



**FACULTY OF ADMINISTRATIVE SCIENCE
AND POLICY STUDIES
UNIVERSITI TEKNOLOGI MARA**

BACHELOR OF ADMINISTRATIVE SCIENCE (HONORS)

**PRACTICAL TRAINING REPORT
PUSTAKA NEGERI SARAWAK**

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JULY 2018 – JANUARY 2019

Declaration

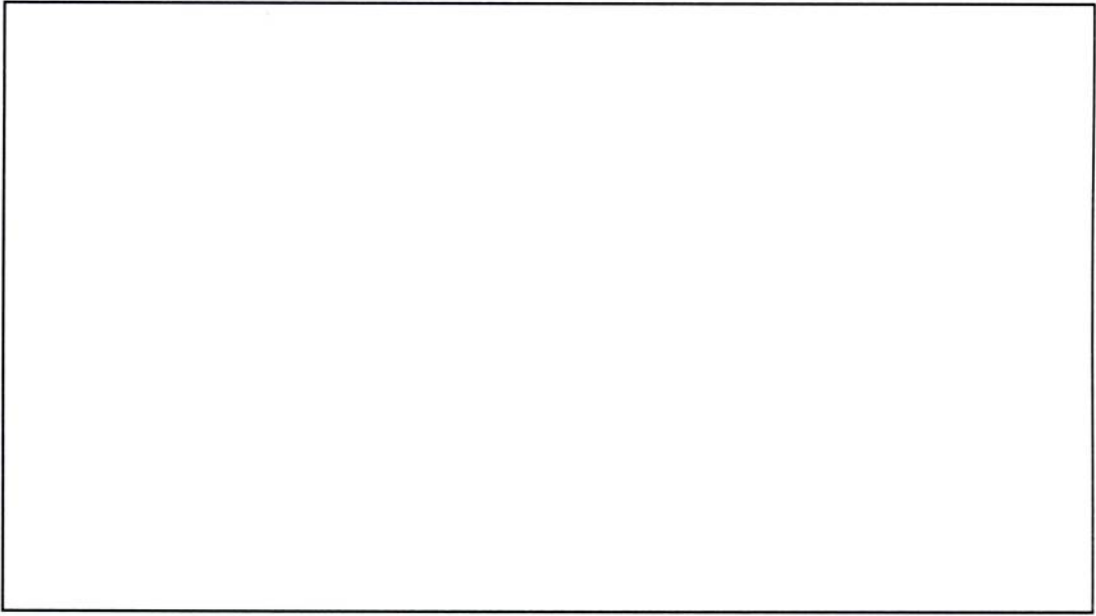
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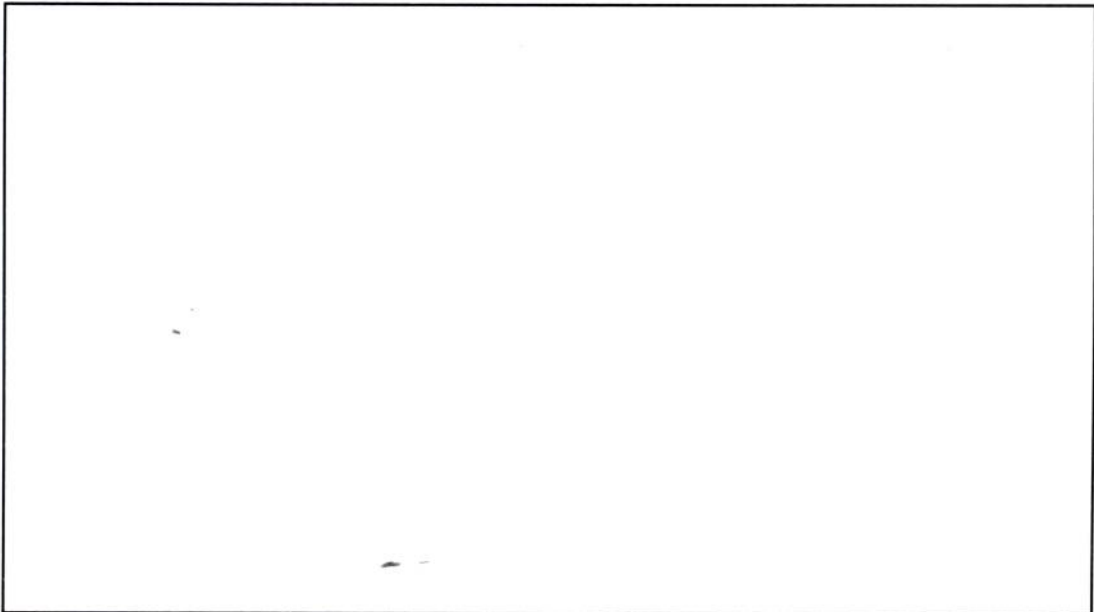
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Date: 25 December 2018

Supervisor's Comment(s):

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Moderator's Comment(s):

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**CLEARANCE FOR SUBMISSION OF THE PRACTICAL REPORT BY THE
SUPERVISOR**

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

(Signature)

Date:

Acknowledgement

Praise to Allah that I have completed my practical training at Pustaka Negeri Sarawak which began from 23rd of July this year till 14th of September 2018. First of all, I would like to thank Pustaka Negeri Sarawak for giving me the opportunity to undergo my practical training in this organization. I would like to extend my appreciation to my industrial training supervisors, Puan Nur Ashikin and Encik Cyprian Rossem, for their advices as well as patiently guided me while I was here. Not forgetting, to all of the staffs of Pustaka Negeri Sarawak, I appreciate their entire kindness for helping and teaching me in completing my tasks. It was an honour to have the chance to work together with you.

I also would like to extend my thankfulness to my parents for all their moral support, financial support and also to my friends who are very committed and always there to share their ideas. As for my supervisor from Universiti Teknologi Mara (UiTM), Madam Sharon Pearl, I thank you for all the reprimand, guidance and support in assisting me with this report. Without your proper guidance, I may not be able to achieve what I have achieved now. All the parties involved had taught me a lot and at the same time, it kept me motivated in doing this practical training.

Completing this practical training was a challenging task as I was exposed to many new things which were very valuable for me to learn and carry out with devotion when I faced the real world of working environment back then. This exposure has shown me how working environment will be in the next phase of my life. Besides, it also polished my soft skills especially on how to communicate with people and learned to do tasks in a group.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Introduction

Pustaka Negeri Sarawak was established by Tun Pehin Sri Haji Abdul Taib bin Mahmud on 1st January 2000. It is known as one of the largest libraries in Sarawak. Sarawak State Library is set within a vast park that covers the State Mosque and the Minaret Gardens on the western side. The park includes a lake, areas for public performances and art exhibitions, a playground, picnic areas, a scenic drive, pedestrian walkways and bicycle lanes strewn with trees, shrubs and flower gardens

Sarawak State Library is truly a place conducive for learning and reflecting with its beautiful environment. While the interiors of the Pustaka complex are a modern structure that fit right into the 21st century, its exteriors are as close as to nature as possible. Pustaka Negeri Sarawak is conceived as a major information resource centre and as the hub of information services for the public and private sectors. It will link with libraries, archives and information centers elsewhere in Sarawak and throughout Malaysia. It will also provide a gateway into and from publicly accessible international information centers.

Its complex will serve as a community center of knowledge and cultural enlightenment, where Malaysians in Sarawak can not only access a vast store of information, in the form of both printed and electronic media, but also gather for educational and cultural exchanges, programmes and participate in many other regularly conducted activities. The interiors of Pustaka Sarawak are truly an architectural and information technology marvel, a perfect marriage of the two. It provides a mentally stimulating ambience for the seekers of

information and knowledge. Different facilities are available for its patrons at the ground floor and first floor levels.

1.1 Background of Pustaka Negeri Sarawak

1.1.1 Logo of Pustaka Negeri Sarawak



- 5 curved lines are perceived from an edge viewpoint.
- Directions of 5 curved lines from the lower left corner towards the right corner which reflect the 5 basic qualities of a modern digital library.
- Forms of traditional carved art of Kenyalang birds are conceptualized by curved book cover.
- Green color represents unlimited knowledge of sky and ocean.

1.1.2 Vision

To be the reservoir and fountain of information and knowledge to the state

1.1.3 Mission

To provide access to information resources and preserve Sarawak's intellectual heritage for Sarawakians

1.1.4 Objective

To promote acculturation of knowledge in the State

1.1.5 The Philosophy

“A knowledge and information-based society needs a forum for intellectual exchange among its people, a centre of enlightenment where minds can meet and ideas interact, and access to information, knowledge, technologies and cultures available beyond the superficial boundaries imposed by geography.

1.2 Organizational Activities and Services

1.2.1 Operating Time for Library Services

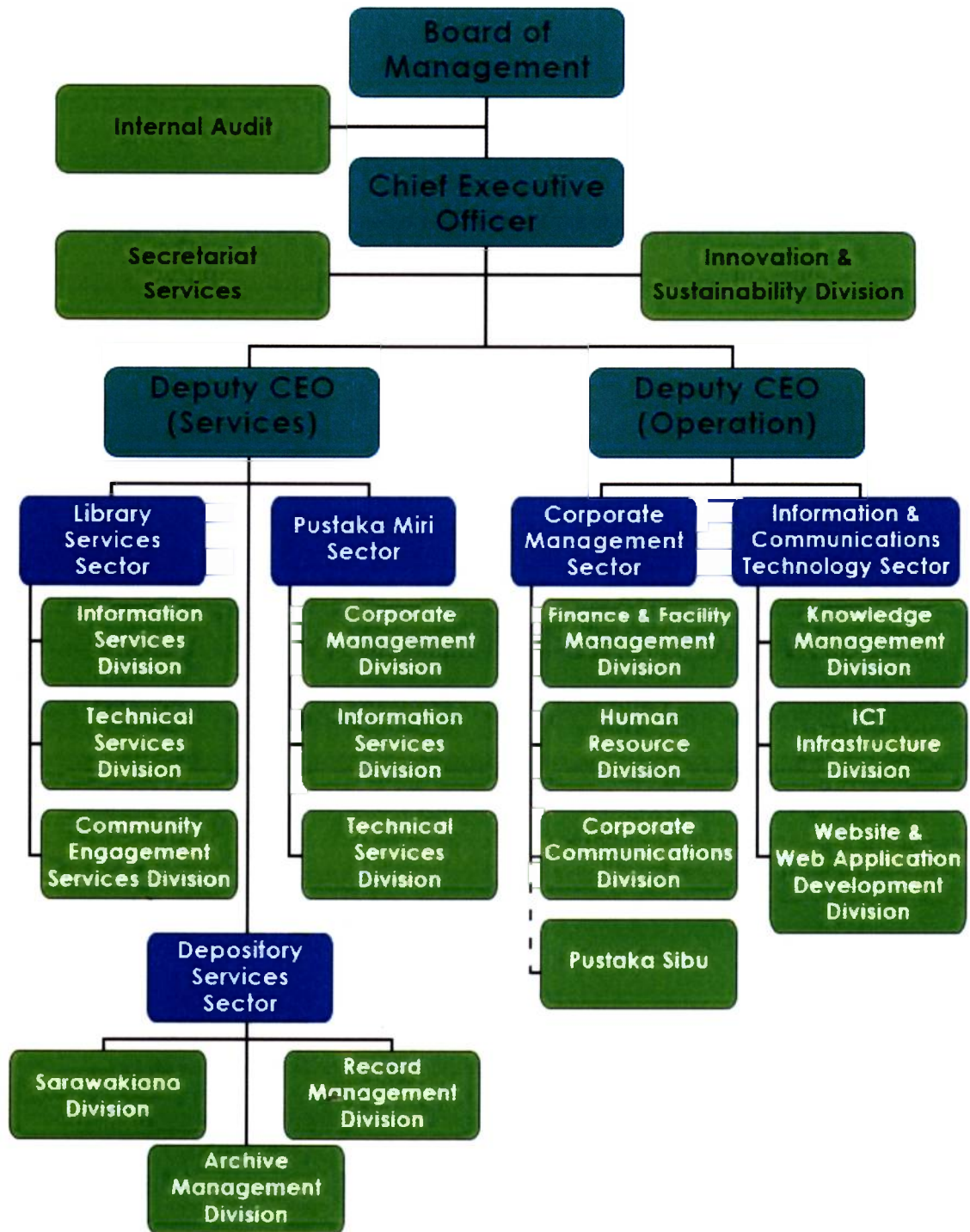
- Monday until Sunday
- 10.00am to 5.00pm
- Close on public holidays

1.2.2 Library Membership

Category	Registration fee (RM)	Annual fee (RM)
Children (4 years old-12years old)	Free	-
Student	Free	-
Adult	Free	-
Senior citizen (55 years old and above)	Free	-

Those who want to register as a member of Pustaka must fill in a membership form at the counter service. Membership forms are also available online at Pustaka Negeri Sarawak official website. Members of Pustaka Negeri Sarawak will use their own identity card (MyKad) as a membership card. However, membership cards will be given to children and visitors who are not Malaysian citizen. The members of Pustaka have the privileges to enjoy the convenience of Internet provided by Pustaka. Members especially students can easily access internet to complete their tasks or research. Besides, the personal page of membership allows them to obtain the transaction information with Pustaka such as changing their personal profile, password, membership information and also checking the status of their borrowed books.

1.3 Organizational Chart of Pustaka Negeri Sarawak



(18th December 2018)

1.3.1 Library Service Sector

Objectives

- To disseminate and transmit knowledge information and data on the State
- To provide center for reference, education and information of dissemination of information relevant to the economic, historical, social, cultural, political and other background development and achievement of the State
- To hold and participate in exhibition or display of library resources and the information or data collected, maintained or held by the State Library
- To promote or stimulate interest on reading, library works and to promote literacy arts and the usage of modern technology in the transmission and dissemination of knowledge, information and data
- To facilitate the dissemination of knowledge and information, the appreciation of arts, culture, traditions, history and achievements of the State and its people
- To provide such services and facilities as the State Library is able to provide to the public and to any public library or resource center and to provide training for library personnels

1.3.2 Depository Services Sector

Objectives

- To preserve the nation's literary heritage and make them accessible for present and future generations
- To create standard bibliographic records of material published in Sarawak
- To maintain statistical records of material published in Sarawak

1.3.3 Pustaka Miri Sector

As Pustaka Negeri Sarawak's northern branch, it first opened its door to the public on 19 October 2002 and officially opened on 10 December 2002. Its functions are also in line with the Sarawak State Library Ordinance 1999.

Role of Pustaka Negeri Sarawak, Miri

- A research and reference center, with collections at a level that will be able to assist researchers as well as other knowledge and information seekers in the state's Northern Region.
- An offsite depository center for legal deposit materials.
- A center for development of special collections relating to Miriana and other local history initiatives.
- A contributor to Pustaka Negeri Sarawak's databases on information materials on and about Sarawak, particularly in the Northern Region.
- A place that provides education and activities to raise awareness on information literacy, knowledge-sharing and lifelong learning.

Three Division of Pustaka Negeri Sarawak, Miri:

a) Corporate Management: -

- Venue Management / Building Maintenance Unit
- Corporate Communications Unit
- Registry Unit
- Finance Unit
- ICT Unit (Under SAINS)

b) Information Services: -

- Reference Services and Activities Unit
- Information Literacy Skills & Library Services Unit
- Community Service Unit

c) Technical Services: -

- Acquisition Unit
- Sarawakiana Unit
- Legal Deposit Unit
- Serial Unit
- Gift and Exchange Unit

1.3.4 Corporate Management Sector

Advise the Chief Executive Officer, Management and all employees of Pustaka Negeri Sarawak on matters pertaining to financial management and to ensure that there are adequate funds available to acquire the resources needed to help Pustaka achieve its objectives

1.3.5 Information and Communication Technology Sector

Function

- Provide management of Pustaka's ICT system
- Provide ICT operation, support and backup services to other departments/sections of Pustaka
- Develop, implement, enhance and maintain Pustaka's and other web sites
- Assess, evaluate and reengineer Pustaka's ICT system
- Maintain, enhance and upgrade Pustaka's ICT system and other libraries state-wide

- Research and development relating to Library ICT system to further enhance Pustaka's system
- Coordinate all on-site and off-site ICT projects (Library development)

1.4 Board of Management



**YBhg. Tan Sri Datuk
Amar (Dr.) Haji Hamid
Bugo**
Chairman



**YB Tan Sri Datuk Amar
Haji Mohamad Morshidi
bin Abdul Ghani**
Deputy Chairman



**YBhg. Datu William
Patrick Nyigor**
Member



**YBhg. Dr. Haji Abdul
Rahman Deen**
Member



**YBhg. Assoc. Prof Dr.
Shahren Ahmad Zaidi
Aduce**
Member



**YBhg. Datuk Alfred
Yap Chin Loi**
Member



**YBhg. Dato' Nafisah
Binti Ahmad**
Member



**Ybhg. Dr Rita
Manurung**
Member

(18th December 2018)

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

This chapter will discuss and summarize about schedule of the practical training held at Pustaka Negeri Sarawak. On the day to report duty, the trainee had been given schedule of works to be followed and used as their guideline for daily tasks. Each section will cover all the tasks done by the student every week based on the log book filled in by the student during the practical training period. The practical training was done for eight weeks. Thus, the sections are divided into eight section following the weeks of practical training.

2.1 Week 1

The first day of practical training started on 24th July 2018. Firstly, I was greeted by Puan Siti Munirah from Human Resource Department as she was the one in-charged for internship. During the session, Puan Siti Munirah explained some details regarding to the rules and regulations, work attire as well as the work time. Then, she attached me to the Corporate Communication department, specifically at the Registry Unit and Service Counter. I was being rotated at the Registry Unit and Service Counter weekly. Before I began to do my tasks, I was told to register my thumb print for the access of staff entrance. On the first week of my internship, I was attached to the Service Counter. Encik Cyprian who was my supervisor explained the tasks that needed to be done daily and how to complete the tasks. I was taught on how to do a proper filing, key in invoice data and couriers' details into Management Utilities and Service Application.

2.1.1 Reflection of Week 1

On the first week, I was familiar with the organization's surrounding. I also clearly understand my supervisor's instruction. As I was attached to Registry Unit and Service Counter, I finally know how administrative officers do their works. I learned many new things such as procedure of filing. There were many steps that needed to be done from creating new files to the disposal of file. Besides, I also learned on how to key in invoice data and courier details.

2.2 Week 2

On the first day of week 2, which was also the first week of August 2018, I attended staff assembly which was led by the Chief Executive Officer (CEO) of Pustaka, Puan Rashidah Bolhassan. After that, I was back to the office to do my work and I was rotated to the Registry Unit. During that week, I was taught on how to use fax machine, scanning and photostat machine. Besides, I also learned on how to do a proper filing, receive incoming and outgoing mails, as well as closing a file by using Correspondence and Case Tracking Unified System (CACTUS). In order to refer a closed file which has been kept in stack room, I will have to refer to the Closed Files Listing and Tracking System (CFLAT) so that I will easily know the location of the closed files in the stack room.

2.2.1 Reflection of Week 2

On the second week, I already know what should I do and how to do the tasks that were given to me. For filing process, there were several steps that need to be done. I have learned on how to open a new file, keep letters or attachments into a file and close the file which has already reach its thickness limit. As for the files that has been closed, it will be kept into a stack room. It is so much easier to search for the closed files as Pustaka has its own system,

CFLAT. The function of CFLAT is it shows us the location of the closed files according to its location in the stack room.

2.3 Week 3

On week 3, I was rotated again to the Reception Counter. I was taught by Encik Cyprian on how to answer calls from outsider and also calls from internal staffs of Pustaka. All I need to do is to transfer them to extension of the person they wanted to talk to. Besides, I also helped Encik Cyprian to key in information of flight details and hotel accommodations of the staffs who went for travelling by using Management Utilities and Services Application. Next task was to key in couriers' details that were sent by *Poslaju* and also invoice data into the same system. After I keyed in the invoice data, the lists of the invoice data were printed out and given to the Finance Department to be processed.

2.3.1 Reflection of Week 3

On the third week, as I was dealing with customers who called, it really helped me to boost my confidence and improve my ways of communication. It helped me to be more calmed and decreased my level of nervousness. I also know how to key in the staffs' flight details and hotel accommodations into the system. With this information, when customers called for them, I will know who were not at the office. Moving on, the invoice data needed to be keyed in daily and at the end of the day, the list of invoices will be printed out and given to the accountants for them to process it.

2.4 Week 4

On week 4, I stayed at the Reception Counter. As usual, I answered phone calls and later, keyed in courier details and invoice data into Management Utilities and Services Application. Then, passed the list of invoice data to the finance department to be processed. My main tasks this week was to register closed files into CFLAT. I must follow the procedure of registering closed files according to its details into CFLAT so that it can be registered successfully. The files were added according to its category, volume and its location.

2.4.1 Reflection of Week 4

My confidence and communication skills improved day by day as I dealt with different kind of customers. I learned on how to handle customers and satisfy their needs. I also keyed in those invoice and courier details without hesitation. Besides, as for the closing files, it was important to key in the details very carefully so that the information in the system are tallied with the physical files located in the stack room. The location of the closed files in the system and in the stack room must be the same so that it will be easier for the staffs to search for the closed files.

2.5 Week 5

On week 5, I was rotated back to the Registry Unit. The first thing that I needed to do was to arrange and keep letters into files according to its own category. These letters are kept in active files that were stored in the Registry Unit. Then, I closed any files that have reached its thickness limit which were 3cm or 1inch. Besides that, I also helped other intern to prepare gifts for International Federation of Library Associations and Institutions (IFLA) Satellite

Meeting that was held at Kuala Lumpur. The gifts were goodie bags that were being folded and tied with ribbon.

2.5.1 Reflection of Week 5

During week 5, other than filing, I have learned that teamwork was very important especially when we were handling the gifts for the IFLA satellite meeting. There were 1000 pieces of goodie bags that needed to be folded on that day. However, all of the interns managed to finish all of goodie bags just in one day. Without those helpful hands of the other interns, folding 1000 pieces of goodie bags were impossible to finish in just one day.

2.6 Week 6

On week 6, I rotated back to the Reception Counter. On this week, I printed a postage stamp on each letter by using frangki machine. I recorded the meter credit reading before frangki, the name of the customer and their address, the permit number of frangki machine, it's ID number, the date and the credit meter reading after those letters being frangki in a form named "*Doket Pengeposan Mel Frangki*". Then, this form will be kept in a file. Besides that, I also prepared consignment note for letters that will be collected by *Poslaju*. I filled in the address of the sender and the receiver of the letter in a consignment note. After that, I also keyed in invoice data and poslaju courier that have arrived into the system, Management Utilities and Service Application system.

2.6.1 Reflection of Week 6

During this week, I learned to use frangki machine to print the postage stamp on a letter. While I was doing this, I needed to be careful when recording the details of frangki machine because it involved meter credit. In other words, it involved money. Other than that, I also needed to be careful while writing the sender's and the receiver's address on consignment note so that the letters will be posted to the right person or organisation.

2.7 Week 7

I was rotated back at Registry Unit on week 7. When I was in Registry Unit, the first thing that I needed to do was to arrange and keep letters or documents into file according to its category. After I have done filing, I went to the stack room to get boxes of closed files that have not been registered yet into CFLAT. So, I registered the closed files into CFLAT based on the availability of location in the stack room. Then, I kept 5 files in a box and labelled the box with a template label box. The boxes were then being kept into the stack room. On this week, I also participated in Makerspace activities. This activity was held for the Anugerah High Performance Team. During this activity, all of the practical students were required to play with Three Doodler. And the objects that created with Three Doodler were then being shown to the panels from *Jabatan Ketua Menteri*.

2.7.1 Reflection of Week 7

I have learnt that it is important for an organisation like Pustaka to have a system that can keep records for closed files. This is because, when any staff wanted to check closed files for reference, it will be easier for them to search for the closed files in the stack room. Moreover, while we created object with Three Doodler, I learned that teamwork is important because we can share ideas on which object should be created.

2.8 Week 8

Week 8 was the last week of my practical training. I was rotated back to the Reception Counter. I keyed in invoice data as usual. However, due to the server down, the Management Utilities and Services Application could not be used. So, I have to key in the invoice data manually. I used Microsoft Word and printed the list of the invoice. As the server was down, the courier items also could not be keyed in into the system. So the update on the items will be informed to the staffs through their email.

2.8.1 Reflection of Week 8

Patience is important especially when we are doing a lot of works. When the server of Pustaka was down, all of the works needed to been done manually. So, a lot of patience is needed while I was doing the work. We need to know how to manage the tasks given so that we will not be stressed out.

2.9 Conclusion

This chapter sums up everything that I have learnt during my practical training. By explaining the tasks that I have done, it helps me to understand and memorize the task and skills during my practical training. Thus, I rationalized them since I have been assigned to two different units which are Registry Unit and Reception Counter. Most importantly, the tasks that were given to me are related in my studies and syllabus in administrative science and can be used in future working life.

CHAPTER 3

ANALYSIS OF PRACTICAL TRAINING

3.0 Introduction

In this chapter, it describes the analysis of practical training and specifically focuses on one area of task as covered in practical training handbook. It also reflects the definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and reflection for each week given under chapter 2, it shows that my practical training experience was more focused on the job of being administrative and was practices at Registry Unit and Reception Counter

3.1 Task Analysis

I have completed several types of responsibilities that have been assigned to me during my practical training such as filing, key in invoices, answer phone calls and et cetera. However, I will be focusing on filing system in this chapter as it was the most core job that had been given to me by my supervisor.

3.2 Filing System (Bell & Bell, 2018)

As a primary source of information, all office records need to be preserved for future reference. Filing serves the purpose of preserving records in all offices. Documents and papers are filed and made available on requirement. Filing is the process of organising the correspondence and records in a proper sequence so that they can be easily located. The term filing may be defined as the process of so arranging and storing original records or copies of

them, that they can be readily located when required. In other words, filing is the process of arranging and storing records so that they can be easily located. It involves placing of documents and papers in acceptable containers according to some predetermined arrangement so that any of them when required may be located quickly and conveniently.

Filing means keeping documents in a safe place and being able to find them easily and quickly. Documents that are cared for will not easily tear, get lost or dirty. A filing system is the central record-keeping system for an organisation. It helps you to be organised, systematic, efficient and transparent. It also helps all people who should be able to access information to do so easily. It is always a pleasure when someone looks for something and is able to find it without difficulties. In our organisations we work in groups. We received and sent out documents on different subjects. We need to keep these documents for future reference. If these documents are not cared for, we cannot account for all our organisational activities. Everyone who needs to use documents should know where to get them.

An organisation file documents that are sent by other people or other organisations. They also file records of all their organisational activities. These can be letters, memos, reports, financial records, policy documents, et cetera. The process of filing depends on how busy the office is. In very busy organisations, filing is done at least every day and usually first thing in the morning. In a small or less busy office filing will be done at least once or twice a week. In day to day business operation many documents are received, sent out and created. These documents play a very important role in business operation and for taking some decisions. So, such documents should be preserved to obtain at the time of need. For that a filing system is developed in every organization.

Hence, filing is the process of systematic and scientific preservation of official document for future reference or evidence. It is putting the documents, letters, et cetera into a file. It is a scientific and systematic process of saving important documents for future reference. Filing is the memory of any organization.

3.3 Purpose of Filing System (Chimoriya, 2018)

3.3.1 Collection and classification of documents

This is the first objective of filing. An office receives and sends a large number of documents from internal and external sources every day. They can be reports, vouchers, bills, contracts. So, these documents should be classified into various categories on the basis of their nature and importance.

3.3.2 Preservation of documents

After the collection of data another purpose of filing is to preserve the documents for future reference. Filing provides protection to all the important documents from rats, insects, dust, water and from dishonest staff of the company as well.

3.3.3 Systematic arrangement of documents

The purpose of filing is to arrange all the documents in scientific and systematic order in proper drawers, racks and cabinet, so that when it is required it can be obtained without any difficulty and delay.

3.3.4 Provide proof

Several transactions take place concerning different subjects matters in an organization. Filing serves to settle misunderstanding and disputes between the business organizations and

the different parties such as the government, customers, other business organization etc. Then the preserved documents can be presented as proof whenever they are required.

3.3.5 Rapidity in office work

The objectives of good filing system are to make rapidity in official work. If the papers, documents, information and materials are properly filed, they will be easily found whenever needed, which helps in quick performance of an official work.

3.4 Importance of Filing System (Chimoriya, 2018)

3.4.1 Protection of records

Filing protects the records by keeping it in safe cabinets and drawers so that important documents can be preserved from rats, insects, water, sunlight, dust and some time from the dishonest staff of the office as well.

3.4.2 Helpful in setting disputes

Filing is important for setting disputes between the contracting parties. A document related to the agreement will be required to show the evidence. The records may be presented in a court of law in case of legislation. Nobody can deny the facts and figures given in the documents.

3.4.3 Ready reference

Previous records are generally needed for future reference. So, filing makes the documents immediately available at required time. The records will be made available only if they properly and systematically preserved.

3.4.4 Helps in planning and decision making

Formulating effective plans and taking quick, rational and correct decision in the function of management real and factual data which is available from past records. So, filing is important.

3.4.5 Better control

Filing system is helpful for contracting the business transactions. Modern business transactions are carried on through various documents. Several types of document are received and sent daily. If those documents are maintained under a scientific way naturally management will get great help in evaluating performance and taking corrective action.

3.5 Benefits of Filing System (Bowers, 2017)

3.5.1 Control over the Organization and the Expansion of the Database

A filing system can be organized in many ways, depending on the specific needs of the company and the volume of available documents. Document types, organizational method of preference (alphabetical, chronological, by department, et cetera.) will all play a role in having full control over the database. When the right filing method is chosen, the organization will have full control over the documents and there will be sufficient room for the expansion of the database. A good structure allows the volume of data to grow without causing confusion, errors and difficulties in terms of maintaining order and accessing files effortlessly.

3.5.2 Regulatory Compliance

Convenience is not the only factor to consider when putting together an office filing system. Regulatory compliance is very important for organizations, regardless of their type or the

industry that they operate in. There are strict document management rules when it comes to maintaining records and ensuring the safety of sensitive information. A good office filing system ensures this regulatory compliance. Regular checks do take place and companies are required to provide access to certain document types. If a failure occurs during this check, the organization could suffer serious fines due to the lack of compliance.

3.5.3 Ensuring the Safety of Important Information

Both digital and traditional office filing systems should ensure the safety of sensitive data. Important records can be protected in a number of ways. A locked cabinet is the simplest example. A digital filing system may feature encryption, password-protection and multiple levels of access allowing solely specific individuals to reach the most sensitive company data. The right system maximizes the safety of crucial documents. This way, corporate secrets can be protected and an organization can also reduce the risk of litigation or potential penalties.

3.5.4 Protecting and Building Upon Company Knowledge

The records of an organization can play an incredibly important role in the future. A good office filing system is the tool required to preserve knowledge and crucial structural information. Company decisions and structural changes can produce the best results when they're based on facts and figures. A good office filing system preserves the important information and builds upon it through the years. In essence, it tracks the development of the organization, holds evidence of failure and success. The system allows members of the organization to build upon the knowledge that has already been accumulated through the years.

3.5.5 Reducing the Cost of Document Storage

The right office filing system reduces the cost of document filing and maintaining an extensive database. The document filing needs of every organization are highly specific. This is the main reason why a tailored, flexible solution should be sought to boost practicality and reduce the cost of management/document disposal. Handling documents can be very expensive due to the human resource, storage space, safety features and software required. Many of these costs can be cut or minimized significantly through the selection of the right system. The loss and reproduction of records can also be quite costly and a good system can also be used to eliminate this risk.

3.6 Components of Filing System (Bowers, 2018)

3.6.1 The Finder

The whole purpose of a filing system is to provide a method for finding a specific document among many. No matter if you are managing hundreds of thousands of records for a large company or simply organizing your personal documents, you need a way to quickly find the one you want. The Finders are the indexing element of your filing system. They are what identifies each file, and give it its own unique place in the filing system. Indexing methods range from simply writing names on folder tabs to computer-generated strip labels complete with names, numbers, colour codes and bar codes for electronic tracking. In most cases, filing systems are either indexed alphabetically by a file name, or numerically using an account or transaction number. Both indexing methods work well and your choice depends on the types of records you use, and how they are used.

3.6.2 The Keeper

Keepers are what you keep your documents filed in. More than just a folder, the keeper serves as the individual storage device for documents, and is the central unit of the filing system. In its simplest form, a keeper may be a manila file folder with a name on it. But keepers can do much more to help users find information within the file itself. Fasteners and dividers can sort papers into categories, keep them secure and in proper sequence. Coloured folders within hanging files can group records for quick reference. Expanding pockets can hold lots of bulky paperwork. The colour of the file itself can be used to signal different types of records. Look at the kind of documents you use, and choose a keeper that enhances your work processes and saves you time.

3.6.3 The Storage

Your choice of filing equipment has a significant impact on the effectiveness of your filing system. Standard vertical file cabinets are fine if you have a relatively small amount of files that you want to keep near a desk. Lateral file cabinets provide a little better access and use less space. Large filing systems are most efficient when stored on file shelving with keepers whose tabs are on the side instead of the top. Shelf filing systems make the best use of office space, provide the fastest access to records and are the least expensive to set up and use.

3.7 Types of Filing System (Bhim Chimoriya, 2016)

3.7.1 Traditional filing system

Traditional filing system were used at the beginning stage of office management. When the scale of business was small and numbers of documents were limited, in spite of being old they are still in practice in small business organization. Some important old filing system are discussed below:

i. Wire or spike filing

It is the oldest and the cheapest methods of filing system. Under this method, a thin steel rod, about one foot long, is used from upper end to form a hook and the bottom end a wooden or plastic disk is fixed to act as stopper. All incoming are threaded in order of date. The hooked wire is usually hung on a nail fixed on the wall or is placed on the disk. It is used to keep temporary type of documents.

ii. Pigeon hole filling

Another old method of filing is pigeon whole system. In this method, an almirah with several holes which can be seen just like pigeon holes is used for filing of letters. Each hole can be labeled with one or more alphabets or numbers as per need. Letters and records can be kept inside the hole in accordance with the alphabetical or numerical order. It can be used for daily inward mail of different departments. Under this filing system almirah with 24 compartments have been used.

iii. Card Board Filing

In this card board filing system, a thick card board is used. There will be cover paper on both sides of the cardboard. All the letters and documents will be kept inside the cardboard which will be covered by the cover paper and duly tied with the lace or thick thread. Different types

of documents can be filed in separate cardboard files. These files can be stored in the cupboard for safety. These types of filing system are suitable for small business.

iv. Box Filing

Box files, as the name suggests are made in the shape of box which is 3 to 4 inches deep are used for filing papers. "The boxes are fitted with spring clip to hold the papers down in their proper places. Sometimes papers may be placed in manila folders which may be kept in the box." Documents are filed chronologically. Separate boxes can be used for each subject. Since documents are kept in box so, it is called box filing.

3.7.2 Modern Filing System

3.7.2.1 Horizontal filing

Under horizontal filing, the papers are inserted in files or folders which are kept drawers in horizontal position as on upon the others. The papers are filed in the folders in chronological order. As files are placed one above the other, there may be some difficulty in tracing the files whenever required. To avoid this each file is allotted a number and an index is prepared. When a file is removed for reference, a guide card about its movement is kept in its place.

i. Flat files

These files are made of cardboard or thick paper. A separate cover is allotted to each subject or customer, which contains all the relevant correspondence and documents. The letter received, letter and invoices posted and other relevant documents get filed in chronological order. A letter or a document need to be filed at more than one place, the necessary number of copies is to be made of and filed in each relevant file. The flat has metal hinges which are inserted into the holes which are punches with the punching machine.

ii. Arch level files

There are strong cardboard folders containing strong metal arches, which can be levered with a double spring arch. If a paper has to be inserted, it is punched with two holes, the lever is moved upwards which will open the springs of metal arches and after inserting the paper, it can be pressed down. The papers in the file lay flat, one upon the other. This system facilitates alphabetical division, which is affected by the insertion of thick cards at suitable places.

3.7.2.2 Vertical Filing system

This is the most modern system of filing. Under this method the files containing papers are placed vertically or in a standing upright position. Papers which are to be filed are firstly put into folders and the folders are placed in drawers of cabinets of suitable size and design in alphabetical and numerical order. Thus, the equipment under vertical filing consists of folder and cabinets.

i. Suspension filing

Suspension filing is an improved form of a vertical filing. Under this system folders, which have hinges instead of being put in the drawers are kept suspended vertically from metal railings fitted on the upper side of drawers. The top of each folder is made of metal sheet. Front side of sheet is used for pasting title paper slips. These paper slips exhibit title of the correspondence contained in that folder. Titles of all files thus can be viewed without touching the folders, it becomes like a visible system.

ii. Lateral filing system

Lateral filing is a variation of the suspension system of filing paper after being put in inter connected folders which have hooks are hung in wardrobes. It is the method of sorting files side by side. The top of the folders are fitted with title indicators which be adjusted for the required angle of vision. Lateral filing is ideal where space for filing is limited because no space is needed for opening the drawers. Lateral filing cupboards or racks can be built up as high as the ceiling of the room. It saves floor space, gives greater visibility and affords facility of quick reference.

iii. Open shelf filing

Open shelf filing is commonly used in libraries for housing books in open shelves. Under this method, files are kept vertically in the open shelves. It may be added that open shelves may also be used for keeping the file horizontally. Open shelf filing offers almost all the advantages of literal filing. Open shelves are more economical because shelves are cheaper and they accommodate more files. Open shelves may be made up to the height of ceiling. If the shelves are very high ladders may be used for keeping and removing the files. The main limitation of the open shelf filing is that it requires a dust free area in order to protect the life of the records.

Therefore, in Pustaka, they are using modern filing system which is the vertical filing system to store the active files. Documents that need to be filed are firstly put into folders and the folders are placed in drawers of cabinets. Then, the files will be arranged according to its own category so that the workers will be able to identify the files easily.

3.8 Conclusion

In a conclusion, filing system plays very important role in an organisation. Filing system should not be under-rated since it promotes efficiency and effectiveness of office activities and operations. The efficiency and effectiveness of every office work basically depend on the systems of filing and indexing that have been put in place. A poor filing system may lead to loss or misplacement of records and documents. When there is poor filing in an organisation, it can bring about malfunctioning of other departments, sections or units. Therefore, a good filing system is a facilitator to quick references and retrieval of documents and records.

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter explains on the strengths and weaknesses of the task given as mentioned in chapter 3. Other than strengths and weaknesses, this chapter also provides solutions that may help to improve the filing system in Pustaka Negeri Sarawak.

4.1 Strengths of Filing System

At Pustaka Negeri Sarawak, their filing system are using both manually and online filing system. Filing a document manually is where the documents will be kept in a file physically. Files that are active will be kept in Registry Unit. So, any documents that is sent by other person or other organisation will be updated by the employee daily. The documents may come from the organisation itself as it will become a proof for future references. Besides that, online filing is where the same documents will be scanned into computer and will be keyed in into a system named, Correspondence and Case Tracking Unified System (CACTUS). The purpose of the online filing is because it is easier for an employee to refer to any file instead of searching for the file physically. As for a file consist of documents that has already reached the thickness of 1inch or 3cm, it will be closed. Before the file can be closed, the responsible employee will ensure that all the documents including letters and attachments are complete and tally with all the documents in CACTUS. Then, the file will be stamped as closed file.

Another strength of filing system in Pustaka is they have a system named Closed Filed Listing and Tracking System (CFLAT). The purpose of CFLAT is to identify the location of closed files that will be kept or are being kept in stack room. A file that is closed will be registered into CFLAT based on the location availability in stack room. The location in the stack room and in CFLAT must be the same so that any employee who wanted to borrow the file for reference in future can search for the file easily. Moreover, employee who wanted to borrow a closed file which already being kept in stack room, the employee could just go through CFLAT and search for the name of the file. CFLAT will show the location of the file located in stack room. This CLAT system is very useful as it can minimise the time required to search for the file and it helps to show the location of the files kept in the stack room.

Next, the strength of filing system in Pustaka is that they classified files into several categories. For example:

- 100 – *Pentadbiran*
- 200 – *Bangunan & Harta (Aset)*
- 300 – *Kelengkapan & Bekalan*
- 400 – *Kewangan*
- 500 – *Sumber Manusia*
- 600 – *Sektor Perkhidmatan Perpustakaan*
- 700 – *Sektor Depositori*
- 800 – *Bhg. Penyelidikan & Pembangunan*

Therefore, every file was registered in CACTUS and CFLATS were based on their own category. The purpose of classifying those files is to ease every employee to search for the files without wasting their time. So, every time an employee wanted to search for active file online, the employee could just log in into CACTUS and search for the files according to its category. They do not have to waste their time to search for the physical file because every document that was kept into a file will be uploaded into CACTUS. Moreover, by classifying these files into its own categories, it can reduce any misplaced documents and to prevent the documents to mix with other documents. Hence, the files were being organised systematically.

Lastly, all of the closed files were kept in the stack room. The purpose of keeping those closed files in the stack room is because to prevent the closed files from being damaged or misplaced. The temperature of the stack room is very cold, dry and centralised in order to prevent from the room from humidity. This is because, when the files are not being kept properly in a certain temperature, it will cause the files to be damaged, rusty due to the metal ring file and also being dusty. Besides, the stack room can only be entered by certain employees. Not all of the employees are being given the access to the stack room. This is to prevent any important files are being taken out without permission which will eventually lead to misplace of a file. So, any employees must get permission from other employee that has the authority over the stack room first before they wanted to borrow out any of the closed files.

4.2 Weaknesses of Filing System

Every filing system has its own strength, therefore it also has its weaknesses. One of the weaknesses of filing system in Pustaka is they do not have colour coding files. These files may have been classified into its own category. However, they do not classify these files into several colour. For closed files, they may not be a problem because they are being put into a box and being kept in stack room. As for the physical active files, they usually being kept into active compactus in Registry Unit. So, when we wanted to searched for the files, we will have to search according to its category first. This may lead to waste of time by searching it one by one. As for an intern like me, it was hard for me to search for the files for the first time because I got confused that all the files were using the same colour coding. It is important to categorise the files into several colour to prevent from confusion and also waste of time to search for the files.

Another weakness of filing system in Pustaka is strictness of borrowed files. It means that some employees do not get any permission or inform the authorised employee to borrow either active files or closed files. For the active file, they may not get for permission nor to inform the authorised employee that they wanted to borrow for the files. So, when it is time for the file to be closed, the file could not be found in active compactus. The process of closing file will have to be postponed until the borrower return back the file. However, as the borrower did not inform to the authorised employee, it will lead to another problem. As for closed files, there is a form where any employee who wants to borrow the file need to fill in their name first. However, certain employees do not follow the procedure of borrowing closed file. They will just take the file without writing their name in the form. This will lead to misplace of file if the employee did not return the file back into the stack room.

Last but not least, the weakness of filing system in Pustaka is incomplete document. This usually happened when a file needed to be closed. Before the file can be closed, all the documents will be evaluated by referring to the CACTUS. This is to ensure that all the documents and attachments are the same in the CACTUS. The documents will then being arranged in descending order according to the folio number at the top right of the document. So, when there is missing folio number, we will have to refer to the CACTUS, download the missing document, print it out and place it back into the file. However, there was special case where the document was not being attached into the CACTUS. Therefore, we will have to do a remark and inform the employees involved that there was no copy of document received but the attachment will be filed as usual. So, the preview will be printed and placed in the file to replace the missing folio number. This practice will lead to waste of time as the employee will have to do another tasks to search and replace the missing document.

4.3 Recommendation

During my experiences of practical training at Pustaka, I would like to suggest some recommendations that can be done in order to improve or minimize any circumstances regarding to the filing system. I suggested these recommendations based on the weaknesses as what have been mentioned above.

Firstly, I would like to suggest the files to be classified into different colours in order to improve the efficiency and effectiveness of the file system. We acknowledged that the files have been classified into several categories. However, it will be so much better if the files were being classified into several colours too so that it will ease the employee who wants to search for the files. They will not waste their time as they know which colour of the file that they want to get.

Secondly, improve the strictness of the borrowed files. The authorised employee must ensure that any employee who wanted to borrow the file will need to register their name first. If possible, create a system where the employee can register their name on the system. So, whenever the file is missing or whatnot, we can refer to the system and know who will be responsible for the missing file. Furthermore, the period of time should be given to the borrower to give back the borrowed files. For example, the duration for the borrower to borrow the file is at most 1 week or 2 weeks. This is to prevent the file from going missing or misplaced.

Lastly, to ensure that all documents or attachments are being updated into CACTUS as soon as the documents were received in hand. The responsible employee should update the documents right away so that when it is time for the time to be closed, they will not have to waste their time by repeating the same procedure in order to search for the missing documents.

4.4 Conclusion

In conclusion, a proper filing system is very important as it will measure the effectiveness and efficiency of an organisation. Every employee should be responsible in managing their tasks so that the organisation will not face any problems and can run smoothly. The strengths and weaknesses of the organisation depends on how the personnel handle their tasks. Weaknesses of an organisation can be minimized as long as every employee plays their role properly. Therefore, Pustaka Negeri Sarawak have more strengths as their management are being organised properly. They only have several weaknesses which can be easily improved.

CHAPTER 5

CONCLUSION

5.0 Introduction

I was given a chance by Pustaka Negeri Sarawak to experience the real working environment for approximately 8 weeks. Even though it was such a short time, but I have received many experiences and gained new knowledge. I also can apply my tasks based on what I have learned from my previous subjects in UiTM Kota Samarahan. I have done all the tasks smoothly with the guidance from my supervisors and other employees at Pustaka. Without their full guidance, I may not understand on how to manage my work properly. I have been taught on how to use scanner, photocopy machine, frangki machine and other equipment. Mostly, I have been given a chance to go through the system of Pustaka such as CACTUS and CFLATS. Therefore, I learned to do proper filing in organised way. By having teamwork spirit, it increased my level of confidence in working environment.

5.1 Chapter 1

In this chapter, it explained on the background of Pustaka Negeri Sarawak. During my internship at Pustaka, I have learned a lot about Pustaka. I have known their objectives, vision, mission and roles of every sector. Pustaka is known as the largest libraries in Sarawak, it is a major information resource centre and as the hub of information services for the public and private sectors. Besides, Pustaka also link with libraries, archives and information centres elsewhere in Sarawak and throughout Malaysia. The environment of Pustaka is very comfortable as the facilities are complete. It is truly a place for learning and reflecting with its beautiful environment where it has a park that includes a lake, a

playground, picnic areas, scenic drive, art exhibitions, areas for public performances and also flower gardens.

5.2 Chapter 2

This chapter discussed the flow of tasks that I have done during my 8 weeks of practical training. This chapter consists of description and types of tasks that were given to me. Most of the tasks given to me were related to my field which is in Administrative Science. I have gained a lot of experiences during my practical training. Besides on gaining experience of managing tasks, I also learned the culture that is being practiced in the organisation. Lastly, everything that I have learned in class, I managed to apply it on every task that I handled at Pustaka.

5.3 Chapter 3

Chapter 3 shows the relationship between the theories that have been learned in class and the tasks that were given to me. During practical training, I identified which tasks that I have done the most which is the filing system. I know the procedure of filing starting from opening a new file until closing a file. It must be done properly to prevent from any mistakes. Filing document in an organised way will help employee to search for the file needed easily without wasting their time. Practical training gave me a lot of working experience and this experience can be used in my future working environment.

5.4 Chapter 4

This chapter discussed the strengths and weaknesses of filing system in Pustaka. Besides managing a manual filing system, Pustaka has CACTUS and CFLATS to manage their filing system online. They also have stack room where they can store closed files. It became the strength of their filing system as they keep their documents both physically and online. If any of the files is missing, they can still refer to CACTUS and print out the copy of the files. They can also use CFLAT to identify the location of closed files that are being kept in stack room. Whereas, as for their weaknesses, they do not use colour coding to differentiate their files which may lead to confusion. They also are not being that strict when other employees wanted to borrow the files. Moreover, this chapter also discuss some recommendation that could help Pustaka to improve their effectiveness and efficiency of filing system.

5.5 Conclusion

In short, every chapter in this report has reflected its own purpose. It helps to have a better understanding on the organisation as well as the tasks given during practical training. It also discussed the main task that have been done by doing analysis and application of theory as what have been learned in class. This summary is a statement of how a trainee concluded her tasks in the organisation. It gave me a lot of experience and knowledge throughout the practical training. I hope that I can be a better employee when I face my real job in the future.

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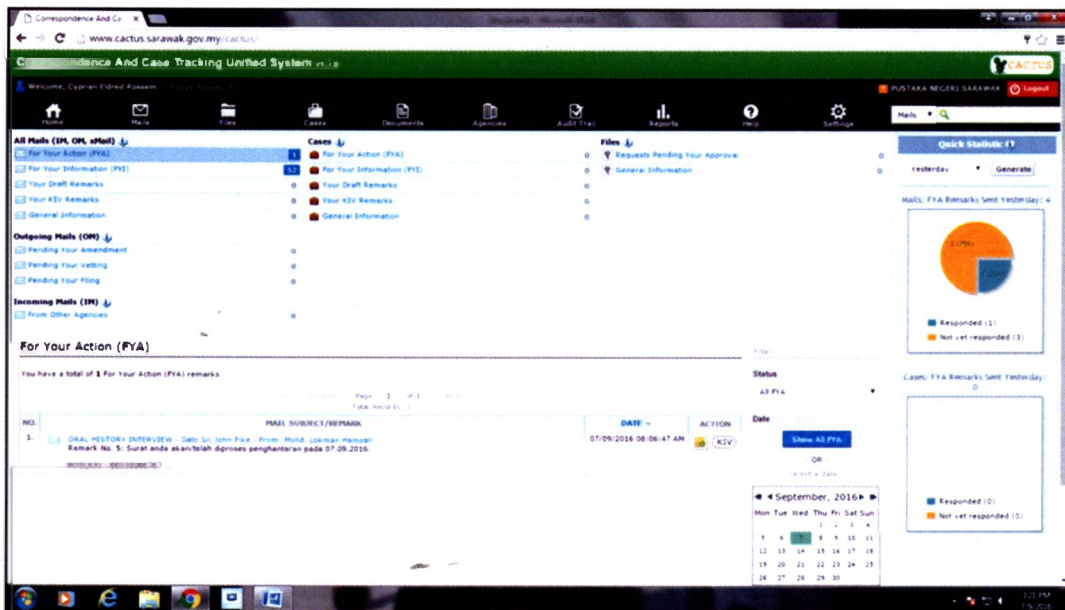
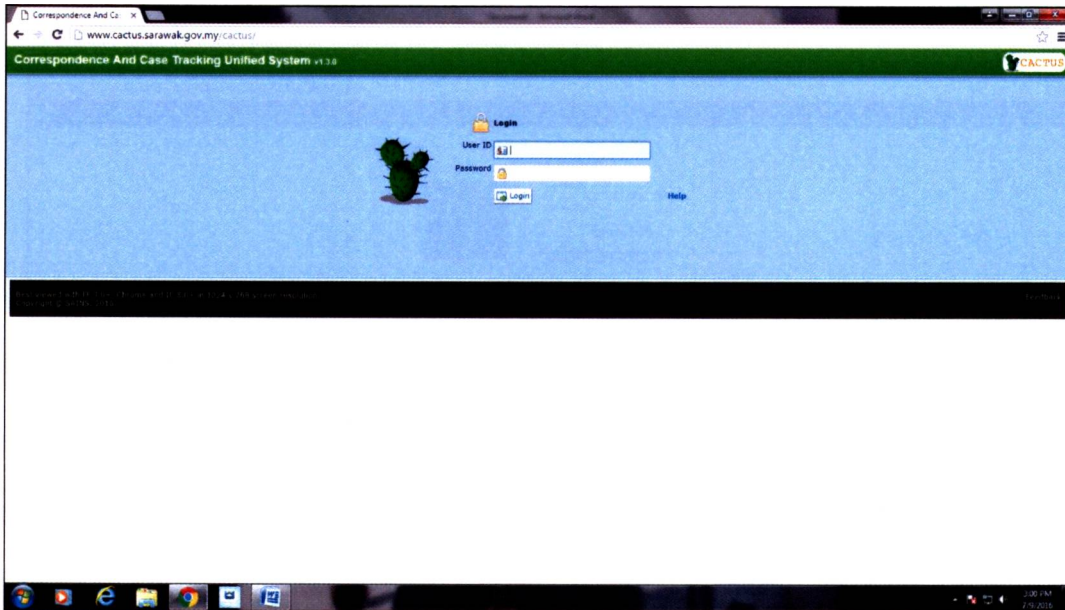
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APPENDIX

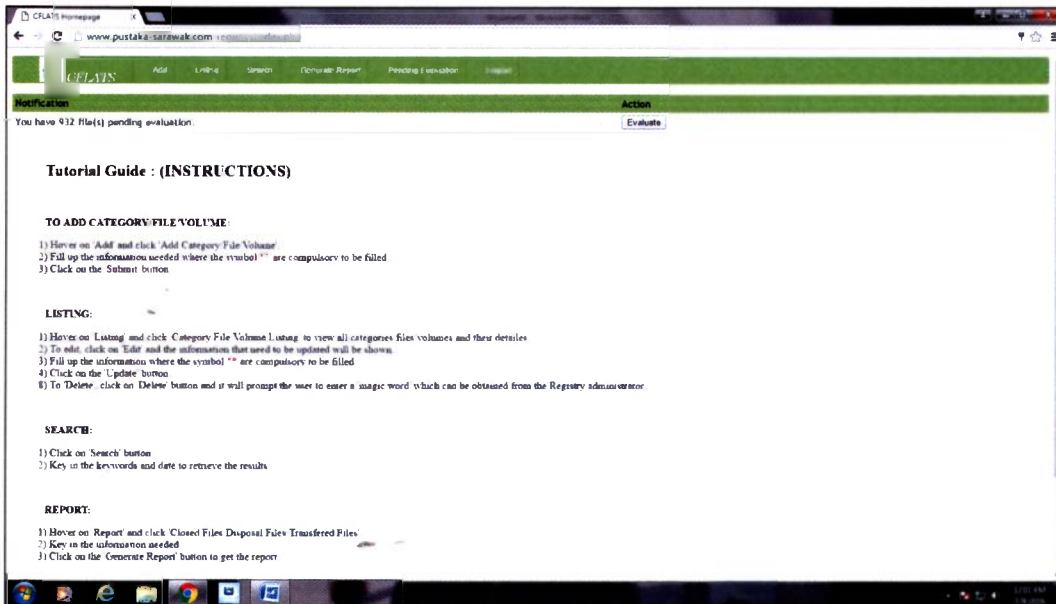
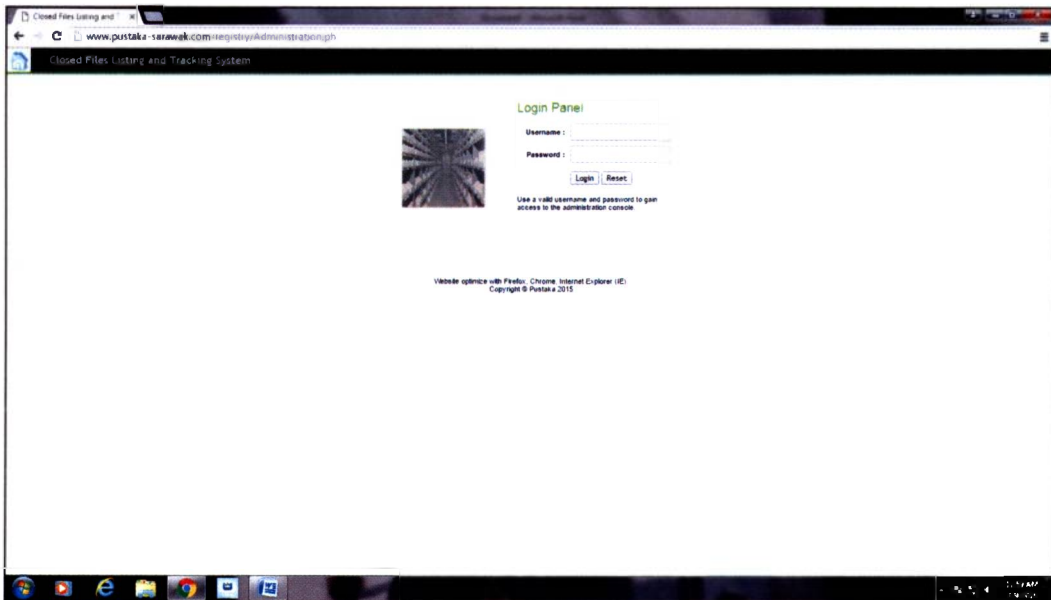
Pustaka Negeri Sarawak

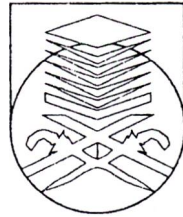


Correspondece and Case Tracking Unified System (CACTUS)



Closed Files Listing and Tracking System (CFLATS)







UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK


**PRACTICAL TRAINING
LOG BOOK**


1. Student's Name : Nurul Yasmin Binti Musadad
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8. Place of Training : Pustaka Negeri Sarawak
9. Name of Supervisor In-Charge : Nur Asirkin Binti Ahmad
10. Duration of Training
From : 23 July 2018 To : 14 September 2018


FOR OFFICE USE ONLY :


11. Remarks : [Dean / Course Tutor]

Date	Exact Nature Of Work Done	Supervisors Remarks
24/7/18	<ul style="list-style-type: none"> • Report duty to Human Resource Department - Briefing on rules, procedure, job attire by Puan Siti Munirah - Register thumb print for staff entrance access. - Encik Cyprian and Encik Lokman explain on what to do on daily tasks and how to complete the tasks. - I am being attached under Corporate Communication Department, specifically at Registry Unit and reception counter - Therefore, I will be rotated at Registry Unit and reception counter weekly. 	<p>Nur Ashikin Binti Ahmar Setiausaha Pejabat N2 Pustaka Negeri Sarawak.</p> 
25/7/18	<ul style="list-style-type: none"> • Key in invoice data in Management Utilities and Service Application - The data of the invoice are consist of the supplier's name, number of invoice, date of invoice and the amount of the invoice. • Key in any couriers sent by Poslaju, Gdex or Citylink into Management Utilities and Service Application - - The information of the courier will be sent to the owner who are the staffs of Pustaka Negeri Sarawak itself through mail. - The purpose of the mail is to inform the staff that their item was arrived. 	<p>Nur Ashikin Binti Ahmar Setiausaha Pejabat N29 Pustaka Negeri Sarawak</p>  <p>Good job & able to cope up.</p>

Date	Exact Nature Of Work Done	Supervisors Remarks
27/7/18	<ul style="list-style-type: none"> Learn on how to use frangki machine <ul style="list-style-type: none"> The purpose of frangki machine is to print a stem for each letter that need to be post by Poslaju. 	<p>Nur Ashikin Binti A' Setiausaha Pejabat N Pustaka Negeri Sarawak</p> 
	<ul style="list-style-type: none"> Learn on how to prepare consignment note for letter that need to be post by Poslaju. <ul style="list-style-type: none"> Fill in all information such as sender and receiver address, date and Pustaka Negeri Sarawak account number. Fill in the Poslaju postage contract form. The copy of consignment note will be attached to this form and will be kept in a file for future reference. 	<p>Sangat Memuaskan!</p>
	<ul style="list-style-type: none"> Key in invoice data in Management Utilities and Service Application. 	
	<ul style="list-style-type: none"> Key in couriers in Management Utilities and Service Application. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
30/7/18 until	<ul style="list-style-type: none"> Attending staff Assembly <ul style="list-style-type: none"> Staff assembly will be held monthly 	
3/8/18	<ul style="list-style-type: none"> During staff assembly, the CEO, Puan Nur Rashidah Bdnassari will discuss with all 	Ashikin Binti Ahmat Setiausaha Pejabat N29 Pustaka Negeri Sarawak
	<ul style="list-style-type: none"> of the staffs regarding to the budget of Pustaka Negeri Sarawak and anything that are related. 	
	<ul style="list-style-type: none"> Learning on how to use fax machine, scan to computer and photocopy. 	
	<ul style="list-style-type: none"> Arranging and keeping letter into its file according to its own category <ul style="list-style-type: none"> For example: 100 - Pentadbiran 500 - Sumber kemanusiaan 400 - kewangan 	
	<ul style="list-style-type: none"> Encik Lokman teach on how to receive incoming and outgoing email and how to respond to the email. 	
	<ul style="list-style-type: none"> Ensure the letter received is checked and to be generated. 	
	<ul style="list-style-type: none"> Then, write down the CACTUS series id and reference number at the bottom right of the letter. 	
	<ul style="list-style-type: none"> As for the closing files, the date of the first and last document will be written down in front of the file. 	
	<ul style="list-style-type: none"> All the documents will be arranged descendingly before register in CFIAT. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> After the files being evaluated, all of them will be kept in a box. 	
	<ul style="list-style-type: none"> - Each box consists of 5 files. 	Nur Ashikin Binti Ahma. Setiausaha Pejabat N29 Pustaka Negeri Sarawak
	<ul style="list-style-type: none"> Then, each box will be registered in CFLAT based of the availability of location in stack room. 	
	<ul style="list-style-type: none"> - Each box will be labeled with its location in stack room, files name, year and file series number. 	Sangat
	<ul style="list-style-type: none"> - The label is known as template label box. 	Memastikan dan boleh dipertingkatkan!
	<ul style="list-style-type: none"> Lastly, the boxes will be send to the stack room to be kept. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
6/8/18		
UNTIL	<ul style="list-style-type: none"> • Being rotated at the reception counter. 	
10/8/18		
	<ul style="list-style-type: none"> • Encik Cyprian teach on how to answer phone calls from outsider and also calls from the staff of Pustaka Negeri Sarawak. <ul style="list-style-type: none"> - A list of extension number of the staffs is given as reference. So, when a person wants to talk to one of the staff, they will be transferred to the extension number. 	<p>Nur Ashikin Binti Ahmad Setiausaha Pejabat N29 Pustaka Negeri Sarawak</p>  <p>Good job!</p>
	<ul style="list-style-type: none"> • For those staffs who are going to travel on work purpose, their flight details and hotel accomodations will be key in in Management utilities and services application. <ul style="list-style-type: none"> - the total amount of money spent will be counted and passed to the finance department. 	
	<ul style="list-style-type: none"> • Key in invoice data in management utilities and services application. <ul style="list-style-type: none"> - These data will be printed in a list and the list will be sent to finance department to be processed. 	
	<ul style="list-style-type: none"> • For every poslaju items that have arrived, the details will be key in into management utilities and service application. <ul style="list-style-type: none"> - This is to inform to the owner that their item has arrived. - These poslaju items also known as courier. 	

No:.....

UNIT LATIHAN & PEMBANGUNAN SUMBER MANUSIA

Borang Permohonan Cuti

(Pelajar Praktikal)

DI ISI OLEH PEMOHON

Nama : Nurul Yasmin Binti Musadad No. Fail : () PUSTAKA/ /

Jawatan : Pelajar Praktikal Gred Gaji : _____


Bahagian : Korporat Komunikasi Tarikh : 20/8/2018

Jenis cuti dipohon : Tahunan / Kecemasan / Luar Biasa / Tanpa Rekod (cuti gantian atau lebih masa)

Jumlah hari dipohon : 2 hari mulai 23/8/2018 hingga 24/8/2018


Sebab-sebab bercuti : urusan keluarga

Tarikh terakhir cuti yang pernah diambil: _____


Tandatangan Pemohon

DI ISI OLEH UNIT PENGURUSAN SUMBER MANUSIA


KELAYAKAN CUTI PEMOHON

Tahun	Cuti terkumpul dibawa ke hadapan	Jumlah cuti dipohon	Baki cuti	Tandatangan Pegawai Unit Pengurusan Sumber Manusia
2018	5	2	3	

Catatan (jika ada) : _____


SOKONGAN DAN KELULUSAN


Disokong / Tidak disokong



(Penyelia Praktikal)


Dilulus / Tidak dituluskan



Ketua Unit HRD
Tarikh: 20.8.2018Tarikh: 21/08/2018

Date	Exact Nature Of Work Done	Supervisors Remarks
20/8/18 until	<ul style="list-style-type: none"> Being rotated at Registry Unit 	<p>Nur Ashikin Binti Ahmad Setiausaha Pejabat N29 Pustaka Negeri Sarawak</p>
22/8/18	<ul style="list-style-type: none"> Arranging and keeping the letter into its file according to its own category. <ul style="list-style-type: none"> The file is stored at the shelves in the Registry unit. 	 <p>Good job!</p>
	<ul style="list-style-type: none"> closing files that has reached 1 inch or 3cm. <ul style="list-style-type: none"> stamp the files as closed files and write down the first and last date of the documents. arrange the documents descendingly and if there is missing document, we have to refer the CACTUS and download the document and place it in the file. After done closing files, keep the files in a box. Each box consist of 5 files. Then, register the file in CFLAT according to the availability of location in stack room. Label the box by using template label box and bring the box to the stack room to be kept. 	<p>managed to finish her task on time!</p>
	<ul style="list-style-type: none"> preparing gifts for IFLA Satellite Meeting <ul style="list-style-type: none"> Folding goodie bags as a gift IFLA satellite meeting is held in Kuala Lumpur 	
	<p>* 23/8/18 - 24/8/18 *</p> <p>- Im on leave</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
27/8/18		
until	<ul style="list-style-type: none"> • being rotated at reception counter 	
29/8/18		<p>Nur Ashikin Binti Ahmad Setiausaha Pejabat N29 Pustaka Negara Sarawak</p> 
	<ul style="list-style-type: none"> • Using frangi machine to print postage stamp for letters that need to be posted. <ul style="list-style-type: none"> - Before using the frangi machine, the meter credit reading must be record first. - The name of the customer and their address, the permit number of frangi machine, the ID number, the date and the credit meter reading after frangi must be recorded as well. - These information will be recorded in a form named 'Doket Pengeposan Mel Frangi' and this form will be kept in a file. 	
	<ul style="list-style-type: none"> • Preparing consignment note for other letters <ul style="list-style-type: none"> - In the consignment note, the details of the sender and receiver's address need to be fill in. - The date, the sender's account number also need to be filled in. - The copy of the consignment note will be attached to Poslaju Postage Contract form and will be kept for future references. - The original consignment note will be stick on the letter that need to be posted by Poslaju. - Later, postman from Poslaju will come and collect those letters. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
	<ul style="list-style-type: none"> • key in invoice data in management utilities and services application - After key in the data, then we need to print it in a list and send it to finance department for the invoice to be processed. 	<p>Nur Ashikin Binti Ahmad Setiausaha Pejabat N29 Pustaka Negeri Sarawak</p> 
	<ul style="list-style-type: none"> • For every poslaju courier that has arrived, the details will be key in into the management utilities and services application. - This is to inform the owner of the item that their courier has arrived. - The message will come out through their email. 	<p>Well done & fulfilled all task given!</p>
	<p>* 30/8/18 *</p> <p>- JM on leave</p>	

Date	Exact Nature Of Work Done	Supervisors Remarks
3/9/18 until	<ul style="list-style-type: none"> rotated back at Registry Unit 	
7/9/18	<ul style="list-style-type: none"> Arrange and keep documents for filing. <ul style="list-style-type: none"> keep the document according to its category such as: 100/5/4/JLD.9 The cactus ID and the series number is written at the bottom right of the document. 	Nur Ashikin Binti Ahr Setiausaha Pejabat N29 Pustaka Negeri Sarawak 
	<ul style="list-style-type: none"> Taking closed file in the stack room. <ul style="list-style-type: none"> These closed file has not been registered yet in CFLAT. Register the files in CFLAT based on the availability of location in stack room. Keep the files in a box and label the box with template label box. Then, the box will be kept in the stack room. 	
	<ul style="list-style-type: none"> using fax machine to fax letters or any documents. <ul style="list-style-type: none"> A list of fax number is given and the documents are being fax to the number given. 	

Date	Exact Nature Of Work Done	Supervisors Remarks
12/9/18	<ul style="list-style-type: none"> • Key in invoice data manually. 	
until	- Due to server down, the management	Nur Ashikin Binti Ahsan
14/9/18	utilities and services application could	Seriausaha Pejabat N29
	not be used.	Pustaka Negeri Sarawak
	- we have to key in the invoice data	
	manually by using Microsoft Word.	
	- After completing the data, the list will	Well done! &
	be printed and pass to the finance	thank you for
	department for the invoice to be process.	your help &
		effort!
	<ul style="list-style-type: none"> • As the server is down, Postaju item could 	Congrats! :)
	not be key in into the management	
	utilities and services application as well.	
	- the item will be informed to the owner	
	through email.	