



**UNIVERSITI TEKNOLOGI MARA SARAWAK**  
**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY**  
**STUDIES**  
**BACHELOR OF ADMINISTRATIVE SCIENCE (Hons)**

**REPORT PRACTICAL TRAINING**  
**MAJLIS DAERAH RAUB**  
**PAHANG**

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## Declaration

I hereby declare that the work contained in this research <sup>x</sup> proposal is my own except those which have been duly identified and acknowledged. If I am later found to have plagiarized or to have committed other forms of academic dishonesty, action can be taken against me under the Academic Regulations of UiTM's.

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X

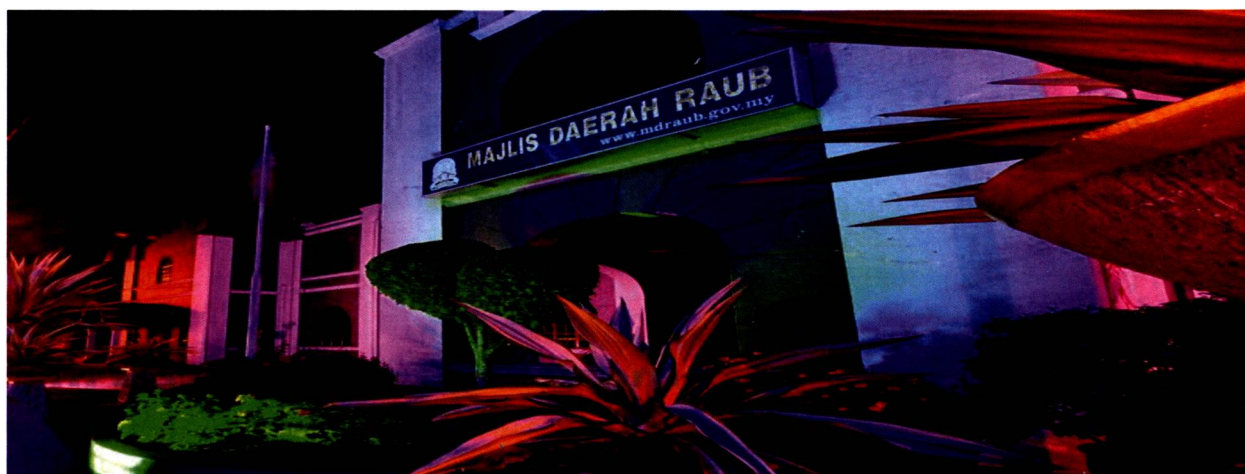
I have reviewed the final and complete research report and approve the submission of this report for evaluation.

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## CHAPTER 1

### INTRODUCTION OF THE ORGANIZATION



#### 1.1 BACKGROUND OF RAUB DISTRICT COUNCIL (MDR)

Raub is one of the tourism town of Pahang Darul Makmur. The Raub District is also a parliamentary constituency in Pahang, Malaysia. The town is situated 110 km from the Malaysian capital of Kuala Lumpur and 265 km from Pahang's capital, Kuantan. Raub is one of the oldest towns in Pahang. Raub district consists of 7 mukim (sub-districts), namely Batu Talam, Sega, Semantan Ulu, Dong, Ulu Dong, Gali and Tras. With an area of 2,271 km<sup>2</sup>, Raub district is situated in west of Pahang and between two range, Titiwangsa Range and Benom Mountain Range. Raub experiences a temperature range between 20 and 30 °C[1] annually and an average rainfall about 200 mm[citation needed], and is home to

## Raub District Council

Fraser's Hill. The natural beauty of Raub town is an attraction to tourists from within country and overseas. Raub district Council was established through Pahang Darul Makmur government gazette on 4 June 1981 Jilid 34/12, No Gn 339, No Town.Pw 1236 effective on 1 July 1981. It has an area of 110.31 kilometres sq. Due to this total council area has been increased to 977.207 kilometres sq. Raub District Council area Raub has been broadened by taking Bukit Fraser area and other area in Raub district except forest reserve area effective on 7 November 1997 through Pahang Darul makmur Government gazette dated 31 December 1998, Jilid 51/27, No GN 1082, Plan No.PW. 3270. Besides that, some changes had been made towards Raub District Council organization where before this operation is placed under departments. Raub is administered by Raub District Council, with Dato' Haji Ismail bin Haji Mhd Ali being the Yang DiPertua. Raub has its own constituency in the Dewan Rakyat of the Malaysian Parliament. The incumbent MP is Ariff Sabri Abdul Aziz of the DAP. In turn, Raub delivers three seats to the Pahang State Legislative Assembly, comprising Batu Talam, Tras and Dong. Raub is the only place in western Pahang (Raub, Bentong and Kuala Lipis) that has state and federal-level administrative offices. There is a landmark building, situated next to Taman Bukit Koman (not to be confused with Kampung Bukit Koman), which contains most of the administrative offices, called Bangunan Gunasama Persekutuan. Inside Bangunan Gunasama Persekutuan, there are District Immigration Department, National Registry



Department (District Branch) Office and other important offices in that building also. Besides that, there is Land Office which is on top of a hill, beside Taman Shahbandar, provides opportunity to renew their land title and land grant, unlike Bentong, they need to come to Raub to renew their land title. Actually, the existence of those administrative offices has its roots. During the early 20th century, because of massive gold mining activity, Raub was quickly developed and at once, it was tipped as the future administrative state capital for Pahang. However, at the last minute, Residence of Pahang decided to shift state administrative capital to Kuantan and left out Raub. Although Raub did not become state capital, however, British left a lot of administrative buildings in Raub, including the Resident's official residence (the present Raub District Officer's official residence) was situated in Raub.

## **1.2 Vision**

To make Raub District Council as an outstanding, prosperous and sustainable Local Authority by 2018.

## **1.3 Mission**

To ensure that Raub District Council provides a conducive environment, planned development and excellent service based on management with quality and integrity.

## **1.4 Objective**

- To ensure that MDR give the best service to customer.

- To ensure that development is according to the law, structure plan, local plan and the government's policies
- To ensure that MDR's staffs are highly competent, to ensure the status and financial management of Raub District to always be strong and transparent.
- To ensure that MDR's staff are highly competent.
- To involve the society in implementation of various MDR's programs and projects- Local Agenda 21

### **1.5 Strategies of Raub District Council**

- Customer Oriented and business like
- To carry out and enforce the Acts used by Raub District Council, Federal and State Government policies, structure plan and local plan effectively.
- To create quality, educated and skillful workforce according to the current development and needs.
- To execute good corporate governance.
- To carry out 'leading by example' culture and open communication in the context of service and development in MDR's area.

### **1.6 Functions of Raub District Council**

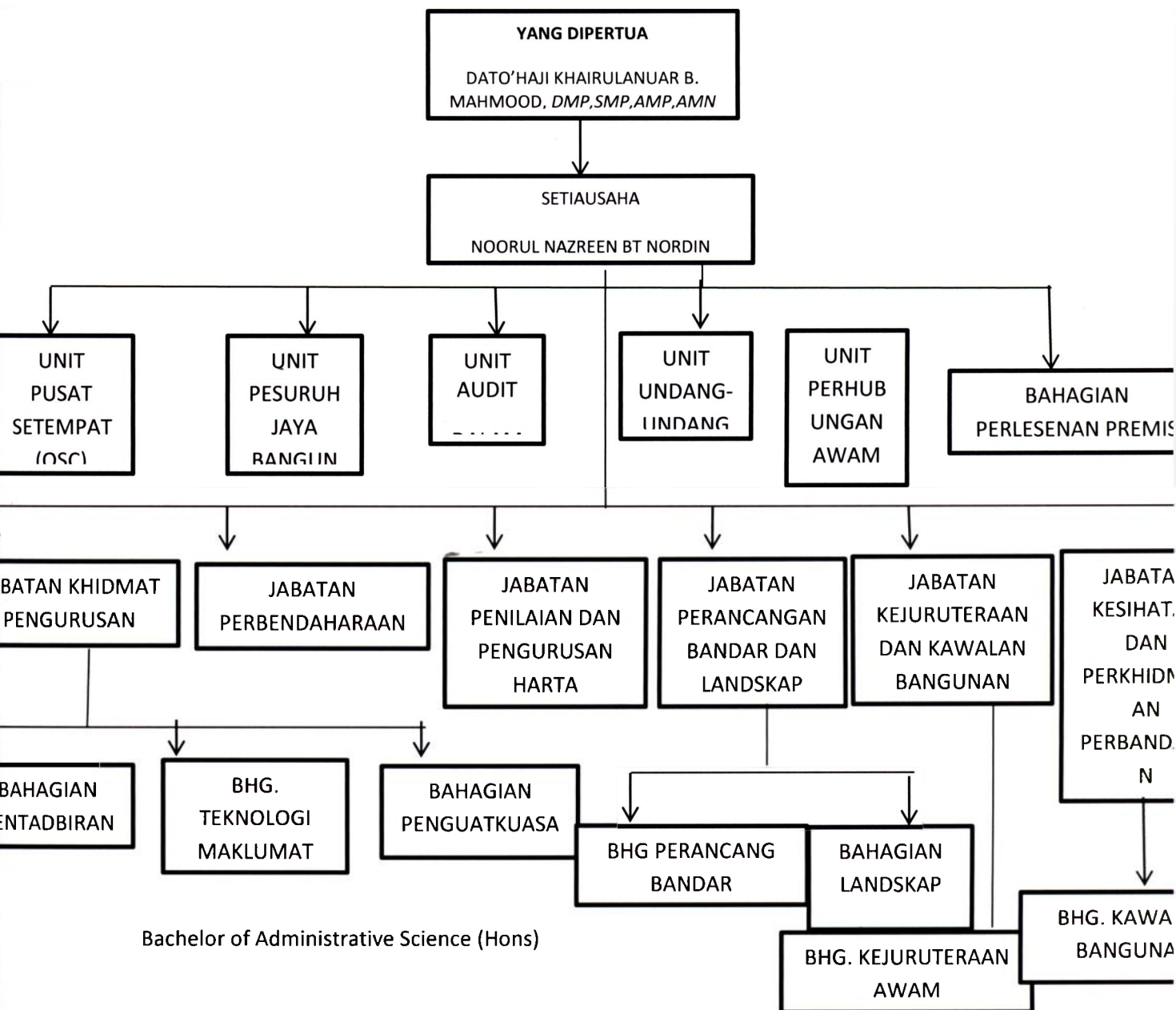
The function and roles of Raub District Council are as follow :

- To collect assessment tax, trade and advertisement license
- To plan, implement as well as monitor developments in line with the Pahang state Structure Plan, Raub District Local Plan and Government Policies.

Raub District Council

- To coordinate and cooperate with other departments as well as the private sectors in developing an area with various programmes.
- To supervise and enforce food premises and controlling the infectious diseases together with Raub District Health Office.
- To monitor, coordinate and improving the beauty of area in Raub District Council to make sure the landscape nature will maintain.

Figure 1 : ORGANIZATION OF RAUB DISTRICT COUNCIL (MDR)



### 1.7 ORGANIZATION CHART OF DEPARTMENT (OSC)

One stop center or OSC is one of the departments in Raub District Council. Figure below shows the people that responsible in Town Planning Department.

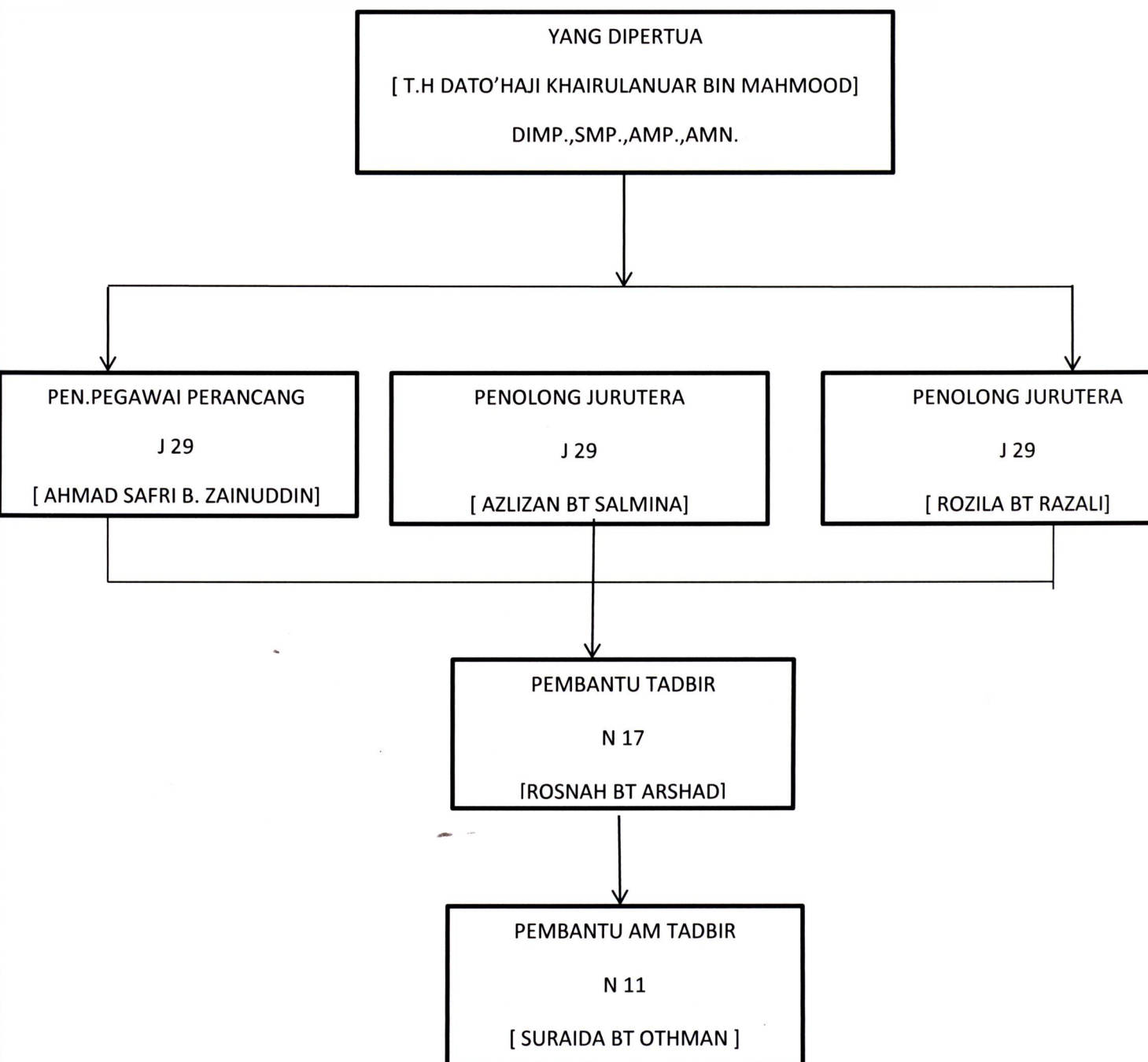


Figure 2

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.1 INTRODUCTION**

One stop center is one of the division in Raub District Council. I have been assigned to this department for a period of 9 weeks ( 20 January 2016 – 16 March 2016). This department is headed Mr. Ahmad Safri b. Zainuddin as the assistant of director since there is no Director for the time being. Under his supervision, the department contains only 4 staff consisting two town planner officers and two administrators.

This department was established in 5 July 2007. OSC online is an electronic system that process the application for controlling PBT projects. It also a centre for information and in two way communication related control develop. As of today, this department is responsible for coordinate approval application, controlling and maintaining landscape and parks also housing throughout the city of Raub. In 2009, Raub District Council upgraded OSC version into 3.0 version that easy and more faster in application process of development.

During the 9 weeks training period, I have been assigned into Administrative Unit. I have learned to improve my soft skills as well as management technique when dealing with superiors, subordinates, contractors and the public.

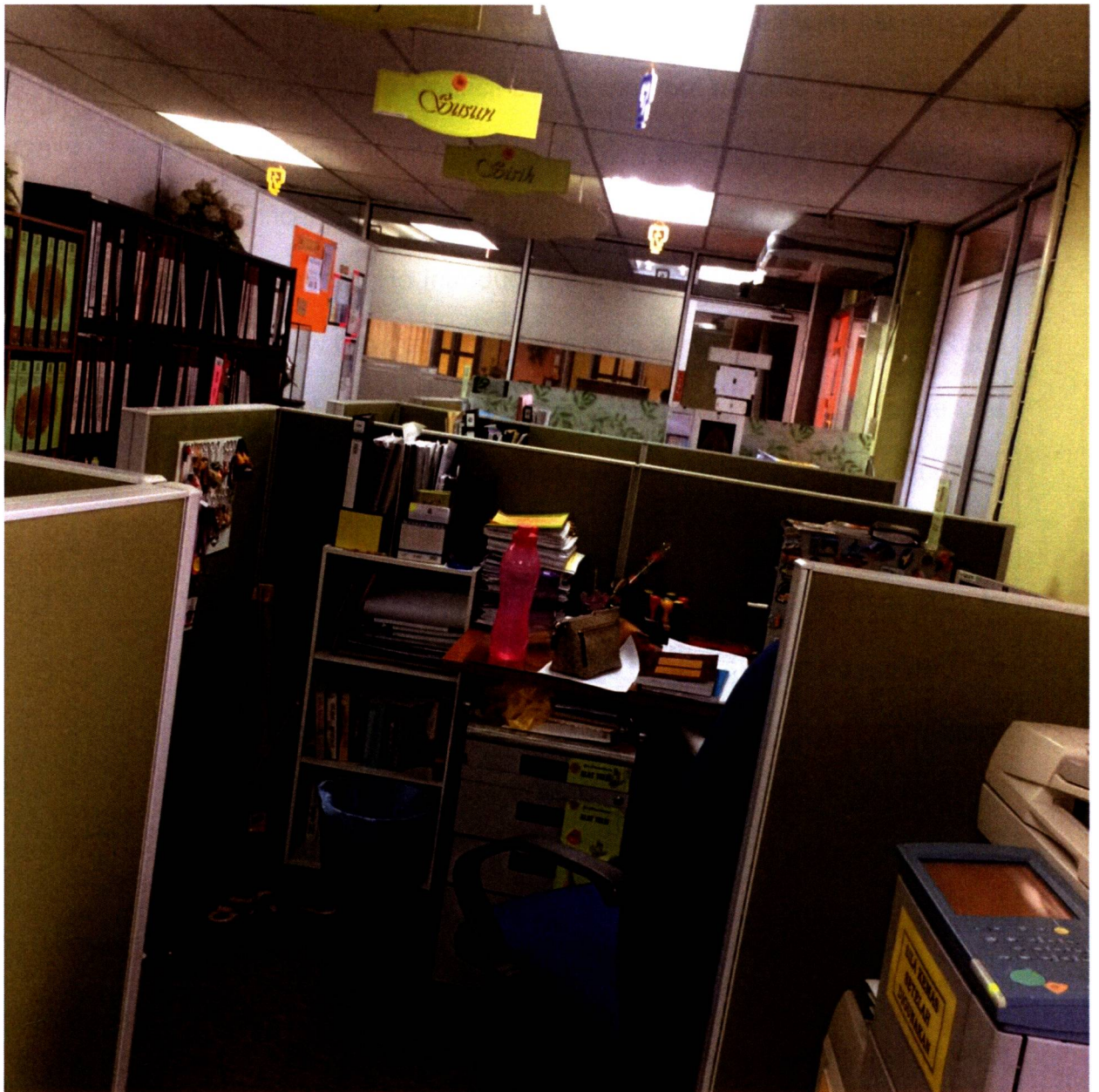


Figure 3 : Town & Planning Department

## 2.2 SUMMARY OF PRACTICAL TRAINING

<p><b>Week 1</b> <b>(20<sup>th</sup>- 22<sup>nd</sup> January 2016)</b></p>	<p>For the first day, I am reporting myself with secretary of Raub District Council before they put me into Town Planning Department or called as OSC. I meet one of Town Planner Officer which is also act as my supervisor, Mr Ahmad Safri b. Zainuddin. He introduced me to the staff and explains to me on how this department operates and all the functions in Raub District Council. My supervisor asked me to arrange the documents into a file according to the stated register number. Basically for the first day, my supervisor asked me to get used with the environment in that department and help him to arrange his file in proper place. For the second day of training, the task that assigned to me is to record the application started from January until December of 2015. All the applications are been received via internet and those application need to recorded into a record book which is called Registration Book. All those applications need to be recorded whether in term of softcopy or in hardcopy for better management in OSC department. My third day is nothing much to do because I'm continuing my previous task with some help from other staff. After those my works are done, I'm helping the staff from printing until deliver documents to the other department. In Raub District Council, OSC unit relate</p>
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	<p>to the two other department which is Town Planning and Landscape department and Engineering department.</p>
<p><b>WEEK 2</b> <b>( 25<sup>th</sup> – 29<sup>th</sup></b> <b>January 2016)</b></p>	<p>For the second week, I already start to learn something from the department. On the first day of the week, the task that assigned to me is preparing letters for OSC meeting. As I have been told, OSC unit having a meeting twice a month which to discuss about all those received applications from online. The meeting must held twice because every day they received many applications from the customer that want to develop housing and building especially from private sector. Back to the my task on that day, after one of the staff already done with the minutes of meeting, I've been asked to send the minutes of meeting to the council members and also related departments. Minutes of meeting consists of all the applications that need to be discussed and decision that need to be make. Besides council members and departments that involved in meeting, technical departments like JKR, Indah Water, Tenaga Nasional Berhad (TNB), Pengurusan Air Pahang (PAIP) and SWCorp also involved. On second day, the task that assigned to me is to do an annual report of 2015. After the whole one year, administration unit of Raub District Council have to collect the annual report from all the</p>



	<p>departments to analyze. In annual report of OSC unit consists of amount of approval applications from meeting discussion. The results of those applications status are been showed on how much of percentage of those types of application stated is been approved. The third day is the day that I'm enter into meeting room with the open speech from Yang Dipertua Majlis Daerah. My supervisor and also head of unit review all the matters that arise in meeting agenda and all the members put the word together as a final decision. Some comments and idea from the members will be considered together until final decision is achieved.</p> <p>For the fourth and fifth day, I have nothing much to do and only record the received document from customer and also from other department. Besides, the staff also teach me on how to sorting document and told me how to finalize new document.</p>
<p><b>WEEK 3</b> <b>( 1<sup>st</sup> – 5<sup>th</sup></b> <b>February 2016)</b></p>	<p>On first day, the task that assigned to me is filing documents. Actually as we already know that the purpose of filing is for preservation and easy reference to the department itself. Every applications that consist of variety of projects are been kept in their own certain files. Some applications and feedback from certain party is been save in one file. Basically a same</p>

	<p>company especially from private sector have many projects from housing development until building development so they kept in one file in order to easy to find. On the next day, they assigned me to distribute meeting call letter to “Jabatan-Jabatan Teknikal Luaran” and also related department. The meeting letter must be sent by on time since the next meeting for the first time of the month is going to be held soon. The purpose is act as a reminder and any changes will be updated soon. I continue do my previous on the third day which is some of letter I sent it personally to them by Raub District Council transport. On the fourth day, I sent those meeting call letter to BOMBA Lipis department. For the near area like Kuala Lipis, Bentong and Raub, MDR more prefer send those letter by hand instead posting because they want to avoid any bad circumstance that can effect meeting later on. On the fifth day, my supervisor asked me to finish the annual report that should be send to the administration office by next week. All the information and results that how many applications are been approved is been prepared by my supervisor. He also teach me on where the part that need to be adjust and change in order to get complete report. After I finished that report, I will give him to make a double checking in order to make sure there is no mistake in that report. If there is a mistake, he</p>
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	asked me to do it again until he get the perfect one. On the same time, I also learn on how to use fax machine because my supervisor frequently use the fax machine to send his feedback to his customer. It more fast than post.
<b>WEEK 4</b> ( 11 <sup>st</sup> – 12 <sup>th</sup> February 2016)	On the third day they asked me to Photostat those minutes of meeting for the meeting later on. On the next day, I continue my previous task in preparation of meeting letter. Besides meeting call, meeting agenda and minutes of meeting also we need to send to the “Jabatan-jabatan Teknikal Luaran” for early preparation before enter the meeting. According to the minutes of meeting, my supervisor asked me to prepare the files that need to bring into the meeting for further discussion.  <b>NOTE :</b> 8 <sup>th</sup> and 9 <sup>th</sup> of February is Chinese New Year eve and 10 <sup>th</sup> I took a medical leave.
<b>WEEK 5</b> (15 <sup>th</sup> – 19 <sup>th</sup> February 2016)	In this department, they have a book called ad registration book whereby all the letters and document from customer or other department, must be recorded into that book. For the second day until fourth day, I need to prepare all those files for meeting later on. On the fifth day, my supervisor asked me to checking all the documents for auditing.
<b>WEEK 6</b> (22 <sup>nd</sup> – 26 <sup>th</sup> February 2016)	Basically, my unit confront with many customers that want to ask more further about their project result especially after meeting was held. My supervisor asked me to entertain those

	customer in order to look on how I can handle them. On second day, MDR having a “gotong-royong” activity and every department have their part that they should clean. For the next days, I continue my previous work by Photostat all the related document that need to bring into meeting next week.
<b>WEEK 7</b> <b>(29<sup>th</sup> February – 4<sup>th</sup> March 2016)</b>	On 29 <sup>th</sup> , my unit having the fourth meeting and as usual I been asked to prepare before and after the meeting. I have to make sure that everything is complete. Before the meeting, I distribute all the related documents to the members. On the second day, my supervisor assigned me to key in all the data into OSC website since all the applications must be updated. Meanwhile for the third until fifth day, I have been transferred into main administration office for temporary learning about leave application process. They asked me to fill the name who absent for the last month in Microsoft Word.
<b>WEEK 8</b> <b>(7<sup>th</sup> – 11<sup>th</sup> March 2016)</b>	In week 8, for the whole week, as usual the task that assigned to me is to prepare all those paperwork and minutes of meeting for the fifth meeting. Usually after meeting, there is a lunch for the members of meeting.
<b>WEEK 9</b> <b>( 14<sup>th</sup> – 16<sup>th</sup> March 2016)</b>	On the last meeting, for the first time I ‘ve been asked to prepare agenda of meeting which is on what things to be discussed. As usual sent to the technical department but this time they use email to make faster. On my last day, my

Raub District Council

	supervisor sent a few of words before I end my practical training at Raub District Council.
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## **Chapter 3**

### **Analysis of the Practical Training**

#### **3.1 INTRODUCTION**

Analysis of practical training specifically focuses on one area of task covered in the Practical Training Handbook. This chapter also reflected definition of concept. Demonstration of practical and theoretical aspects as how the students transform knowledge and gained at workplace to reinforce understanding on the concepts learned in the classroom. This chapter also should be able to demonstrate a reflection of student's personal experience during the training.

#### **3.2 TASK ANALYSIS**

During the practical training, the trainee had been exposed to many new things which are very valuable for the trainee to learn and carry out with devotion when the trainee faces the real challenging world of working in the future. Undergoing to industrial training has become one of the circular that university student compulsory to attend especially for those who studied at public university. The motive of this action is to expose student and let them experience the environment of the real world of working before graduating. It is also to prepare the students to face the real challenge and learn how to face the challenging in working life.

### **3.3 INTRODUCTION OF RECORD MANAGEMENT**

The term 'records' includes all the documents that institutions or individuals create or receive in the course of administrative and executive transactions. The records themselves form a part of or provide evidence of such transactions. As evidence, they are subsequently maintained by or on behalf of those responsible for the transactions, who keep the records for their own future use or for the use of their successors or others with a legitimate interest in the records. Although records may ultimately have significant research value, they are not created in the interests of or for the information of archivists or future researchers. Records management is the systematic control of an organization's records, throughout their life cycle, in order to meet operational business needs, statutory and fiscal requirements, and community expectations. Effective management of corporate information allows fast, accurate and reliable access to records, ensuring the timely destruction of redundant information and the identification and protection of vital and historically important records. Information is every organization's most basic and essential asset, and in common with any other business asset, recorded information requires effective management. Records management ensures information can be accessed easily, can be destroyed routinely when no longer needed, and enables organizations not only to function on a day to day basis, but also to fulfill legal and financial requirements. The preservation of the records of government for example, ensures it can be held accountable for its

actions, that society can trace the evolution of policy in historical terms, and allows access to an important resource for future decision making. Organizations are also producing increasingly large amounts of information and consequently greater volumes of records, in both paper and electronic form. It is essential that information is captured, managed and preserved in an organized system that maintains its integrity and authenticity. Records management facilitates control over the volume of records produced through the use of disposal schedules, which detail the time period for which different types of record should be retained by an organization. Records management offers tangible benefits to organizations, from economic good practice in reducing storage costs of documents, to enabling legislative requirements to be met. An unmanaged record system makes the performance of duties more difficult, costs organizations time, money and resources, and makes them vulnerable to security breaches, prosecution and embarrassment. In an unmanaged records environment, up to 10% of staff time is spent looking for information.

### **3.4 FILING SYSTEM**

#### **3.4.1 DEFINITION**

Records creation results directly from the transaction of business. In most cases the way in which people and organizations do business results naturally in the creation of records; in other cases a record must be



deliberately created because conducting the transaction, by itself, does not generate the record. Records that will meet accountability requirements and other needs of an organization cannot be created or managed without an adequate record keeping system. Records management practices, and in particular records creation, must be systematized through policies, procedures and the application of best practice. Appropriate controls should be built into filing systems to capture and identify accurately information required by an organization. Files are created and included in a filing system to provide formal evidence of the business transactions of an organization. Their purpose is to capture, maintain and provide access to evidence of transactions over time in accordance with accountability and business practices. The establishment of a coherent filing system provides for faster and systematic filing, faster retrieval of information, greater protection of information, and increased administrative stability, continuity and efficiency. The system should be kept simple to reduce errors and to facilitate all employee use of the system. It should, therefore, be designed for the normal requirements of the organization and not for remote or exceptional possibilities. Files should contain information which is linked to the activities and functions which they document.

#### **3.4.2 TYPES OF FILING SYSTEM**

There are different types of filing system. Office has to adopt a filing system as per its needs. There are many different configurations to

consider when looking at filing system. There are two types of filing system which are traditional and modern way of filing system. First foremost is traditional system. It is old method of filing. It is used in small and medium scale organizations. There are 4 types of traditional filing. Wire filing or it also known as spike filing. It is the oldest filing method. In this method a piece of wire is fixed in wooden stand and that stand is kept on table or hanged somewhere. The letters and documents are inserted inside the spike. Whenever letters and documents are required for reference all subsequent letters are taken out. It used to be used in banks, retailer shop, hospitals etc. Long time ago, many organization use this kind of wire filing which is more simple and cheapest method. Besides, it also uses less space and mostly people at the office put it on their desk because of the size. It also uses less time whereby do not need to put far away from the desk since its small to put on the desk only. However, this kind type filing was been used by a small organization that need only limited number of documents can only be filed.

Next type of filing system is pigeon hole. This filing is also known as docket filing. A small cabinet is used for filing. The holes look like pigeon hole and each hole is given alphabet label. Letters and documents are kept into related holes. It is usually kept in post office. Here, the unnecessary files are destroyed. This kind of type filing system is simple and easy and also can protect from dust and water because of it half-covered by small cabinet. It also economical because the cabinets are

made up from wood which is more affordable especially for small organizations. Besides that, cardboard filing is one of the popular traditional methods of filing. In this, a thick cardboard file and folding sheet are placed one upon another. The two ends are tied with each other with the help of rubber. The papers are kept in chronological order. It is used for few transactions. The files can be kept in cabinet for protection. It also require less space and more provide to keep more documents in one file.

Next is box filing. In this filing method, boxes are made up of wood or cardboard. The spring clips are fixed inside the box to hold papers. Whenever letters and documents are required for reference all subsequent letters are taken out. The documents are kept chronologically one upon another. This kind of filing is one of organization's choice because it can protects the documents from water, dust and insect.

Now move to modern filing system. Filing system is very simple. Traditional system of filing didn't fulfill the requirement of the business. So it has been replaced with modern filing system. Modern filing system is the improvement of traditional method of filing. It can be classified into 2 types. They are horizontal and vertical filing. In horizontal filing, the documents or letters are chronologically placed in folders one upon another in a horizontal way. It is of two types. First is flat file which is made up of cardboard or thick paper. Each flat file is attached with a pair of metal clips or laces on the left hand side of it to tightly hold the papers. Pair of holes is made on the left hand side of the paper using a punching

machine. Then the papers are inserted into the clips or laces and the clips are locked or the laces are tied up to tightly hold the papers. The papers are chronologically placed one upon another in a flat position in a file. Second is arch level file that made up of cardboard or thick plastic. The metal arches are made for holding papers or documents. Pair of holes is made on the left hand side of the paper using a punching machine. Then the papers are inserted into the arches and the arches are locked to tightly hold the papers. The papers are chronologically placed one upon another in a flat position in a file in alphabetical order. In this papers can be taken out or inserted without disturbing other papers. However, vertical filing is the most popular type of filing in modern offices. In this method, documents are kept on upright position in especially pre prepared folders or files. The folders or files are made up of cardboard or papers which are folded in the middle to hold the documents in them. Documents are placed in a chronological order without punching and typing them up in a pair of clips. It requires following tools and equipment. The tools are folders, cabinet or drawer and guide cards. Folders are made up of strong cardboard papers to hold the documents. The back of the folder is higher than the front part. They are placed in cabinet and their external part is visible. Cabinet or drawer is necessary to keep the folders properly. Folders are kept vertically inside it. The size of drawer is depend upon the number of papers to be kept in it. Generally 5000 papers are kept in one

drawer and guide cards a files are kept in a drawer of filing cabinet. A guide card is placed between the folders to divide the drawer.

Other than that, suspension filing is an improved form of vertical filing. In this filing, drawer containing documents are fitted metal frames in which folders are fitted with hinges or hooks to suspend the file. Here, the headings or caption are found in the folder. It is the best method of filing. It contains all the merits of vertical filing method. In this filing when the drawer is opened all files names can be clearly seen. It contains folders and cabinet which is expensive. Therefore, it is its disadvantage.

### **3.4.3 CLASSIFICATION OF FILES**

Classification of files refers to the process of selecting heading under which documents are grouped or classified on the basis of common characteristics. Alphabetical classification is filing method under which files and folders are arranged in order of alphabets of the names of person or institution concerned with such file is alphabetical classification. It is most popular and common method of filing. In case name of more than one person starts with same letter then second letter of name is taken into consideration. It is flexible method. It is used in both small and large organization. Besides that, numerical classification is filing method under which files and folders are arranged in order of number is called numerical classification. All files and folders are given separate numbers. It is indirect method of classification of filing. In this filing alphabetical index is required.

It includes name, address, phone number, subject and other information along with file number.

In subjective classification, records are classified according to their subject; letters and documents are classified and arranged in files and folders into subject or sub-subject wise. In this filing, subject must be arranged alphabetically. It is widely used in those cases where subject is more important than the name of the person or organization. All documents relating to same subject are filed together in one file. Geographic classification is a method that files are grouped according to the geographical location of firm, organization or person. Under this method name of places are written in file and are arranged in drawer either in alphabetical or numerical order whichever is suitable for organization. It used in multinational companies or those organizations whose business and branches are located in many places of the nation or the world. Last is chronological classification. In this method, files and folders of documents are arranged in an order of their date, day, and time. In an office, several letters and documents may be received and dispatched. They all are arranged according to time and date when they were received and dispatched.

#### **3.4.4 APPLICATION AND REFLECTION OF EXPERIENCE**

According to my experience in my practical training place at Raub District Council (MDR), the filing system is done in traditional way. At MDR, they

use pigeon hole kind of types which is use the cabinets to keep those files. Every file has been arranged into the cabinet since 2003 until 2016 perfectly. MDR consists of many departments and every department has the same type of filing which is pigeon hole filing system. MDR operating in such a long time and to change into modern way is not applicable yet.

**(See Appendix 1)**

Meanwhile, MDR's type referencing systems are in both which is alphabetical and numerical. Every file that has been keep and stored will be save in numeric and alphabet. In my department, there are consist of three section which I already mention in chapter 2 so, those files that can differentiate them is by alphabet. However the numeric represents the first date of the first application from the private company. The private company may make a new application whether housing or building construction, if there is a new project even from the same company, it must keep on into new files. Those files are represents the project that the customer sent for the further action. it also important for the department because those files are connected with other department which is building surveying department. Every details from customer application must be from our department which is OSC.

### **3.5 FILING EQUIPMENT**

The proper management of records is crucial for your organization. Filing equipment is any mechanism, cabinet, or arrangement for containing or

storing records including letter, legal, special, or odd-sized cabinets, regardless of the number of drawers, shelves, or compartments; tab card, index card, and mechanized equipment; and open shelf equipment. Years ago, filing was done by numerous ingenious ways. Thomas Jefferson invented a mechanical device that enabled him to create copies of all his correspondence at the same time he was composing the original. Official records were often copied into books or journals. Later, carbon paper could fill the function of creating one or more copies of documents simultaneously while creating the original. As the amount of potential copies of records increased, so did the need to store them. At first, records were folded into sections (imagine a business letter received in the mail), and then stored vertically in narrow pull-out drawers. This was often called "shuck filing." Over the years archivists have developed clever ways to unfold these documents without damaging them in their creases as they are unfolded. Later, documents were housed in a "new" way, in four-drawer files. These were invented in the late 19th century, and many are still in use. Folders became incorporated in the drawer filing systems, in order that a searcher could find a specific group of documents within the drawers. This system continued until the mid-twentieth century when some manufacturers noticed that libraries and grocery stores employed an efficient method for displaying books and canned goods - shelving. These manufacturers created the open lateral files, and color-coding the files came soon after. Vertical Filing Cabinets, often referred to as standard



cabinets, are commonly used in small offices. They have either four or five drawers and can be locked for file security. A typical four-drawer cabinet can store approximately 100 linear inches of files and requires 25 linear inches of aisle space, in addition to the space required to be occupied by the person accessing the files. These cabinets are the most inefficient of all the options available. They often tip over, causing injury, and they consume the most space to operate.

Lateral Filing Cabinets, often referred to as horizontal files or open-sided cabinets, also are popular in small offices. They allow files to be accessed horizontally instead of vertically, and come in four or five drawer sizes. A typical four-drawer lateral cabinet can store approximately 130 linear inches of files. They can be locked for file security. Although they may house a few more filing inches than their vertical cousins, they are really four or five-drawer vertical cabinets turned sideways. They usually have a flip-up top drawer that tends to accumulate anything but files. They also can tip over. Because they are accessed sideways, they are often used to house hanging files. These hanging files are bulky, inefficient, and reduce the available filing space by one-fourth to one-third.

Open Shelving Equipment is usually found in large offices and in central file rooms, it allows for rapid retrieval and re-filing. This type of lateral file, which resembles open bookshelves, allows files to be retrieved horizontally. It also offers full viewing of the folder tabs, which makes for rapid retrieval. And there is an estimated 50 per cent saving in space

when files are moved from a vertical system to an open shelf system. These units usually require professional installation, which can be negotiated with the vendor as an inclusion in the cost of the equipment. These are the most efficient kinds of files available. They may also have doors and can be locked. Some of those with doors have flush backs and can be used as attractive room dividers with the built-in advantage of providing a good deal of sound-proofing. Those with doors and 6 openings are easily accessed and provide over 200 inches of filing. Those without doors provide even more filing capacity and should be considered, even if there is a perceived need to lock them. If the room housing them can be locked, there should be no worry. Locked cabinets will not stop thieves who gain access. Cleaning people have all night to access files, if such is their intention, and the files are available to employees all day. Locked filing equipment should be limited to confidential files.

Moveable shelves (high density files) is a mobile files are open shelf files constructed on tracks which enable them to move. As only one aisle is necessary per several rows of shelving, moveable shelves provide space savings of over 40%. Moveable shelves, however, are expensive and allow only one row of folders to be accessed at a time. Like mechanical files, due to their weight, moveable shelves require a high structural floor load capacity.

### **3.5.1 FACTOR SELECTING EQUIPMENT**

Office machines and furniture involve huge investment. They should be carefully selected. The following factors should be considered while selecting office furniture.

Cost of furniture is a very important factor to be considered before selecting any machine. The furniture should be within the budget of an office. Design of furniture relates with height and width, color, number of drawers, and so on. No matter what, furniture should support the space and must facilitate the works done. Office furniture should be made up of steel rather than wood because steel furniture is compatible and long lasting. Office furniture can be expensive and it is not possible to purchase new furniture every year because it doesn't even support the space. Therefore, the furniture to be purchased must be free from problem of breakage. Furniture should be usable for numerous purposes in the office. Furniture in the office also must have uniform quality and cost. They must have lower cost of maintenance. Office furniture should be safe. Glass topped and sharp cornered furnitures are relatively unsafe. Choice of furniture also depends upon the space occupied by furniture. Such furniture should be selected which would occupy minimum office space. Bulky and space occupying furniture indirectly add office cost. Office furniture should be comfortable. Comfortable furniture will result in increased efficiency of the employees. The furniture being portable can be

easily shifted from one room to another, one building to another and from one location to another.

### **3.5.2 APPLICATION AND REFLECTION OF EXPERIENCE**

At MDR, type of filing equipment that they used is vertical filing cabinets. However this kind of cabinet is only provided for executive officer office only. For the middle level, they stored their files at moveable shelves. Since MDR operates for years, many files are being kept and those files are been stored at moveable shelves for easy to search on. This moveable shelves is been placed at the corridor of the way next to the OSC department. Compare to the all department, OSC department are the most received files that need the movable shelves. As mention before that moveable shelves is not a reasonable price because it is expensive and require high structural floor load capacity. OSC department have a strategic place to put the moveable shelves. This kind of moveable shelves can help the staff to search the old files if anything happen from customer. (See Appendix 2).

### **3.6 RECORDS CONTROL**

Administration of documents, files, and records created or received by an organization to ensure proper authorization and procedure for having access to or handling of records.

### **3.6.1 RECORD CAPTURE**

All records, regardless of format and technological environment in which they are collected, created or generated, should be captured into and maintained in an identifiable and proper recordkeeping system. The purpose of capturing a record into a recordkeeping system is to establish a relationship between the record, the creator and the business context that originated it, and to link it to other records. The captured records should be complete, and contain the content, structure and contextual information which are necessary to document an official activity or transaction as evidence of business. It should be possible to understand a record in the context of the organizational process that produced it and of other linked records. For example like minutes and other records of meetings, consultations and deliberations pertinent to the decision-making process, formulation of policies and procedures or transactions of business.

### **3.6.2 REGISTRATION**

A record is registered when it is captured into the record keeping system, providing evidence that it has been created or captured. In a paper-based system, a record captured into a file is registered through entering such contextual information as the type of record (e.g. memo), date of record, and name of originator/addressee(s) of the record on the file.

### **3.6.3 RECORD STORAGE**

Records should be stored in such a manner so as to facilitate user access and ensure that they are protected from unauthorized access, use, disclosure, removal, deterioration, loss or destruction. An organization should lay down guidelines on the storage of records including sensitive or classified records. For records in paper form, organizations should note that paper deteriorates rapidly in an environment of high temperature and humidity. Furthermore, mould growth on paper can be a health hazard to staff. Paper records should be stored in a clean and dry environment, example like not near unblocked window, under/near water/sewage pipe, water drain, manhole, water permeable wall or ceiling, water tank, and in proper facilities. Also filing cabinets and filing racks instead of stacking them on the floor.

### **3.6.4 APPLICATION AND REFLECTION OF EXPERIENCE**

In my department which is OSC department held a meeting twice a month in order to discuss any new applications from customer that bring together all the 'Jabatan-jabatan Teknikal Luar' in the meeting. So before the meeting is held, the minutes and agenda paper must be prepared and distribute to the all related department inside or outside the district council. In one year, there are twenty four meeting that OSC being held and also twenty four minutes paper of meeting is been done and all those record from meeting whether its minutes of meeting or agendas of meeting is

been kept. In record capture is important in OSC department because all documents are important to be save.

Besides that, OSC department very diligent about registry documents and files. Every single document that enter from inside of district council and also from customer must be register into certain log book. Since the department consists of three sections, registration is important in order to differentiate those documents whether it is for planning section or building section.

At MDR, they really concern about any documents and files which it is really important for their record keeping. Any new documents or in other word is project, they need to keep in one files as record storage. Those documents whether project paper or reply paper from other office are been kept in proper place. Basically in town planning department or OSC, they provide filing cabinet such as movable shelves in order to prevent any damages happen towards those files. MDR building is an old building that thirty percent is made up from the wood and many insects that can harm the files are there. So they take an alternative to have the fully covered cabinet in order to prevent any harm to the documents like having a movable shelves.

### **3.7 PHASES OF THE LIFE CYCLE OF RECORDS**

The life cycle and continuum concepts are outlined in detail in the module The Management of Public Sector Records, Principles and Context. In

order to understand how to organize and control current records, it is important to understand the concept of the three phases of the life cycle. In the current phase, records are regularly used in the conduct of current business and are maintained in their place of origin or in the file store of an associated records office or registry. This life cycle encompasses the interrelated and interdependent phases of records creation or collection, records maintenance and use, and records disposition. The life cycle is the starting point for creating a records management program. Without it, records management programs would not be as cost effective or well run. Tools, systems, and procedures are developed to manage each phase of the life cycle. For example, file plans and tracking systems help manage active and semi-active records. A retention schedule is a tool that manages the movement of records from one phase to the next. There are four phases to the life cycle of records.

Creation is records begin the life cycle when they are created or received. While active records are needed frequently. They are retrieved at least once per month, so they are stored in readily accessible office spaces. Semi-active records are not needed for day-to-day business. Organizations need to keep them for reference, for legal reasons, or for financial reasons. They are not used often enough to justify their being stored in prime office space and equipment. Semi-active records are often stored at a lower cost in a records center. Semi-active records are



sometimes called "inactive records. Final disposition is the action that takes place when records have no more value to an organization.

### **3.7.1 APPLICATION AND REFLECTION OF EXPERIENCE**

According to the phase of the life cycle of records above, at MDR also have through that phases from creation until disposition. Started from creation whereby every documents that come in must be registered. Any documents in is become a fully right property to MDR since the process and action will be taken. The documents will be stored in accessible office space for fully protection.

Semi-active records are whereby any records that not really important but only use it as a references or financial reason. For example like at MDR, OSC department holding a meeting in twice a month and every meeting have a lunch after that. So the final calculation for every lunch after meeting is been send to the financial department as a prove to pay.

In other hand, the final life cycle of record is disposition which every files that has been outdated will be destroyed. OSC department is a town planning department that every private company need their agreement to build a building or make a new project. After the project is done, the files and documents will be disposition. This is because to save the space or the cabinet itself for another tender or project that will come in.

## **CHAPTER 4**

### **RECOMMENDATION**

#### **4.1 INTRODUCTION**

Every organization has their own strengths and also weaknesses while performing their activities. By referring to trainee's period of practical training at District Council of Raub in administration department of Town Planning department, trainee have identified these strengths and weaknesses on the administration management and also some recommendations to overcome those weaknesses in the organization. This chapter will provide the recommendation to the organization towards the weaknesses that had observed by the trainee. In this chapter the recommendations come from chapter 3 which had been analyzed. Thus, trainee also come out with the suggestion and recommendations to the organization in order to help the organization to increase and upgrade the skills and performance then also to decrease the bad reputation of organization.

#### **4.2 STRENGTH**

Strengths refer to what the organization does well. The process of control is facilitated by good filing system. All the incoming and outgoing letters are properly checked and quick disposal of letter is possible if immediate attention is required by any letter. They have good filing system as they concern and properly checked for ingoing and outgoing papers or documents. As we know that district council is one of the agency that act

as a function to make the town and the environment is conducive. So every project that they received is to make the town is more develop than other town. That is the reason the documents is important to be in safe place. During practical training, the trainee found that the staff at OSC department very strict about ingoing paper especially feedback from the other agency that involved in meeting. Besides, those projects are related with other department in MDR itself like building surveying department and every feedback from the customer, they will getting through by town and planning department. That the reason why those documents are important that should be save in proper files.

In the trainee opinion, they use the log book as a registering book for ingoing documents and paper to register is good because at least there is a record keeping from that department. They register all the paper whether it is important or just a notification paper like "Gotong-Royong" notice. They divide the log book for the project and notice term. It can reduce time for the staff when customer asking for their paper whether still in process or not. Customers do not like to be asked to supply copies of the earlier communication but they can only indicate invoice number and/or reference number with date. At least the staff can save the customer time.

Besides that, the business policy can be framed and planning of the project can be done by referring past records by the management, Hence, the documents provide a basis for future planning. During my practical

training, the trainee has to search the old files which are from 2007 that related to the new project because of the same company. However, searching is not difficult because the filing arrangement is proper in cabinet. Moreover, they save the files according of numerical system. A numerical scheme is easier to comprehend than alphabetical filing and may have fewer misfiles. Under numerical scheme it can derived that users understand straight numerical sequences (1,2,3,4,5,6, etc.) quicker than some alphabetical schemes. Filing expansion is easier, because new numbers may be assigned without disturbing the arrangement of existing folders. Furthermore, misfiles can be quickly identified because the number out of sequence is easily detected if color-coding is used. However, in OSC department use alpha-numerical scheme which more accurate to identify the files and documents. ( **See Appendix 3** )

#### **4.3 WEAKNESSES**

Weaknesses is refer to any limitations the organization faces in developing or implementing a strategy. Raub District Council also has their weaknesses on their administration especially in small department like Town & Planning department. As already mention that in this department, everyday playing with documents and files. In this department consists of three sections that control by three staffs exclude with administrative staff. Those staffs have different naming on files that represent their sections. However, as trainee can see throughout the training that there are not provide enough space for them to put those files

in a proper place. They have several movable shelves and also pigeon hole cabinet type but they are not enough to put those files. During training, trainee can see that all new files do not have any certain cabinet to put in. As trainee can see that, Town & Planning department is the one of the smallest department that need a biggest space for put an extra cabinet for the files. **(See Appendix 4)**

Besides that, as mention earlier that OSC department and all departments still ties with the traditional system whereby all the old equipment still be used by them. Basically on filing equipment like cabinet. Nowadays most organization use the modern one that more simple and also give an enough space for the files to put into. But not for the MDR, mostly in that agency they still use the traditional way except for the thumb print system. Mostly MDR have that kind of pigeon hole cabinet that give a disadvantage to the department because it is difficult to keep the old documents. This is because of limited space since that kind of cabinet is just not suitable for a bigger organization like District Council. Furthermore, the trainee can see that their arrangement of files and document are not really proper since they just put the files everywhere and start to chaos when they want to find the files back. Because of lacking of space, they just randomly put those files under the table or under their feet. It may cause the time when people want some information for the files but it takes time to look for that files since its not been arranged properly. People will unsatisfied and it will give negative

impact to their organization even though they are under public sector. They need to give the best services to the people and gain public trust.

#### **4.4 SOLUTIONS**

In order to overcome the weaknesses as mentioned above, trainee have several suggestions in order for helping the organization to improve their services to the people. It is important for the MDR to make some improvement in order for them to increasing the quality of their services towards public and at the same time, to investigate the services of other government agencies as well in order for them to maintain and increasing their services to the people. During trainee internship at MDR, the task and jobs that mostly given to the trainee is administrative assistant such as file management, faxes and photocopier meetings and preparing business correspondence. Each of these task are mostly done by the trainee during her internship and there are also some recommendations based on experience that the trainee think it might can help the organizations to improve their services to the people.

First thing foremost is this organization need to change the types of filing from traditional to the modern system. In this technological era, many equipment have been designed to make people more comfortable and friendly to use. The traditional system is more likely and old school thingy which is need more time than using the modern one. For MDR itself that confront with people every day that much on need a satisfaction of people

even though it is a public sector. Basically MDR may to choose what is important for the organization that can satisfied the people. OSC department is quite frequent when facing the people especially from the private company. Those private companies that want the feedback from the MDR as fast as they want and anything delay from MDR itself may become unsatisfied from the people. Actually the environment itself can define our work whether it is good or not. Well the equipment from the MDR is not convenient for the staff besides handling customer especially when they wanted some feedback from them. Some there are advantages and some are disadvantages but when related to the efficiency and effectively, the traditional one is not one of their choices.

The space of the department especially in town & planning department is quite small because it looks like one big office but have to divided into two departments. MDR is not a really big organization in term of sizes and also last time that place belongs to the court. So the design is quite old. The second solution for MDR to improve is provide more cabinet or increase the number of cabinet to fit document. As trainee can see that the space is quite limited for providing more the cabinets because the arrangement is not in the proper way. Firstly MDR need to arrange the old cabinet and put it at the proper place and with right arrangement, so that can fit new cabinets. In what matter, MDR should provide more cabinets because it already not fit with the new documents. During practical training, that time was a new year and as trainee can see that many new files are coming in

as stated for 2016. The arrangement for 2015 and 2016's files are mixed together and it gives time for the staff to search the file wanted. This is because of limited space for documents. This can lead to the lack of efficiency which is not good for the organizational operation.

#### **4.5 CONCLUSION**

Under this chapter, trainee had explained about the recommendations. Recommendation is the crucial part that need to have in order to make some improvement. The good recommendations are comes from the people who are outside of the organization such as the customers. Besides, the student who are doing their practical training also can make or list out some of the recommendations for the organization because they know the how the procedure be running and what need to be done in order to accomplish the task faster in efficient and effective way.



## **CHAPTER 5**

### **CONCLUSION**

#### **5.1 INTRODUCTION**

This chapter will conclude about each of the chapter that trainee's explained before this. Besides that, on the conclusion part, trainee will conclude about what are the benefits that trainee has gained from the internship training at Raub District Council.

#### **5.2 SUMMARY OF CHAPTER 1**

In chapter 1, trainee had explained about the organizational background of Raub District Council (MDR) . Besides, trainee had identified the vision, mission and objective of the organization. Trainee also know and explained about the organizational structure such as the hierarchy from lower until upper level of management. The organization also played an important role to provide trainee the knowledge and make the trainee well informed about the background of their organization. So, it can enhance trainee's knowledge after having a practical training at District Council of Raub.

#### **5.3 SUMMARY OF CHAPTER 2**

In chapter 2, trainee had explained about the tasks and job that she did during the nine weeks of her internship programmed at District Council of Raub. The tasks given to her were consistent to the guidance provided by

the faculty. The tasks mainly related to the scope of administration such as administrative assistant. Trainee are able to apply what she has learned in the classroom and to relate the theory into practice while she doing her internship. Therefore, it is a valuable experience that trainee can get through her practical training at District Council of Raub.

#### **5.4 SUMMARY OF CHAPTER 3**

In chapter 3, trainee has explained about the most important task that she did during her practical training at District Council of Raub. Trainee was instructed by the supervisor to do many tasks, but the main focus on task in chapter 3 is to analyze about the task that trainee had most involved and engaged to, that is about filing system. It was such an interesting experience since trainee was exposed to many challenges tasks and had opportunity to works with other people inside and outside of the offices such as the staff and also the customers. Basically the trainee had done so much tasks that related to the administration but throughout the training, she much done on filing system.

#### **5.5 SUMMARY OF CHAPTER 4**

In chapter 4, trainee had make analyzed about the strength and weaknesses of the task that I choose as the main focus. This is the continuation of the analysis in the previous chapter which is chapter 3. Under this chapter, there are some recommendations that

trainee are suggested in based on the weaknesses of the tasks. This is to identify the mistakes and determine some corrective actions that can be taken in order to be better in the future. At the same time, trainee also can enhance her knowledge on how to evaluate a tasks or jobs that been given or handle by her while she did her training at District Council of Raub.

## **5.6 CONCLUSION**

On the period of internship in nine weeks at District Council of Raub, trainee get a lot of benefits during the practical training. There are four benefits that trainee can get through the practical training. First benefit that trainee can get is in the term of the interpersonal skill. This is because, during trainee's internship, she was assisted to be more competent in order to develop her skills. This is the main focus of her supervisor to enhance her knowledge and skills. During the practical training, the supervisor had taught trainee how to filing in a right way. First day of training, the first job the supervisor give to the trainee is filing management on how to locate and put the right documents in the right files. Besides, all the ingoing documents that been put into files need to record in the memo of the files. So if there is anything circumstances happen at least they have a reference to refer.

Besides that, the benefit the trainee get is term of knowledge when the first time trainee get involve in meeting session. The process before

meeting, during and after meeting. The process before meeting is quite challenging because everything the administration section have to complete before the meeting date. Started from photocopying the minutes of meeting, the agenda of meeting paper until the delivering those paper to the agencies that involves. When it comes to meeting due date, administration will be the busiest section because the meeting is important. Furthermore, the trainee also have to call the meeting people for attendance double checking since it is important because later on the administration will sent those attendance to the finance department for allowance payment. Trainee also can improve the communication skills when talking to the person on the phone and learn some more how to enhance trainee interpersonal soft skills. Learning in the right way can overcome the trainee's nervousness when dealing with people especially among upper management people. During the meeting, the trainee can see that how the meeting person expressed their thought when there is an argument different perspective among them. Next is after the meeting whereby all the meeting decision must be recorded because after that, they will proceed those decisions to the next levels.

Next is level confident. At MDR, they consist of many departments as shown in chapter 1. Before this, the trainee does not have any opportunity to work on organization. This is because, when the first day of entering the training, trainee felt nervous and afraid in order to adapt with the surrounding and environment in her workplace at Raub District Council.

Besides, trainee felt afraid to get to know the staff especially in her department. This is due to level of qualification and level of ages. This also supported by culture in the organization that trainee had experience at the first week of her internship. However, when the time passed by, trainee was able to cope with the working environment because the supervisor and other staff had started to show their trust in trainee to handle certain jobs and tasks with her own effort but it is still under the guidance of trainee's supervisor. Besides in my department, the trainee also can coop well with the people in other departments and trainee feel enjoy with the working environment at there.

Last but not least, the most valuable benefit that trainee can get is the new experiences. Experiences cannot be gained without an opportunity. During the internship, trainee did not miss any opportunity that comes to her. This is because she knows that it is a process of learning. She had gained a lot of experiences from the task given in her practical training at Raub District Council. This is because before this she did not have the chance to gain these experiences. This started from her beginning until the end of her training where trainee had learned new things and experienced it by herself. There are many tasks and job that given by the supervisor in the nine weeks of trainee's practical training. For example, trainee had new experiences to attend a meeting together with the director, assistant director, all the staff of MDR and other agencies. On that meeting, trainee had observed the real situation on how people inside

the organization conduct a meeting. The way they give an opinion and make decisions had make trainee interesting to be a part of the committee. This is because the way they express their ideas and their brilliant arguments had inspired trainee to be like them in the future. In addition, trainee also had an opportunity to communicate with them and gain some knowledge. As a conclusion, what trainee get the experiences on the environment in workplace at MDR, she hopes that she can apply it in her future career.

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**APPENDICES**



**Appendix 1**

Raub District Council



Appendix 2



**Appendix 3**



**Appendix 4**



**UNIVERSITI TEKNOLOGI MARA SARAWAK**

**PRACTICAL TRAINING**

**LOG BOOK**

## **Instructions**

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

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

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

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

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

### **Recording**

The log book should contain the following information:

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

1. Student's name: NOR SHAHRA BT IBRAHIM
2. Date & Place of Birth: 21/08/1993 HOSPITAL MENTAKAB, PAHANG
3. UiTM No.: 2013818924
4. Program: SAINS PENTAQBIRAN
5. Year: 3 Part: 5
6. Home address: NO 88 KAMPUNG MELAYU REMPALIT  
27600, RAUB PAHANG
7. Address during practical training: NO 88 KAMPUNG MELAYU REMPALIT  
27600 RAUB, PAHANG
8. Place of training: MAJLIS DAERAH RAUB, RAUB PAHANG
9. Name of Supervisor in-charge: ENCIK AHMAD SAFRI B. JAINUDIN
10. Duration of training : From : 20 JAN 2016 to 16 MARCH 2016

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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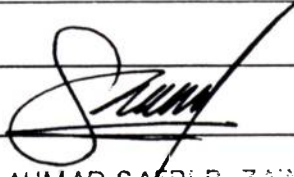
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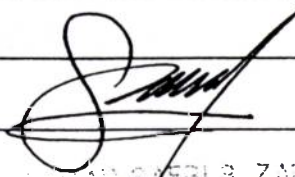
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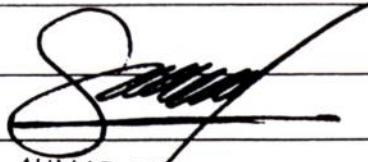
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
/2016	<p>Reporting to Majlis Daerah Raub and I have been placed in online service centre department (OSC).</p> <p>1- Meet with head of unit of OSC, Encik Ahmad Safri b. Zainudin</p> <p>2- I have been asked to arrange the documents into a file according to stated number of files.</p> <p>3- Encik Safri explain to me on how the application should be kept correctly in proper file.</p>	
/2016	<p>The task that assigned to me is to write down the registration applications from start from January to December of 2015. All the online applications are being printed and need to record all the application into registration book.</p>	 <p>AHMAD SAFRI B. ZAINUDIN Pen. Pegawai Perancang Bandar Dan Desa J29 OSC, Majlis Daerah Raub</p>
/2016	<p>I continue my previous task and also helping the staffs to send some documents to other department.</p>	

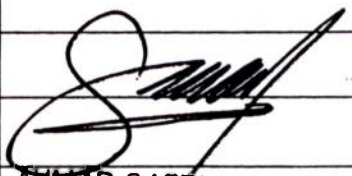
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMA
15/1/2016	<p>The task that assigned to me is helping one of the staff to prepare letters for department meeting. The letter is called as "Minit Mesyuarat letter" that should be given to the all board of meeting when it is held later on. In "Minit mesy mesyuarat" letter consists of applications that need an approvals from all "Jabatan - Jabatan Teknikal Luaran" such as JKR, Indah Water, TNB, PAIP and all head of units that involved.</p>	
26/1/2016	<p>The task that assigned to me is to do an annual report of 2015. In report, it stated on how many the approval applications which have been discussed in meetings. The result of those applications status are being shown on how much of percentage of those types of application stated is been approved.</p>	




DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2016	<p>Today I'm having a meeting of "Jawatankuasa Pusat Setempat". At 10.00 a.m. they start the meeting of f. with open speech by Yang Dipertua Majlis Daerah, Y.H Dato Haji Khairulnizam b. Mahmood. Then, my head of unit continue with all the matters that arise in those applications that need to put down a words together from all agencies. In meeting, every agencies give their comment on every applications whether should to approve or not those development in term of housing, road and etc.</p>	
1/2016	<p>The task that assigned to me is to record all received applications form from another department or client into a file and also record in the book</p>	
2016	<p>Today I'm helping the staff as they asked me to help. Besides, they also teach me how to sorting documents.</p>	 AHMAD SAFRI B. ZAINUDIN Pn. Pegawai Perancang Bandar Dan Desa J23 OSC, Majlis Daerah Heub

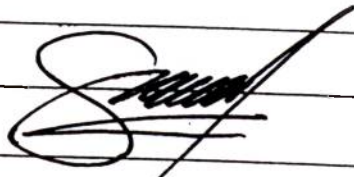
DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
1/2/2016	<p>Today, the task that assigned to me is filing documents. The purpose of filing is for preservation and easy reference. Every application and letter come from different companies and different project and it should be record in their own certain file.</p>	
2/2/2016	<p>The task that assigned to me is to distribute <del>contribute</del> the meeting letter to all departments of Majlis Daerah and also to "Jabatan - Jabatan Teknikal Iqrah". The purpose of the meeting letter that should give to all department as first reminder that meeting is going to be held on 16<sup>th</sup> February. Any changes will be updated soon.</p>	
3/2/2016	<p>Today, I continue my previous tasks to prepare letters for meeting and prepare minivies of meetings.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2016	<p>The task that assigned to me is send meeting calling letter and plan document to BOMBA Lipis department. For near area like Kuala Lipis, MDR would like to send any letters by hand instead of posting. This is because to avoid any bad circumstance happen like deadline overdue which is can effect the meeting later on.</p>	
/2016	<p>The task that assigned to me is to settle down the <del>and</del> annual report of 2015 and sent to the administration office. After finished the annual report, my supervisor will make double check the report in order to make sure there is <del>no</del> zero mistake in that report. If there is a mistake, he will asked me to do again until get the perfect one before sent it to administration office of MDR. Besides, I also learn on how to use fax machine by Majlis Daerah Raub staff.</p>	 <p>AHMAD SAFRI B. ZAINUDIN  Pen. Pegawai Perancang  Bandar Dan Desa J29  OSC, Majlis Daerah Raub</p>

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
-9/2/2016	" CHINESE NEW YEAR "	
10/2/2016	" MEDICAL LEAVE "	
1/2/2016	<p>The task that assigned to me is to prepare minutes of meeting that need to photostate in order to contribute input on to the involved departments.</p>	
1/2/2016	<p>I continued my previous task in preparation of meeting letters. The meeting is going to be held on 16<sup>th</sup> Feb February, 2016 and it is third times for this year as the meeting is held twice a month. Besides, I make a double checking to make sure all invitation meeting letters are already received by those " Jabatan Teknikal luaran ". Besides that, the task that assigned to me is to prepare all the files that should be bring into meeting for further discussion</p>	 <p>AHMAD SAFRI B. ZAINUDIN  Pen. Pegawai Perancang  Bandar Dan Desa J29  OSC, Majlis Daerah Raub</p>




DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
12/2016	They teach me that every letters or documents come from outside must be registered in order to track if anything happen at least they know if new documents or letters enter into unit.	
12/2016	The task that assigned to me is meeting management whereby to prepare the meeting that held at 10:00 a.m. Before meeting started, prepare all the files that need to discuss on meeting later.	
12/16 - 12/16	The task that assigned to me is to save the minutes of meeting paper into files after meeting was held. <del>minutes is been</del>	
12/2016	The task that assigned to me is my supervisor asked me to make sure all the documents are complete for auditing. Auditing is to checking if some units or departments did not follow their regulations that has been set. Every government sectors have to follow the ISO 9001:2008	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARK
	<p>As we already know, ISO 9001 is a certified quality management system (QMS) for organizations who want to prove their ability to consistently provide products and services that meet the needs of their customers and other relevant stakeholders.</p>	 AHMAD SAPRI B. ZAINUDIN Pen. Pegawai Perancang Bandar Dan Desa J29 OSC, Majlis Daerah Raub
<p>2/2/2016</p>	<p>Today I learnt about a few ways to entertain customer or client from one of the staff. Even in government sector, customer is important because they have to feel comfortable in order to get good image. In town and country planning department always having with client that want to check if their online application is in progress or not. Further explanation need to be done to customer if they do not satisfaction with us.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/2/2016	Today, Majlis Daerah Raub (MDR) having "gotong-royong" together among departments. Every department has individual task to clean up every part of MDR. According to the staff, this kind of activity is held once a year to give a different view and environment to Majlis Daerah Raub.	
24/2/2016 - 26/2/2016	I'm preparing all the documents that my supervisor need for meeting this monday. All thing that should be bring into meeting such as new applications.	 AHMAD SAFRI B. ZAINUDIN Pen. Pegawai Perancang Bandar Dan Desa J29 OSC, Majlis Daerah Raub
29/2/2016	Today, my unit having a fourth meeting. As usual, the task that assigned to me before meeting is I have to make sure everything is complete with those files and minutes of meeting that should give to in meeting later on.	

DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
13/2016	<p>The task that assigned to me is key in all the data into osc online website. Beside save all the detail application into files, or in hard copy, it also have to save in soft copy in order easy to connect with those technical department if any changes updated changes happen or any comment from them.</p>	
13/2016 - 13/2016	<p>For 3 days I've been transferred into administration office for temporary learning about leave application process. In Raub District Council, they exists have two way of application leave application which are online and manual. For the staff of MPR, they prefer to use online application which is more easier than manual. For manual basically is for practical student because they need in term of hard and soft copies. As usual, leave application process begin with head of department support the application and sent to the administration office for secretary of MPR approval. Then, the</p>	



DATE	EXACT NATURE OF WORK DONE	SUPER VISORS REMARKS
	<p>application will key in into leave application file. For government sector, 13 years of service can take over 25 days leave once a year</p>	 AHMAD SAFRI B. ZAINUDIN Pen. Pegawai Perancang Bandar Dan Desa J29 OSC, Majlis Daerah
<p>13/2016 - 13/2016</p>	<p>For one whole week, as usual the task that assigned to me is to prepare all those paper which is paper work and minutes for meeting. Besides that, I've been asked to report meeting lunch to the financial department to get approval finance.</p>	 AHMAD SAFRI B. ZAINUDIN Pen. Pegawai Perancang Bandar Dan Desa J29 OSC, Majlis Daerah
<p>13/2016 - 13/2016</p>	<p>For the last meeting that I handle, I've been asked to prepare all the paper work for the first meeting of the month for OSC. The task that assigned to me is to write up the agenda of meeting which is on what things to be discussed. Then email to Technical department for information detail of the meeting. For those who <del>we</del> did not get the email, it can be fax as long as they</p>	 AHMAD SAFRI B. ZAINUDIN Pen. Pegawai Perancang Bandar Dan Desa J29 OSC, Majlis Daerah

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>get it. Besides that, I have been assigned to check attendance from thumb print and write whose absent or present. For whom that absent without black and white, disciplinary action will be taken. There are a few of action process and procedure when having a misconduct in Raub District council.</p>	