hati	Sangat Puas Hati

Bil	Item Kajian Kualiti Perkhidmatan Pelanggan	Skala Jawapan				
<b>(A) Layanan</b>						
1.	Bersifat mesra dan sopan.	1	2	3	4	5
2.	Bersifat professional.	1	2	3	4	5
3.	Penggunaan bahasa yang sopan.	1	2	3	4	5
4.	Menghormati pelanggan.	1	2	3	4	5
5.	Sentiasa senyum dalam urusan.	1	2	3	4	5
<b>(B) Perkhidmatan</b>						
1.	Maklumat yang diberikan adalah tepat dan betul.	1	2	3	4	5
2.	Mudah memperolehi perkhidmatan.	1	2	3	4	5
3.	Pegawai dan kakitangan berpengetahuan.	1	2	3	4	5
4.	Keselamatan pelanggan dan dokumen terjamin.	1	2	3	4	5
<b>(C) Masa</b>						
1.	Tempoh masa untuk mendapatkan dokumen.	1	2	3	4	5
2.	Tempoh masa untuk menjawab panggilan telefon.	1	2	3	4	5
3.	Tempoh masa untuk mendapatkan maklum balas.	1	2	3	4	5
4.	Tempoh masa untuk dilayan oleh pihak berkenaan.	1	2	3	4	5
5.	Tempoh masa untuk proses permohonan.	1	2	3	4	5
6.	Tempoh masa untuk berurusan dengan pegawai.	1	2	3	4	5

### **Bahagian C: Komen dan Cadangan**

1. Sila nyatakan kekuatan atau kelebihan yang anda perolehi apabila berurusan dengan Kementerian Pembangunan Luar Bandar (KPLB) Sarawak.

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2. Sila nyatakan kelemahan atau masalah yang sering anda hadapi apabila berurusan dengan Kementerian Pembangunan Luar Bandar (KPLB) Sarawak.

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3. Sila nyatakan komen atau cadangan secara menyeluruh mengenai penyampaian perkhidmatan yang ditawarkan oleh Kementerian Pembangunan Luar Bandar (KPLB) Sarawak. Cadangan anda sangatlah bermakna untuk tujuan menambahbaik dan meningkatkan kualiti perkhidmatan kami.

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**'TERIMA KASIH'**

**KERTAS MINIT**  
**MINUTE SHEET**

Ketua Penolong Setiausaha  
Pentadbiran dan Kewangan  
Kementerian Pembangunan Luar Bandar

Tuan,

**Tuntutan Bayaran Balik Wang Saku**

Dengan hormatnya perkara di atas adalah dirujuk.

2. Untuk makluman tuan, saya telah menggunakan wang saku saya untuk pergi ke Damai Beach Resort bagi menghadiri *Workshop Strategic Planning Balanced Score Card* pada 01 dan 02 Februari 2013. Wang saku tersebut telah di gunakan untuk tujuan pembayaran teksi. Butiran perbelanjaan adalah seperti berikut:

<b>Bil.</b>	<b>Perkara</b>	<b>Harga</b>	<b>Jumlah</b>
1	Bayaran teksi ulang alik (Samariang-Damai)	RM 80x2 hari	RM 160

3. Sehubungan itu, saya memohon kelulusan tuan untuk pembayaran balik wang saku saya yang telah digunakan untuk urusan rasmi tersebut.

Sekian, terima kasih.

**“BERSATU BERUSAHA BERBAKTI”**

**“AN HONOUR TO SERVE”**

**[ MAGHFIRAH BINTI MOHD YUNUS ]**

**NO. IC : 900411-13-8834**

**NO. ACC : 11050101431525**

**BANK : CIMB BANK**

Tarikh : 06 Februari 2013

**BULAN SEMASA**

**Analisa Penggunaan Petrol/Diesel Bagi Bulan .....**

Jenis Kenderaan: \_\_\_\_\_

No. Pendaftaran: \_\_\_\_\_

**1. Bacaan odometer Mengikut Catatan Pada Lembaran Log Harian T.256**

Bacaan pada awal bulan <b>(a)</b>	:	BACAAN PERTAMA PADA 'START' LOG SHEET PERTAMA
Bacaan pada akhir bulan <b>(b)</b>	:	BACAAN PERTAMA PADA 'FINISH' LOG SHEET TERAKHIR
Jumlah kilometeran yang dilalui	:	<b>(x) = (b)-(a)</b>

**2. Penggunaan Petrol/Diesel**

Baki stok petrol/diesel dalam tangki Kenderaan pada akhir bulan lepas <b>(c)</b>	:	LIHAT BAKI STOK PETROL BULAN SEBELUM <b>(e)</b>
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Jumlah pembelian bekalan petrol/diesel mengikut Laporan Butiran Belian Shell bagi bulan semasa <b>(d)</b>	:	TAMBAH SEMUA JUMLAH BELIAN PETROL DLM
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Jumlah stok petrol/diesel yang ada untuk Kegunaan bagi bulan semasa setelah dicampur dengan baki stok petrol/diesel pada akhir bulan lepas	:	<b>(Y) = (c) + (d)</b>
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Baki stok petrol/diesel dalam tangki kenderaan Pada akhir bulan semasa <b>(e)</b>	:	LIHAT BELIAN PETROL DALAM RESIT TERAKHIR
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Jumlah penggunaan petrol/diesel dalam bulan semasa	:	<b>(z) = (Y) - (e)</b>
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Jumlah kilometeran dilalui bagi Setiap liter petrol/diesel = $\frac{(x)}{(z)}$	:	$\frac{(X)}{(Z)}$
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Disediakan oleh:

Tarikh:

Disemak oleh:

Tarikh:



KEMENTERIAN PEMBANGUNAN  
LUAR BANDAR

**KPLB/PLB/BE/  
27-1 (29)**

**BEKALAN ELEKTRIK  
(BELB)**

**CLOSED:  
NOVEMBER 2011**

**KPLB/PLB/BE/  
27-1 (30)**

**BEKALAN ELEKTRIK  
(BELB)**

**CLOSED:  
DECEMBER 2011**

**CLOSED FILE**

**KEMENTERIAN PEMBANGUNAN LUAR BANDAR SARAWAK**

**RAK A**

NO.	JENIS BEKALAN PEJABAT	M/SURAT	NO	JENIS BEKALAN PEJABAT	MISURAT
1	1(1) Wider File (Gungyu)		16(1)	Giant Gem Clips (Miki)	
	1(2) Box File		16(2)	Paper Clips (A'Star)	
	1(3) Management File		16(3)	Binder Clips (Binbin)	
2	2(1) Pen Hitam (F.Castell)		17	Round Magnet 30mm (Shuter)	
	2(2) Pen Biru (F.Castell)		18(1)	Double Sided Foam Tape	
3	2(3) Pen Merah (Papermate / F.Castell)		18(2)	Double Sided Tape (Scotch)	
	3(1) Pensel Hitam 2B (Stabilo)		18(3)	Pita Pelekat Plastik (Dr.Who)	
	3(2) Pensel Merah (Staedtler)		19(1)	Stamp Pad Ink Hitam (Shiny)	
	4(1) Highlighter Hijau (F.Castell)		19(2)	Stamp Pad Ink Merah (Pelikan)	
	4(2) Highlighter Ungu (F.Castell)		20(1)	Plastic Colour Flag (Post-it)	
4	4(3) Highlighter Biru (F.Castell)		20(2)	Paper Colour Flag (Heeton)	
	4(4) Highlighter Kuning (F.Castell)		21	Pemadam (F.Castell)	
	4(5) Highlighter Kuning (Stabilo)		22	Thumb Tacks (Square)	
	5(1) Whiteboard Marker Biru (Yosogo)		23	Multi-Way Adaptor (UMS)	
	5(2) Whiteboard Marker Hitam (Yosogo)		24(1)	Bateri Size C (Energizer)	
5	5(3) Whiteboard Marker Merah (Yosogo)		24(2)	Bateri Size C (Eveready)	
			24(3)	Bateri Size C (Panasonic)	
6	Paint Marker (Yoka)		24(4)	Lithium Battery (Panasonic)	
	Colour Pens (F.Castell)		25(1)	Sealing Wax (Pelikan)	
7	UHU Glue (Stick)		25(2)	Candles (6 Fluted Candles)	
	UHU Glue (Happy Glue)		26	DVD-R	
8	Stapler Agrafeuse (Kangaroo)		27	HP USB Flash Drive	
	Bullet Stapler No.10-1M (Max)		28	Cutting Mat (CKS)	
9	Bullet Stapler No.3-1M (Max)		29(1)	Binding Rings Size 50mm	
	Stapler Remover		29(2)	Binding Rings Size 20mm	
10	Correction Pen (Pentel)		29(3)	Binding Rings Size 16mm	
	Blade (Jin Shun Lee)		29(4)	Binding Rings Size 14mm	
11	Snap Blade (Jin Shun Lee)		29(5)	Binding Rings Size 12mm	
	Gunting		29(6)	Binding Rings Size 11mm	
12	Map Pins		29(7)	Binding Rings Size 10mm	
	Postal Bands (Yosogo)		29(8)	Binding Rings Size 6mm	
13	Treasury Tags (A'Star)		29(9)	Binding Rings Size 5mm	





## **Human Resource Management Process in Government Department.**

Appointment process can be done through several ways. One of them is appointment by transfer whereby the person appointed being transferred to another department or in this case, other ministry. Usually among the process involve are the approval letter from Chief Minister Office and also the offer letter which contains all the prerequisites for the appointment by transfer to take place. Apart from that, the candidates also given option form whether the person accepts or not the offer for the transfer. After all of this processes, an official memorandum from Human Resource Department will be given to the involved departments or ministries to inform the approval for the transfer. After that, the Head of Department of known as Permanent Secretary will be responsible to validate any changes regarding to the staff's salaries and also the confirmation of position for the transfer process. Another official memorandum will be sent to Chief Minister Office to inform about these matters mentioned earlier.

Sometime, before any appointment process can take place, an interview session will be done to select the best person to be appointed among the suitable candidates. For an interview to be done, an official memorandum announcing about the interview will be sent to the department from Sarawak Civil Service Office. If the candidate is selected for the appointment, she/he will receive a letter head to inform him/her about the appointment. The staff will also be informed about any increment on the salaries due to the appointment. Memorandum will be given to the Ministry or department to ask the Permanent Secretary of the Ministry to validate the new position of the staff and then the department will have to send another memorandum after the position of the appointed staff have been validated. Another memorandum related to salaries of the appointed staff will also be given including the form called 'Borang Kemasukan Data Gaji bagi Lantikan Pertama/Perubahan Data Gaji'. This form will need to be filled in by the staff so that any changes and adjustments regarding to the salaries of the staff can be done by the responsible officers.

Regarding to salaries and remuneration, currently Malaysia is using a system called 'Sistem Saraan Malaysia' (SSM). For this system to be implemented, option forms and official memorandums from Permanent Secretary of the Ministry to the Secretary of Sarawak Government regarding the acceptance for the SSM options will be issued. Other documents such as Option Offer Letter, Option Form, Declaration Letter for Acceptance of SSM, and lastly Declaration Letter for Acceptance of Option Form by the Head of Department will be sent together with the memorandum. Then, minute sheet which is used to communicate any information or announcement to the staffs within the department will be issued to inform them about the flow of their salaries according to the system.

In government sector, they also practices reward system by giving various kinds of awards to show some appreciations to the staff for their efforts and performances along their services. For example, one of the awards given to the government staff is called as 'Pingat Perkhidmatan Setia'. For those whose chosen to be granted this award, they will be inform by the Chief Minister Office by Letter Head and the staffs will also need to fill in respond forms to inform about their attendance during the official ceremony and send-it back to the Secretary of Sarawak Government. For 'Anugerah Perkhidmatan Cemerlang' a circular called as 'Pekeliling Resolusi Pemberian Anugerah Perkhidmatan Cemerlang' will be given to the ministries or departments. Among the requirements for a staff to be nominated for this award are, have been served for a year on the date of evaluation, gain 85% and above on the year of evaluation and lastly being certified by the Head of Department.

In case of retirement, a letter head from the ministry to the Civil Service Department to inform about the retirement of the staff will be given. This will include the option form that has been filled in by the specified staff. In case whereby the department still need the service of the staff and wanted to prolong the service, the ministry or department can hire the staff by contract basis. The ministry or department will have to issue Appointment by Contract Notice and an Official Memorandum to inform all the related ministry or person about the contract of the staff after the term of his/her retirement.

## MINIT MESYUARAT PELAKSANAAN KURSUS/PROGRAM LATIHAN DI PSPD

**Tarikh** : 06 FEBRUARI 2013  
**Masa** : 10.00 Pagi  
**Tempat** : Bilik Mesyuarat,  
 Kementerian Pembangunan Luar Bandar  
 Tingkat 5, Bangunan Baitulmakmur  
 Petra Jaya, Kuching

### SENARAI KEHADIRAN

No.	NAMA	AGENSI	JAWATAN
1	YBhg. Datu Chaiti Bolhassan	KPLB	Setiausaha Tetap
2	Encik Ahmad Denney Haji Ahmad Fauzi	KPLB	Ketua Penolong Setiausaha
3	Encik Tsong Chow Choon	KPLB	Penolong Setiausaha
4	Encik Mohd Zainal bin	RISDA	Pegawai Pertanian
5	Encik Wau Andol	Pertanian	Pembantu Pertanian
	Pencatat Minit:-		
1.	Maghfirah binti Mohd Yunus	KPLB	Pelajar Praktikal
2.	Nur Ameera binti Yusoff	KPLB	Pelajar Praktikal

1.0	MUKADIMAH OLEH Pengerusi	TINDAKAN/ MAKLUMAN
	<p>Yang Berbahagia Datu Chaiti bin Bolhassan, selaku Pengerusi mengucapkan selamat pagi serta mengucapkan terima kasih kepada semua ahli mesyuarat kerana telah menghadiri diri dalam mesyuarat ini.</p> <p>Pengerusi menjelaskan bahawa tujuan Mesyuarat ini adalah berkenaan dengan isu-isu perlaksanaan kursus-kursus dan program-program latihan di PSPD, Betong. Mesyuarat ini turut membincangkan tentang pelarasan tarikh-tarikh latihan yang akan dijalankan di PSPD sepanjang tahun 2013. Di samping itu, mesyuarat ini turut membincangkan tentang kemudahan-kemudahan PSPD yang memerlukan penambahbaikan.</p> <p>Pengerusi turut memberitahu bahawa PSPD telah mula digunakan semenjak 2 tahun lepas. Sebuah memorandum persefahaman telah dipersetujui di antara KPLB dan RISDA bagi tujuan kegunaan PSPD.</p>	<p><b>MAKLUMAN:</b> Semua</p>

<b>2.0</b>	<b>PELARASAN TARIKH-TARIKH LATIHAN DI PSPD</b>	<b>TINDAKAN/ MAKLUMAN</b>
<b>2.1</b>	<p>Mesyuarat dimaklumkan bahawa setiap agensi yang terlibat telah menghantar cadangan tarikh-tarikh untuk menggunakan kemudahan di PSPD. Sebarang percanggahan tarikh akan di bincangkan dari semasa ke semasa untuk mengelakkan pertembungan program.</p> <p>Pengerusi mencadangkan supaya tarikh-tarikh penggunaan PSPD di maklumkan 1 ke 2 bulan lebih awal dari tarikh aktiviti. Ini untuk mengelakkan sebarang masalah dalam percanggahan tarikh. Setakat ini RISDA telah mencadangkan sebanyak 22 latihan, KPLB 15 latihan dan Jabatan Pertanian mencadangkan 7 latihan untuk diadakan sepanjang tahun 2013 ini.</p> <p>Mesyuarat bersetuju untuk memberikan keutamaan kepada RISDA jika berlaku sebarang percanggahan tarikh latihan atau program antara ketiga-tiga agensi.</p>	<b>TINDAKAN:</b> Semua
<b>3.0</b>	<b>KEMUDAHAN-KEMUDAHAN DI PSPD</b>	
<b>3.1</b>	<p><b>STATUS KEMUDAHAN LATIHAN</b></p> <p>Beberapa kemudahan latihan yang terdapat di PSPD memerlukan penambahbaikan bagi tujuan keselesaan pengguna PSPD. Ada di antara kemudahan-kemudahan tersebut telah di perbaiki seperti dewan makan dan hostel lelaki dan perempuan. Akan tetapi mesyuarat telah dimaklumkan bahawa masih terdapat beberapa kemudahan lain yang memerlukan penambahbaikan. Seperti:</p> <ol style="list-style-type: none"> <li>1) Tandas dan Saluran Paip</li> <li>2) Dapur</li> <li>3) Tempat Letak Kereta</li> <li>4) Bekalan Air ke Asrama</li> </ol> <p>Mesyuarat dimaklumkan bahawa terdapat saluran paip yang bocor dan beberapa tandas memerlukan penyelenggaraan. Dapur di PSPD juga memerlukan penambahbaikan dan pengerusi mencadangkan supaya tempat letak kereta di kawasan hadapan pejabat di tinggikan bagi mengelakkan banjir seperti yang berlaku sebelum ini. Selain daripada itu, masalah tekanan air turut berlaku terutamanya di kawasan asrama. Encik Tsong telah mencadangkan kepada mesyuarat supaya alternatif seperti 'booster pump' di gunakan bagi mengurangkan masalah ini.</p> <p>Ahli mesyuarat mengambil keputusan untuk mengarahkan pihak Jabatan Kerja Raya bagi mengemukakan anggaran perbelanjaan yang diperlukan bagi semua tujuan baikpulih.</p>	<b>TINDAKAN:</b> Semua
<b>3.2</b>	<p><b>ISU KESELAMATAN PSPD</b></p> <p>Pengerusi mencadangkan supaya keselamatan PSPD diperketatkan dengan mendapatkan perkhidmatan Pengawal Keselamatan. Ini kerana, risiko untuk PSPD di ceroboh adalah tinggi berikutan kawasan tersebut adalah terpencil dan PSPD mempunyai pelbagai kemudahan elektronik seperti komputer dan lain-lain. Mesyuarat juga di beritahu bahawa pada tahun 2011, terdapat satu kes cubaan menceroboh telah di laporkan.</p>	<b>TINDAKAN:</b> RISDA

<p><b>3.3</b></p> <p><b>ISU PEMBAYARAN UTILITI</b></p> <p><b>3.4</b></p> <p><b>PERKHIDMATAN DOBI</b></p>	<p>Pengerusi memohon agar pihak RISDA memberi perhatian kepada perkara ini untuk tindakan lebih lanjut.</p> <p>Pengerusi turut menyentuh mengenai isu pembayaran bil elektrik dan air PSPD. Mengikut memorandum persefahaman yang telah di persetujui, sepatutnya pihak RISDA membayar bil-bil tersebut dan KPLB hanya menyumbangkan sebanyak RM 1500. Tetapi, bil-bil sebelum ini telah di jelaskan oleh KPLB secara pukal kerana bil-bil tersebut di hantar kepada pihak KPLB.</p> <p>Oleh yang demikian, Pengerusi mencadangkan supaya bayaran-bayaran seterusnya di kumpulkan untuk 3 bulan dan bil-bil tersebut akan di hantar kepada RISDA untuk tujuan pembayaran.</p> <p>Berkenaan dengan perkhidmatan dobi untuk membersihkan barang-barang PSPD selepas setiap sesi latihan atau program, semua pihak telah bersetuju untuk menghantar barang-barang berkaitan untuk di cuci selepas setiap latihan atau program anjuran masing-masing.</p>	<p><b><u>TINDAKAN:</u></b> RISDA</p> <p><b><u>TINDAKAN:</u></b> Semua</p>
<p><b>4.0</b></p> <p><b>HAL – HAL LAIN</b></p>		
<p><b>4.1</b></p>	<p>Beberapa hal lain turut di bangkitkan di dalam mesyuarat ini. Wakil Jabatan Pertanian, Encik Wau Andol memberitahu bahawa terdapat sedikit masalah pada penghawa dingin di salah satu bilik kuliah PSPD. Beliau meminta supaya penghawa dingin tersebut di servis bagi keselesaan pengguna bilik kuliah tersebut. KPLB telah bersetuju untuk menanggung kos servis tersebut.</p> <p>Encik Wau turut memaklumkan ahli mesyuarat bahawa terdapat sebilangan kain langsir yang perlu di tukar kerana telah digunakan terlalu lama. Pengerusi meminta supaya pihak berkaitan membuat anggaran ukuran tingkap bagi memudahkan proses penukaran langsir kepada langsir yang baru.</p> <p>Encik Mohd Zainal memberitahu bahawa terdapat aduan mengenai kain langsir asrama perempuan yang terlalu nipis. Oleh itu beliau mencadangkan supaya kain langsir di asrama perempuan di tukar kepada material yang lebih tebal untuk keselesaan pelatih perempuan.</p> <p>Selain daripada itu, Encik Wau juga memberitahu bahawa rumput di kawasan PSPD perlu di bersihkan. Pengerusi mencadangkan supaya pihak berkaitan mengupah pemotong rumput untuk membersihkan kawasan tersebut. Dewan PSPD pula mengalami masalah kekotoran berikutan gangguan burung-burung yang memasuki dewan tersebut. Kehadiran burung-burung tersebut turut menjejaskan struktur bumbung dewan. Encik Mohd Zainal mencadangkan supaya kerja pembersihan dilakukan dengan mengupah seorang pekerja.</p> <p>Encik Tsong turut mencadangkan supaya pintu pejabat PSPD disertakan pagar bagi menjamin keselamatan pejabat PSPD. Ini kerana, pintu yang ada sekarang mempunyai ruang terlalu besar yang berisiko tinggi untuk di ceroboh dengan mudah. Beliau juga mengingatkan tentang cadangan Pengarah RISDA bagi menubuhkan 'operational team' PSPD yang tetap bagi mengendalikan dan menguruskan semua urusan berkenaan PSPD.</p>	<p><b><u>TINDAKAN:</u></b> Semua</p>

<b>5.0</b>	<b>PENANGGUHAN MESYUARAT</b>	
	Oleh kerana tiada isu-isu lain berbangkit, mesyuarat ditangguhkan pada jam 11.20 pagi.	

**PENGERUSI**

**Dicatit Oleh:**

.....  
**(Datu Chaiti bin Bolhassan)**  
**Setiausaha Tetap**

.....  
**(Maghfirah binti Mohd Yunus)**  
**Pelajar praktikal**

.....  
**(Nur Ameera binti Yusoff)**  
**Pelajar praktikal**