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PRACTICAL TRAINING REPORT (ADS666)
PEJABAT PENDIDIKAN DAERAH BAU, SARAWAK

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DECLARATION

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



Priscilla Anak Henry Modang

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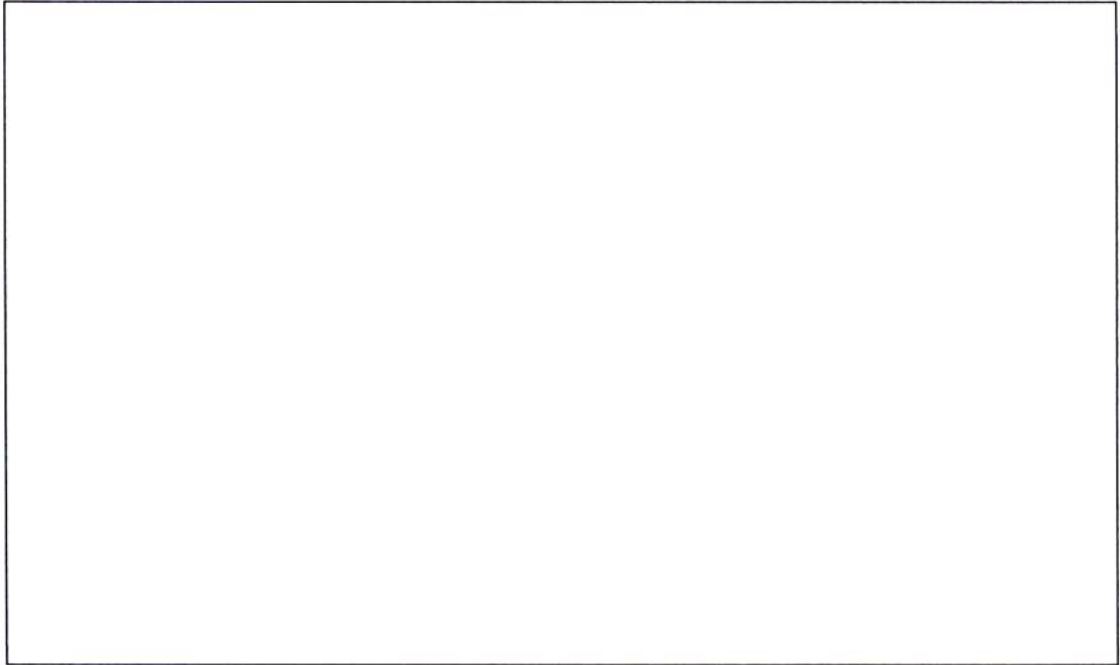
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I have reviewed the final and complete practical report and approve the submission of this report for evaluation.

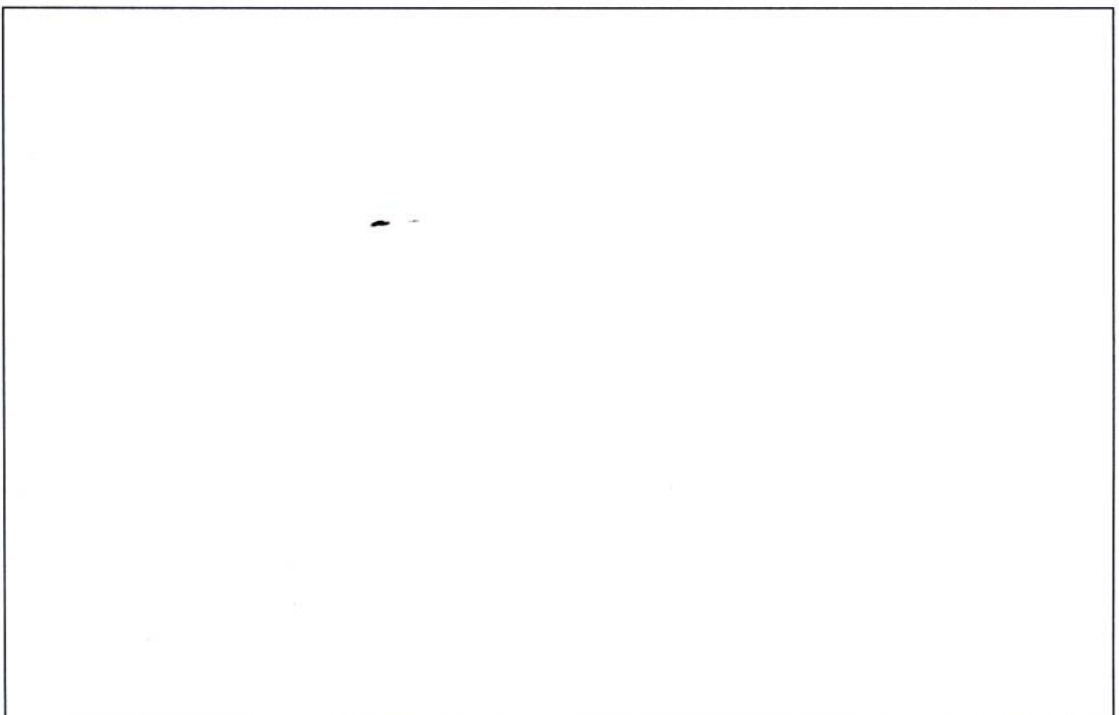
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Supervisor's comment

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CHAPTER 1

INTRODUCTION

1.1 Background of Pejabat Pendidikan Daerah Bau

In the early of establishment, Pejabat Pelajaran Daerah Bau, now known as Pejabat Pendidikan Daerah bau, located and operated through Bau District Council Office because during that time, Pejabat Pendidikan Daerah Bau (PPDB) was under the authority of District Council (Majlis Daerah).

At the end of 1970's, it shifts their operation under one shop called "Industrial Shop" Bau until 1982 near to Shell oil station.

In the year 1982, under Bau District Education Officer, Mr Mathew Teo, this office shift to own building at Jalan Tasik Biru. After Mr Mathew Teo transfer, the position of Pegawai Pelajaran Daerah been shifted by Mr Gabriel Joog until December 1987.

At the end of 1987, Mr Gabriel Joog assign his position to Mr Abdul Rahim Bin Perin who work until Aril 1993 before been ask to Pusat Sumber Pendidikan Negeri Sarawak.

The position of Bau District Education Officer later been assign to Mr Jamali Bin Hussain from April 1993 until August 1994 and been shoulder sash by Mr Johana Bin Nai until August 1997.

In March 199, the position of Bau District Education Officer after that been assign to Mr Micheal Benzi Anak Sepit and been work until Julai 1997 before been ask to assign the same position at Serian District.

In Julai 1997, Mr Alex Saben Anak Nyiong had been appointing as Bau District Education Officer (Pegawai Pendidikan Daerah) until his retirement at

February 2000. His position then been given to Mr Andin Brok@Brooke until November 2003 after he been appoint as Assistant Supervisor (Penolong Penyelia) at Pejabat Pelajaran Gabungan Samarahan which been established due to the restructuring process of Pejabat Pelajaran Bahagian Kuching/Samarahan to Pejabat Pelajaran Gabungan Kuching and Pejabat Pelajaran Gabungan Samarahan.

Begin in November 2003, the position of Bau District Education Office (Pegawai Pendidikan Daerah Bau) has been held by Mr Bihud Apok with the title of Pegawai Pelajaran Daerah Kecil until the end of the year 2009. His position thereafter been taken by Mr Omar Bin Haji Mahli until 2011 only due to his promotion to Jabatan Pelajaran Negeri Sarawak as Ketua Penolong Pengarah. The position then been appoint to Mr Yunus Apok for two years before he receive promotion as Pegawai Pelajaran Daerah Baram in Julai 2013.

Begin in October 2013 until now, the position has been hold by Mr Les Met as Pegawai Pendidikan Daerah.

There are in total of 43 schools under the supervision of Pejabat Pendidikan Daerah Bau. Among that total, 40 is primary school where 31 schools is Sekolah Kebangsaan (SK) and 9 schools is Sekolah Jenis Kebangsaan (SJK). Another 3 is secondary schools that are SMK Paku, SMK Bau and SMK Lake. Below is the list of school in Bau District:

Figure 1.1.1 List of schools in Bau District

No.	School	No.	School
1	SK Apar	23	SK Stass (SKM)
2	SK Atas	24	SK Suba Buan (SKM)
3	SK Bau	25	SK Sungai Pinang (SKM)
4	SK Bobak	26	SK Tembawang
5	SK Buso (SKM)	27	SK Tringgus (Berasrama) – Pedalaman 1
6	SK Grogo	28	SK St John
7	SK Gumbang (Berasrama)	29	SK St Patrick
8	SK Jagoi (Berasrama)	30	SK St Stephen
9	SK Opar	31	SK St Teresa
10	SK Pedaun Bawah (SKM)	32	SJK Chung Hua Bau
11	SK Podam (SKM)	33	SJK Chung Hua Buso (SKM)
12	SK Puak (SKM)	34	SJK Chung Hua Kranji (SKM)
13	SK Sebobok (SKM)	35	SJK Chung Hua Musi (SKM)
14	SK Segong (Berasrama)	36	SJK Chung Hua Paku (SKM)
15	SK Segubang (SKM)	37	SJK Chung Hua Sebuku (SKM)
16	SK Senibong (SKM)	38	SJK Chung Hua Siniawan
17	SK Serabak (SKM)	39	SJK Chung Hua Taiton
18	SK Serasot (Berasrama)	40	SJK Chung Hua Tondong (SKM)
19	SK Serumbu	41	SMK Bau
20	SK Simpang Kuda (Berasrama)	42	SMK Lake
21	SK Siniawan (SKM)	43	SMK Paku
22	SK Skibang (SKM) – Pedalaman 1		

1.2 Objectives

1. To ensure that the principle and philosophy of the National Education were carried out effectively, efficiently and with trust in all level of education management in Bau District.
2. To enhance the quality and the reputation of the education in Bau District in the curriculum, co-curriculum as well as the formation and development of the pure personality.
3. To improve the value of managing in the various level so that it effective and efficient through approach variety philosophy and managing principle that is good and suit with the climate of education.
4. Improve affection towards the knowledge and reading so that can be culture practice among teachers and students.
5. Improve the profesionalisme among the officer, principals, headmasters, assistant principle, teachers and all the staff in managing, knowledge and accomplishment field.
6. Forging bonds of unity and love for the sake of enhancing cooperation between Pejabat Pendidikan Daerah Bau, schools, students and community as a whole.
7. Creating one community in Bau District that is potential, high morale and loyalty through a balanced and comprehensive education.

1.3 National Education Philosophy (*Falsafah Pendidikan Kebangsaan*)

"Pendidikan di Malaysia adalah satu usaha berterusan kearah memperkembangkan lai potensi individu secara menyeluruh dan bersepadu untuk mewujudkan insan yang seimbang dan harmonis dari segi intelek, rohani, emosi dan jasmani. Usaha ini adalah bagi melahirkan rakyat Malaysia yang berilmu pengetahuan, berakhlak mulia, bertanggungjawab, berketrampilan dan berkeupayaan mencapai

kesejahteraan diri serta memberi sumbangan terhadap keharmonian dan kemakmuran keluarga, masyarakat dan Negara.”

1.4 Vision

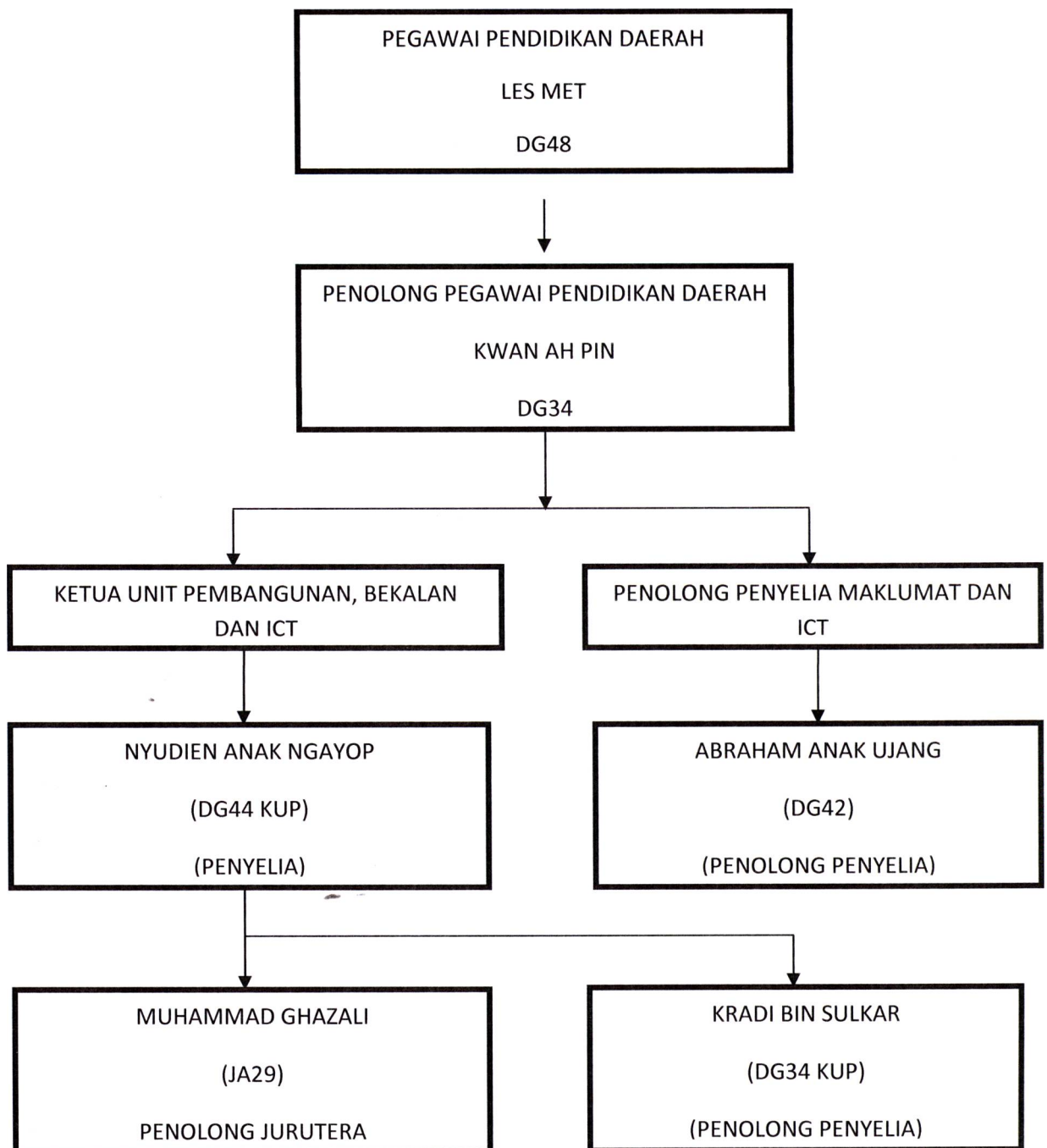
“Pendidikan Berkualiti Insan Terdidik Negara Sejahtera”

1.5 Mission

“Melestarikan Sistem Pendidikan yang Berkualiti untuk Membangunkan Potensi Individu bagi Memenuhi Aspirasi Negara”

1.6 Organisational Structure

CARTA ORGANISASI UNIT PEMBANGUNAN, BEKALAN DAN ICT PEJABAT
PENDIDIKAN DAERAH BAU TAHUN 2015



1.7 Functions of Pejabat Pendidikan Daerah Bau

1. Giving services and profession leadership to the teachers.
2. Supervising, guiding and encouraging the teacher in teaching and learning practice in school.
3. Carrying out staff progress programme for the education and support staff.
4. Forging mutuality and bright partnership with various parties in local level for the education progress of district level.
5. Coordinating and implementing education development programme at district level.
6. Undertaking a study and assessment, and also preparing the report comprehensively and continuously toward the implementation of education programme at district level.
7. Coordinating the information concerning the education progress at district level and distributing it to those parties concerned.

1.8 Functions of Development Unit

1. Helping in making the requirement projected infrastructure and planning education.
2. Monitor the maintenance of infrastructure and education.
3. Manage the tenders and quotations in the relevant district level.
4. Monitor the equipment and furniture for schools and hostels.
5. Collect information relating to the development and project site.
6. Attend any meeting of project site and prepare report.

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

In this chapter, I will explain the exact work done throughout my practical training in Pejabat Pendidikan Daerah Bau based on weekly task. I have carried the task since the first day of my practical training and ended during my last day of practical training. I have been attached in Development Unit and sometime been attached in Financial Unit.

On week 1, 20 January 2015 – 23 January 2015

The first day of my practical training, I have reported my duty to Pegawai Pendidikan Daerah Bau, Mr Les Met. After having a short briefing with him, I have been attached at Development Unit. At Development Unit, I have been supervising under Mr Nyudien Anak Ngayop. He gives me some briefing about his unit before giving me a task. The first task I have done was arrange and check the Monthly Report for Kebersihan Bangunan Dan Kawasan and Perkhidmatan Kawalan Kesihatan for zon Bau 1-6 according to their code (example: YBA1101 – SK Apar) for November and December 2014. I need to make one copy of the monthly report because it then need to be sent to Pengarah Pendidikan Negeri Sarawak after been compiled with cover letter. On the second day of my practical training, Mr Nyudien asked me to help him open file PK07 Pengurusan Perolehan (Sebut Harga) in order to find the information about Projek Pembaikan Nak Taraf & Kos Pembaikan for primary school and secondary school at Bau District for the year 2013. Mr Nyudien asked me to find out the actual cost of the project and stated the type of repairs that been done. On the third day of my practical training, I help Mr Ghazali to arrange file according to the order. On the last day of week 1, Mr Kwan Ah Pin asked me and my friend to developed one database for their organisation to key in the data for Laporan Pemeriksaan/ Verifikasi Stor. He said that before this, Pejabat Pendidikan do not

have any database used to record in and out of the stock to their organisation. He gives some briefing about stock they have in Pejabat Pendidikan Daerah.

On week 2, 26 January 2015 – 30 January 2015

The first day on week 2, Mr Nyudien teaches me how to arrange and identify which file is for which report letter. I have been identifying the reference number of the letter and find the relevant file to sort the letter in it. On the second day, Mr Nyudien asked me to record the number of Surat Rujukan and Surat Bil in Kertas Minit. It is important to record the number of Surat Rujukan and Surat bil on the first page of every file so that once the letter or document needed as references for certain work, it easy to search for it. On the third day of my practical training, I started to develop one database that Mr Kwan Ah Pin asked for. It took one whole day to think about how to build it. We choose to use Microsoft Excel for that purpose. On the fourth day, I still do the work as yesterday; keep on key in the data in Microsoft Excel. On the last day of week 2, I have been asked by Mr Kradi to make a copy of 43 documents to be hand-in to 43 schools.

On week 3, 02 February 2015 – 06 February 2015

The first day on week 3, there is no task is given to me as Mr Nyudien has a meeting outside. On the second day, I help Mr Nyudien key in the data or information in Logical Framework & Pembaikan Naik Taraf for those schools that need repairs in their buildings or infrastructure. I also prepared task and describe the picture of the school that is very poor in the mean of its building and infrastructure. On the third day, I have been asked to make a copy of letter to be sent to the PRA School. The letter is about to seek information of Muslim students at PRA Schools. At the evening, I sort the letter that Development Unit received in the appropriate file. On the fourth day, my task is to make a copy for an invoice from the contractor Dayang Ruthana, Multi Meridan, Alpa Security and Millenium. I also double check on the

amount of the invoice to make sure the amount is tally with the amount that have been signed in the contract before. On the last day of week 3, my task is making a copy of a document from a file. This task is been asked by Mr Kradi as he need the document of certain school such as a maps and history of those school to prepared PowerPoint for his presentation.

On week 4, 09 February 2015 – 13 February 2015

The first day on week 4, Mr Nyudien asked me to open the closed file to find the document that is needed for his task. After found the document, I make a copy of the document and give to Mr Nyudien. On the second day of week 4, I have rearranged the document according to the code and then sort it in the relevant file. Mr Nyudien teaches me on how to open a new file for those file that need to be closed. Closed file still be kept in the Development Unit for the period of 3 months for references before be kept at the closed file store. He also teaches me on how the file should be organised and rearrange. On the third day, I help Mr Kradi make a copy of letter to headmaster for 17 schools and also make a copy of request student information to 43 school under Pejabat Pendidikan Daerah Bau. After that, I have been given a task by Mr Nyudien that are check, rearrange and make a copy of Monthly Report of Kebersihan Bangunan dan Kawasan and Kawalan Keselamatan for January 2015 for all 43 school. Monthly Report of Kebersihan Bangunan dan Kawasan and Kawalan Keselamatan then be compile together with cover letter to Jabatan Pelajaran Negeri Sarawak (JPNS) for their references. On the fourth day, I help Mr Nyudien find the information of SK Serasot, SK Segong, SMK Paku, PPD Bau and SK Tringgus in the file, then make a copy of it. The information that I need to find is about the background and maps of the school. After find all those information, I have been asked by Mr Nyudien to prepare one paper work; scope of work, cost estimation and justification of those school that need improvement and repair in their old building. On the last day of week 4, I have been asked by staff at Financial Unit to

key in the data for Prestasi Pembayaran Bil dan Tuntutan Bagi Tempoh 1-15 Februari 2015. I need to double check it to make sure the data is tally with Borang Permohonan Pesanan Kerajaan.

On week 5, 16 February 2015 – 18 February 2015

On the first day, I help Mr Kradi to make a copy of some document. Mr Nyudien asked me to extract document from WinRAR to the related folder (Proses Pemutihan Tapak). After that, I have been asked to send a letter to school post box located at Block A. On the second day, Mr Nyudien needs the latest maps of all school under Pejabat Pendidikan Daerah Bau so I open Google Earth, searching for the maps of all school under Pejabat Pendidikan Daerah Bau. After I have completed the work that he wants, he asked me to make a copy of 40 letters from Kementerian Pelajaran Malaysia to be send to 40 primary school. The letter is about penalties on security guard that have problem during on duty. On the last day, the third day of week 5, I have been design a new organizational chart for Development Unit. I change the old structure and update with the new design. I also design a numbering on the file so that it can be finding easily. As I always been asking to find a file to found information, I realize that I having difficulties to found right file as it not been arrange according to its code or number after use by other staff.

On week 6, 23 February 2015 – 27 February 2015

On first day, my task is to make a copy of 28 of cover letter of Surat Pelantikan Jawatankuasa and then distribute those letters to individual that involve in Pelantikan Jawatankuasa Sebut Harga. I also sign as a receiver of a letter that relate to Development Unit. On my second day, I started my task by record the number of Surat Rujukan (No. of Reference letter) and Surat Bilangan for the letter that Pejabat Pendidikan Daerah Bau received and send out. I also learned on how to write the number of Surat Rujukan for a letter to be sent out (letter of reply). As Mr Nyudien

having meeting outside, I have been given the responsibility to pick up the phone call. On the third day, my task is to download and print out the book "Schedule of Rates for Building Works in Sarawak 2014" from Jabatan Kerja Raya (JKR) websites for the references of Development Unit in making quotation in any project they handle. From there, I learned on how "Sebut Harga" for electrical wiring be done. After that, I scan the map and any relevant information of SMK Bau, SK Siniawan, SK Tembawang, SK Segong, SK Stass and SK Atas then copy it to Microsoft Word with short explanation for Proses Pemulihan Tapak in those schools. On the fourth day, I make a double check for database we developed for Laporan Stok PPD Bau. On my last day of my practical training, my duty is sign as a receiver of a letter. I also help Mr Ghazali to identify the list of raw materials to be sent to PRA schools.

CHAPTER 3

ANALYSIS

At Pejabat Pendidikan Daerah Bau (PPD), I have been attached into development unit. In this unit, I have been given several tasks such as developing new database for stor stock, record data in file, printing and etc. In this chapter, I would like to relate my experience during my practical training with the subject that I have learned in class.

3.1 Organisational Behaviour (OB)

Organisational behaviour (OB) is the study of what people think, feel, and do in and around organisations (McShane, 2013). It includes the employee's behaviour, decision, perceptions and emotional responses which examines how individuals and teams in organisation relate with each other and to their counterparts in other organisation. Other than that, OB also includes a study on how the organisation interacts with their external environment. On the other hand, OB is more focused on employees behaviour related to the employment that related to situation such as work, jobs, absenteeism, employment turnover, productivity, human performance and management.

In PPD Bau, organisational behaviour (OB) can be seen among the employees of this organisation. This subject gives a greater impact towards this organisation in process and delivery service especially in term of communication. Communication refers to the process by which the information is transmitted and can be understood between two or more people. Communication between two or more people should be effective because it is very important for those who receive the information to understand what he or she heard. Miscommunication could lead towards mistake on the action and may bring failure toward the organisation.

One of the important of communication in organisation is as a vehicle through which people clarify their expectations and coordinate work which then can help them to achieve the organisational objectives with more effectively and efficiently. Secondly, communication plays a central role in organisational learning where through communication the knowledge that enters the organisation can be distributed to the employees. Thirdly, communication is important in decision making. Availability of information and also opinion from other employees can help the manager to make a better decision for all. An accepted decision can produce a harmonious environment working as all the individual within the organisation is satisfied with the decision made. Lastly, communication needed in order to change behaviour. What it means here is we try to alter others beliefs and feeling and ultimately their behaviour.

3.1.1 My experience applying OB in practical training

During my practical training, I have been experienced three types of communication flow which are downward, upward and horizontal. Downward communication is the flow of information and messages from a higher level inside the organisation to a lower one; superior gives his command to subordinates. This types of communication occurs when the manager manage to give the work or task to his or her employees at the lower level. This situation required the manager to tell information to his employees for them to perform a better job. During the practical training, downward communication occurs when my supervisor, Mr Nyudien Anak Ngayop asked me to do some task about filing system.

Upward communication is the process of information flowing from the lower levels of hierarchy to the upper levels. This type of communication helps employees to express their requirements, ideas, and feeling toward the upper level management. Besides that, this types of communication also can give employees the chance to share their views and opinion and to participate in decision making process. For the upper management, upward communication is an important source

of information for them to know the exactly what happen in the organisation. The upper management can know the problem faced by his employees and try to fix it so that it might not give impact in their work performance. I ever experience upward communication when I often having discussion with my supervisor on the task given by him. He is very understandable on my situation and keep on explain about the task I do until he is sure that I can complete the task successfully.

Horizontal communication is the transmission of information between people, divisions, departments or units within the same level of organisational hierarchy. It also be known as literal communication which also between peers and between managers at the same levels. Horizontal communication facilitates teamwork if a project required task from different people or departments. It may also increase job satisfaction and motivation by creating more employee empowerment in communication.

As a conclusion, Organisational Behaviour (OB) is one area that I have experienced during my practical training which contributes to improving my interpersonal skill with the staff at PPD Bau. Through having a good communication and interpersonal skill with the staff, I can learn more on the work they had done and how they interact with other staff in other department which more to team work. From there, I realise the important of team work in the organisation in order to complete the task or project successfully.

3.2 Strategic Management

Strategic Management is also one of the subjects that I can relate with my experience during my practical training. Every organisation exists for a purpose and every organisation needs a strategy in order for them to stay in the competitive advantages environment. Strategy refer to the top management's planning to develop and sustain competitive advantages which mean a firm's successful strategy

cannot be duplicated by other firms or their competitors (Tse, 2010). On the other word, to make the firms shows their uniqueness from others. Strategic management is a broader term than strategy and as a process that includes top management's analysis of the environment in which the organisation operates according to the formulating a strategy, as well as the plan for implementation and control of the strategy.

Strategic management also can be defined as a bundle of decisions and act which the manager undertakes and decides the result of the firm's performance. The manager must have a thorough knowledge and analysis of the general and competitive organisation environment so as make sure they take the right decision. The manager should conduct a SWOT Analysis which include Strength, Weaknesses, Opportunity and Threat where the manager has to make best possible utilization of strengths, minimizing the weaknesses, make use of arising opportunities and should not ignore the threats.

In strategic management, the important element that must be identifies and clarifies before formulating the strategies is a set of mission, vision and objective. A vision statement identifies where the organisation wants or intends to be in the future. It describes the dreams and aspirations for the future. An effective vision statement must be unambiguous, must be clear, must harmonize with the organisation's culture and values, the dreams and aspirations must be rational and realistic and the lastly the vision statements should be shorter so that they are easier to memories. Hence, in order to realise the vision, it must be deeply instilled in the organisation and being shared y everyone involved in the organisation.

Mission statement is the statement of the role by which an organisation intends to serve its stakeholders or their customer. Mission describes why an organisation is operating and thus provides a framework within which strategies are

formulated. Its describe what the organisation does (present capabilities), who it serve (stakeholder), and what make the organisation unique (reason for existence). A good and effective mission should be feasible and attainable which mean it should be possible to achieve. Mission also should be clear enough so that any action can be taken and it should be inspiring for the management staff and the society at large. A good mission then should be precise enough (it should be neither too broad nor too narrow, should be unique and distinctive to leave an impact in everyone's mind, should be analytical and credible where the stakeholder should e ale to believe it.

A goal is a desired future state that an organisation tries to achieve. Goal specifies what the particular organisation needs to do in order to attain the vision and mission. Goal make mission more concrete and prominent. A well-made goal must precise and measurable, realistic and challenging, able to be achieved within a specific time frame and include both financial and non-financial components. Whereby an objective are defined as a goal that organisation want to achieve over a period of time. Normally, policies are developed in an organisation so as to achieve these objectives.

3.2.1 My experience on applying strategic management during my practical training

On my first day of my practical training, top management, Mr Kwan Ah Pin had introduced to me about the vision, mission and objectives of PPD Bau. As a practical student that doing an internship there, I already considered as part of the organisation family member and bounded with the rule and regulation of the organisation. I have to be informed as well because I also responsible for the organisation image once I am involve in the organisation activities. After having a short briefing with Mr Kwan, he then attached me to the development unit under Mr Nyudien. Mr Nyudien informed me on the goals and objectives of development unit. It is important to informed a practical student like me on the vision, mission and

objectives of the organisation so that I clear on the operation that this organisation dealing on.

3.3 Management Information System (MIS)

Management Information System (MIS) is also one of the subjects I have study related to my practical training experience. An information system can be defined as a set of interrelated component that retrieve, store, process and distribute information to support decision making, coordination and control in an organisation (Laudon, 2006). Other than that, information system may also help managers and employees analyse problems that arise, visualise complex subjects and create new product. Information system contains information about people, place and other thing within the organisation or in the environment surrounding it.

The term information system is referring to computer-based information system which refers to the formal organisational systems that rely on computer technology. Computer-based information systems use computer technology to process raw data into meaningful information. Computer provides equipment for storing and processing information such as a program and software which already being sets of operating instructions that direct and control computer processing.

Information technology is one of the tools that are use by the manager to cope with change. Computer hardware is the physical equipment used for input, processing and output activities in an information system. Computer software consists of the detailed pre-programmed instructions that controls and coordinate the computer hardware components in an information system. The usages of technology help employees to complete the task given faster which may increase the efficiency in the organisation. As in PPD Bau, the staff can access internet provided there.

3.3.1 My experience on applying Management Information System in practical training

During my practical training, I ever experience using the intranet provided in PPD's building. My supervisor gives me the password of the wiFi as I have to do the task he asked. However, the strength coverage of wiFi was not excellence and as a result, I not manage to complete the task in the given period of time. Besides that, I ever experience information system when my supervisor asked me and my friend, also practical training student to develop one database for stock of equipment for the year 2015. He said that PPD Bau never have a database for stock that come in and move out from the store and still using manual record in book. In order to complete this task, we decide to use Microsoft Excel which we have insert the formula inside and when the stock is added, the amount of the stock be updated automatically. Fortunately, when we submit it, the top management satisfied enough with our suggestion on the new database and said they manage to use it in the future.

CHAPTER 4

RECOMMENDATIONS

In this chapter, I would like to list the strength and weaknesses on the task that have been given to me in the department unit. By the strength and weaknesses I have listed, I would like to give a recommendation in order to make an improvement hence to overcome any obstacle that may arise during the completeness of the task. PPD itself need to make a recommendation in order to make a better improvement and also to increase the effectiveness and efficiency in their operation every day.

4.1 The strength of the jobs

The first strength that I can see during my practical training in PPD Bau is the team work among the staff. I can see a good team work exist among the staff under the unit I been attached. Mr Nyudien and Mr Ghazali work together in the construction progress of new school at Singai. A good collaboration between both of them makes them able to complete the paper work that top management need in urgent. From this situation, I able to learnt on the important of team work in completing the task for a better result and performance in the future.

Besides that, PPD are also committed to give chance to me, as a practical training student in develop something for their organisation. Before this I only develop my own database based on textbooks but when my supervisor ask me to develop database for their organisation, I having a chance to develop something that having value to the organisation. During the process of developing the database, I feel motivated to produce new things for the use in the real working environment. These tasks make me feel my existence in the organisation as they accept our idea to be applied in the organisation.

Other than that, I also manage to improve my interpersonal skill after having a practical training at PPD Bau. This is because I can communicate effectively with my

supervisor with face-to-face communication. Moreover, the staffs at PPD Bau were very friendly and manage to help me if I have anything that I want to know. These situations make me feel comfortable to have a conversation either formal or informal with them and also make me able to adopt the environment of working even on my first day of practical training.

Finally, the strength that I found in PPD Bau during my practical training is the rotation in one unit to another unit. Besides been attached in department unit, I also been attached in finance unit to learn about financial management. Thus, I have gained new experienced at new unit. In finance unit I have learnt about invoice from Madam Susie.

4.2 The weaknesses of the jobs

The first weaknesses I have found during my practical training are lack of materials to perform the task. During my practical training, there is no computer for me to perform the task given to me. I myself have to bring my own laptop in order to perform the tasks that need me to use internet connection.

Besides that, the internet infrastructure at PPD Bau also was not satisfactory enough to perform the work. Slow internet connection makes the task cannot be completed in exactly period of time. I ever experience internet server slow when I want to search school maps in Google Earth. This situation make the task takes times to be completed.

Lastly, the weaknesses I found in PPD Bau are poor work culture among some senior staff. Based on what I can see, they are in the comfortable zone which leads no competitiveness in them. They are not competent enough in making some improvement in their operation rather than just doing routine task that can make them feel unmotivated in perform their task. This situation may produce bad image of PPD in the future if the new staff also follow this culture.

4.3 Recommendation or solutions for improvement

I have gain more new experience during six week practical training in PPD Bau. This value experience can make me be more prepared physically and mentally in future working environment. In this space, I would like to give some recommendation that more or less can help PPD Bau perform more effectively and efficiently in their operation every day.

Firstly, PPD Bau needs to make an improvement and upgrade on the server internet connection. It is importance for all the staff to perform the task quickly for the urgent matter. Nowadays, every organisation stay connected mostly through email which needs internet connection for the email in. Slow internet connection lead to inefficiency and ineffective service from the staff in PPD Bau. Slower service provided may bring bad image to the organisation.

Besides that, I would like to recommend that the practical training student been rotate in every unit in PPD so that they can learn more thing in many unit or department. If possible, they should be rotate in different unit in every two week. For example, the first two week at Administrative Unit, another two week at Financial Unit and the last two week at the Human Resource Unit. The more different unit they been attached, they more they can learn and feel the working environment. Practical student like me that having limited time period of internship have to learn more thing in short time. So, I suggest that a proper planning and schedule for practical training in future.

Lastly, I would like to recommend that PPD Bau provides necessary equipment such as computer for the staff to perform their task. Computer is the main tools that the organisation need for their staff to do their daily job. Without computer might cause the staff having difficulties in order to perform the task effectively and efficiently.

CHAPTER 5

CONCLUSION

Practical training is the good exposure to student in gaining more knowledge in the real situation of workplace. This exposure can help the practical student to be prepared mentally and physically in facing challenges that arise in the workplace after they graduate from UITM. Through practical training, the student will able to identify their strength and weaknesses once they are in the real environment of workplace. Thus, the student can improve their weaknesses and be prepared to face any challenges once they are working after graduate. During my partial training at PPD Bau, I have gained more knowledge and experience in how to deal with a real environment working. The knowledge I gained was so interesting and challenging. Therefore, I would like to conclude the report based on chapter, as follow:

In Chapter One, I have explained on the background of PPD Bau formation, its mission and vision, its objectives in delivery the service to the public. For the background of PPD Bau, I explain well on the holder since 1982 until present. I also have given the organisational structure for those who responsible to run the activities in the organisation. I also include the total number of the school that is under the provision of PPD Bau. Besides that, in this chapter also I have been include the core business of PPD Bau and the function of the department I was attached. National Education Philosophy also been included.

In Chapter Two, I have been including my schedule during practical training which is the explanation about the task given to me. In other word, I have been explaining in details about the task or jobs I have done from the first week to the last week of my practical training at PPD Bau. I had explained the exact work done throughout my practical training in Pejabat Pendidikan Daerah Bau based on weekly task. Among the task I have done are: check the Monthly Report for Kebersihan

Bangunan Dan Kawasan and Perkhidmatan Kawalan Kesihatan for zon Bau 1-6, filing, data record, and data processing of incoming and outgoing stock using Microsoft Excel, counter service: receiver of letter to Development Unit and etc.

In Chapter Three, I have been choosing the Organisational Behaviour (OB), Strategic Management and Management Information System (MIS) as an area of task as covered in the practical training schedule. I included the definition and relate it with my experience t PPD Bau. For OB, I had explained about the type of communication that exist in the environment work in PPD Bau which involve the communication from upward to downward, downward to upward and also horizontal communication. Strategic Management in PPD Bau is about vision, mission and also organisational structure of PPD Bau.

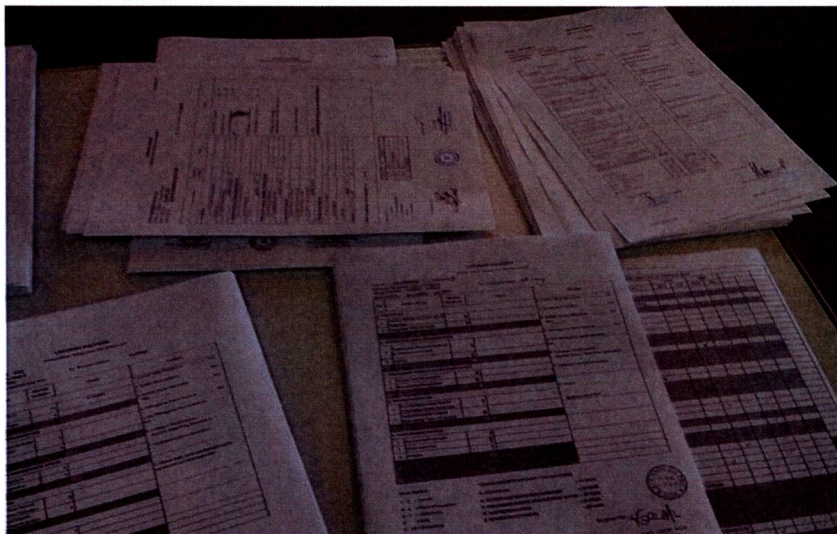
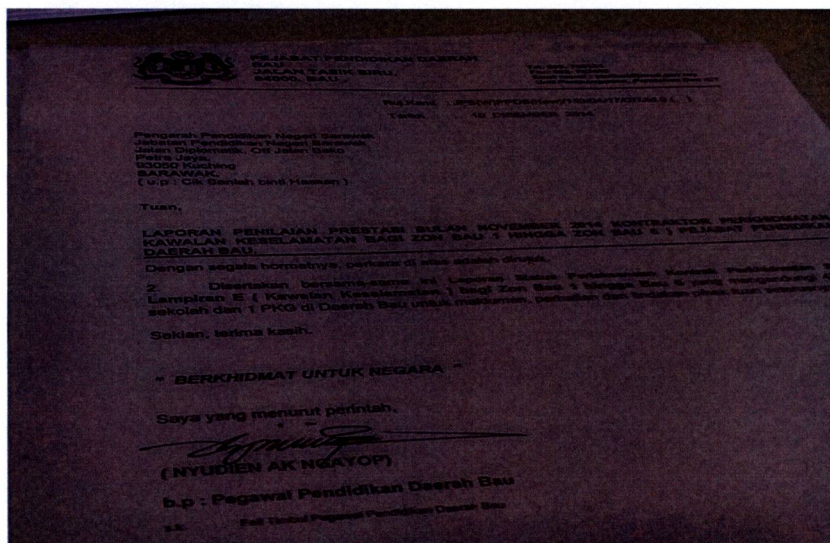
In Chapter Four, I have been discussing the strength and weaknesses of the jobs I ever experience in PPD Bau. The strength of jobs in PPD Bau that I have been recognised are a good and strong team work, top management committed give change for practical training student develop something for their organisation, able to improve my interpersonal skill and also rotation from one unit to other unit. Among the weaknesses I have been identified are lacking of materials to perform task, internet connection is not satisfaction and a poor culture among some senior staff. Besides that, I also provide some recommendation and solution on how to improve the weaknesses so that it can increase the efficiency and effectiveness of the organisation.

As for conclusion, I can conclude that the entire task I have performed was best on what I have study. I had doing my best during the practical training, hence have provided some recommendation or solution for PPD Bau, especially for those students which are having their practical training there. I hope this report may give

some ideas and be a references or guidelines for those who make a practical training report in the future.

APPENDICES

Check Laporan Prestasi Bulan November 2014

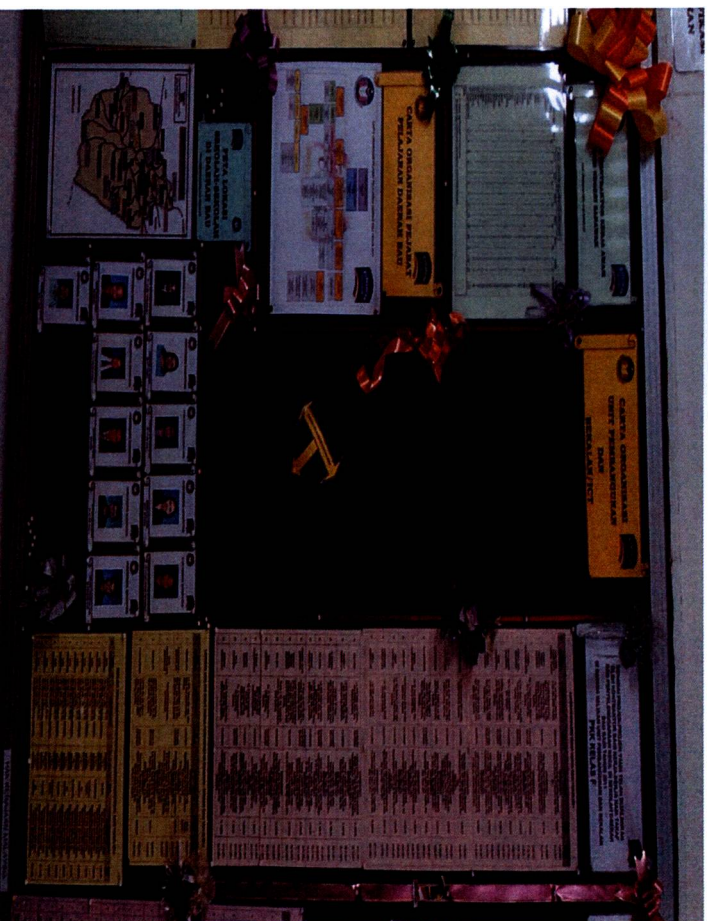


Sort the file in the cabinet





Redesign organisational structure







Key in Prestasi Pembayaran Bil Dan Tuntutan Bagi Tempoh 1-15 Februari 2015

The screenshot shows a web browser displaying a summary table for 'PRESTASI PEMBAYARAN BIL DAN TUNTUTAN BAGI TEMPOR 1-15 Februari 2015'. The table is titled 'PTJ - PEJABAT PELAJARAN DAERAH BAHU 1-15 Februari 2015'. It has four columns for different periods: 0-3 Hari, 4-7 Hari, 8-14 Hari, and Lebih 14 Hari. The rows include 'Bil' (Number of bills) and 'Amount (RM)'. The total number of bills is 61, and the total amount is 1496569.21.

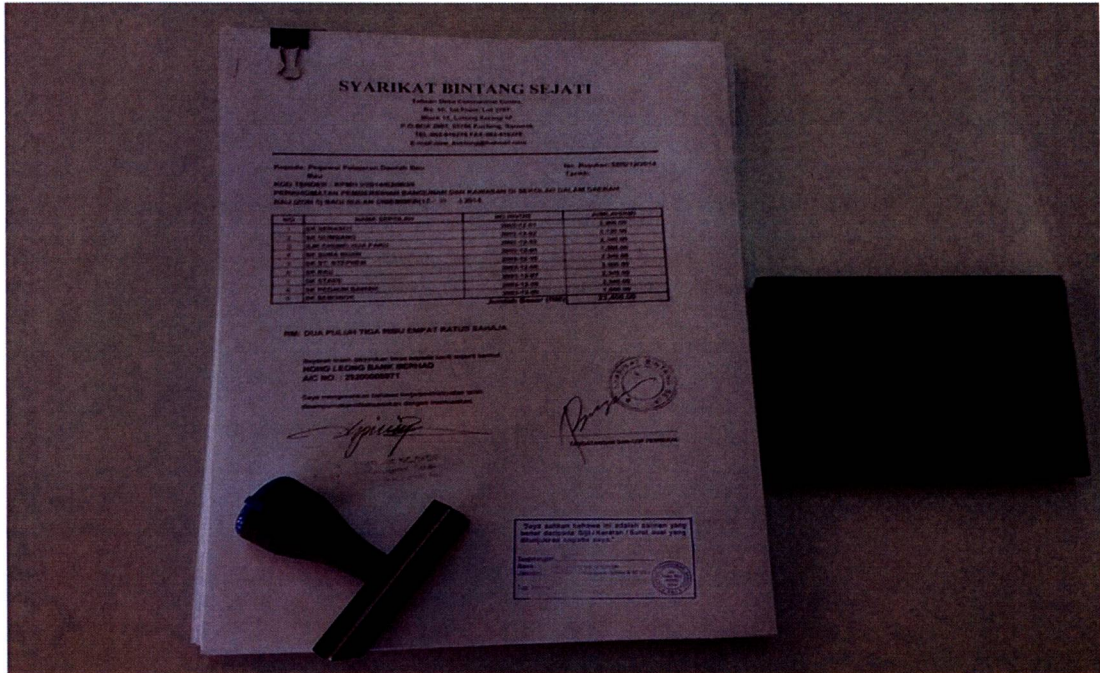
0-3 Hari		4-7 Hari		8-14 Hari		Lebih 14 Hari	
Bil	Amount (RM)	Bil	Amount (RM)	Bil	Amount (RM)	Bil	Amount (RM)
56	1336783.0	5	119786.06	0	0.00	0	0.00
91.80 %		8.20 %		0.00 %		0.00 %	
Jumlah Keseluruhan Bil/ Tuntutan						61	
Amount Keseluruhan							1496569.21

Developed Database for store stock

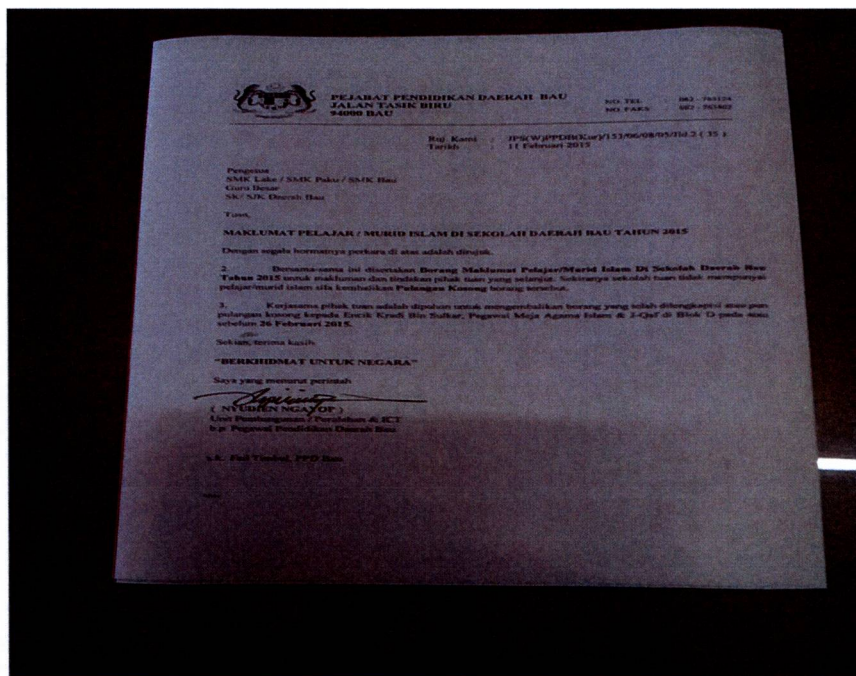
The screenshot shows a Microsoft Excel spreadsheet with a database for store stock. The columns are labeled 'Date', 'Subtotal', 'Masa', 'Bil', 'Jumlah', 'Faktor', 'Kuliah', and 'Mata Kuliah'. The data is organized in a grid format, with rows representing individual stock items and columns representing different attributes.

Date	Subtotal	Masa	Bil	Jumlah	Faktor	Kuliah	Mata Kuliah
1/2/2015	100	100	100	100	100	100	100
2/2/2015	100	100	100	100	100	100	100
3/2/2015	100	100	100	100	100	100	100
4/2/2015	100	100	100	100	100	100	100
5/2/2015	100	100	100	100	100	100	100
6/2/2015	100	100	100	100	100	100	100
7/2/2015	100	100	100	100	100	100	100
8/2/2015	100	100	100	100	100	100	100
9/2/2015	100	100	100	100	100	100	100
10/2/2015	100	100	100	100	100	100	100
11/2/2015	100	100	100	100	100	100	100
12/2/2015	100	100	100	100	100	100	100
13/2/2015	100	100	100	100	100	100	100
14/2/2015	100	100	100	100	100	100	100
15/2/2015	100	100	100	100	100	100	100
16/2/2015	100	100	100	100	100	100	100
17/2/2015	100	100	100	100	100	100	100
18/2/2015	100	100	100	100	100	100	100
19/2/2015	100	100	100	100	100	100	100
20/2/2015	100	100	100	100	100	100	100
21/2/2015	100	100	100	100	100	100	100
22/2/2015	100	100	100	100	100	100	100
23/2/2015	100	100	100	100	100	100	100
24/2/2015	100	100	100	100	100	100	100
25/2/2015	100	100	100	100	100	100	100
26/2/2015	100	100	100	100	100	100	100
27/2/2015	100	100	100	100	100	100	100
28/2/2015	100	100	100	100	100	100	100
29/2/2015	100	100	100	100	100	100	100
30/2/2015	100	100	100	100	100	100	100
31/2/2015	100	100	100	100	100	100	100

Double check on contractor performance

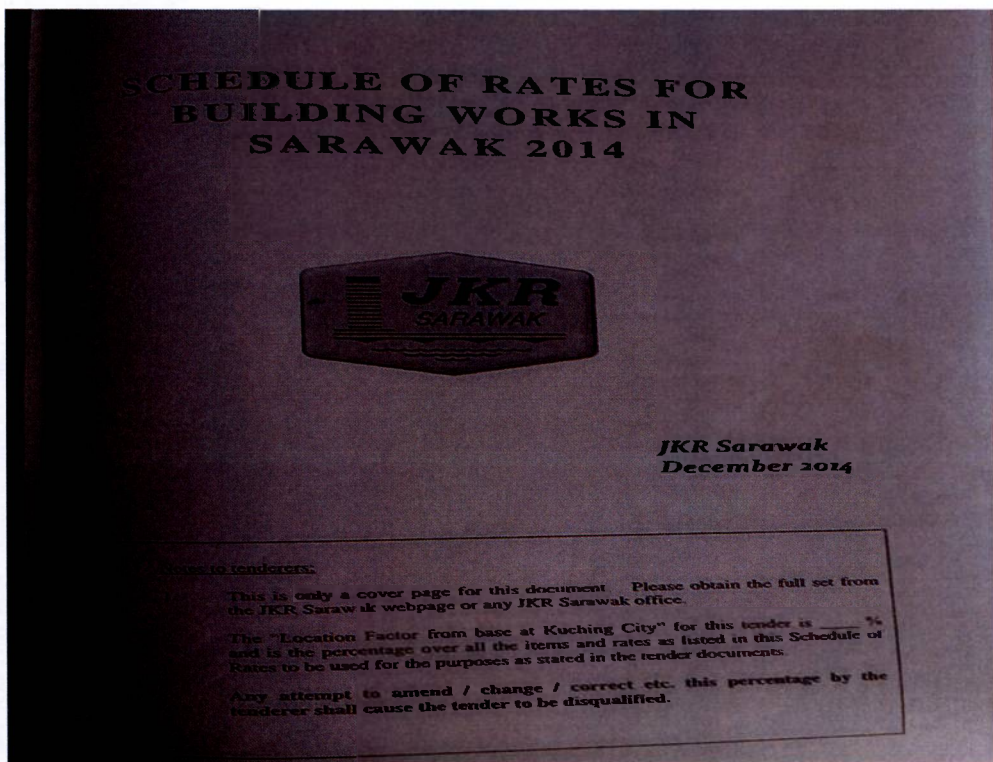


Photocopy request letter on student information for 42 schools





Printing book on Schedule of Rates for Building Works in Sarawak 2014 from
JKR website



Making a numbering for file



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FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : PRISCILLA AK HENRY MODANS
NO MATRIK UiTM : 2012285434
NO KAD PENGENALAN : 920488 - 13 - 5398
PROGRAM : AM228/AM225*
NAMA PENSYARAH PENYELIA : MADAM SAREHAN SADIKIN

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

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	18/3/2015	11:00 am - 11:30 am		PEJABAT MENDANGKIN KEPADA PEJABAT PANDUAN MENGHASILKAN SE LAPORAN UNTUK CHAPTER 1 DAN 2.
2	25/3/2015	11:00 am 11:30 am		PEJABAT MENGHANTAR LAPORAN CHAPTER 1 DAN 2.
3	28/4/2015	11:00 am. 11:30 am		PEJABAT MENGHANTAR PEMBEZELAN UNTUK CAP 1 DAN 2.
4	29/4/2015	11:00 am 11:30 am.		PEJABAT MENGHANTAR LAPORAN UNTUK CAP 3 DAN 4.
5				
6				
7				



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 under taken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: Priscilla Ak Henry Modang
2. Date & Place of Birth: 28 April 1992 @ Hospital Daerah Bau
3. UiTM No.: 2012285434
4. Program : SAINS PENADBIRAN @ PENGAJIAN POLISI (AM228)
5. Year: 2015 Part: 5
6. Home address : No. 269, Kampung Seropak, Jalan Jambusan, 94000 Bau, Sarawak.
7. Address during practical training: BARRACK NO.4, HOSPITAL DAERAH BAU, JALAN BAU-LUNDU, 94000 BAU
8. Place of training: PEJABAT PENDIDIKAN DAERAH BAU, JALAN TASIK BIRU, 94000 BAU
9. Name of Supervisor in-charge : MR KWAN AH PIN
10. Duration of training : From : 20/01/2015 to 27/02/2015

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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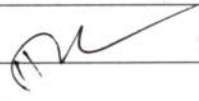
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
20/01/2015 (Tue)	<p>→ arrange and check on the Monthly Report for (Kebersihan Bangunan dan Kawasan) and Monthly Report for (Perkhidmatan Kawalan Kesihatan) for zon Bau 1 - zon Bau 6 according to the code (exp: YBA1101-SK Apar).</p> <p>→ make one copy for all the monthly report.</p> <p>→ After the report had been arrange and check, then it be compile with the cover letter to Pengarah Pendidikan Negeri Sarawak.</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
26/01/2015 (Mon)	→ arrange and identify the report according to the number of surat Rujukan	
27/01/2015 (Tue)	→ write the number of surat Rujukan & surat Bil in "Kertas Minit" → The report kept in appropriate file	
28/01/2015 (Wed)	→ key in the data in Microsoft excel	
30/01/2015 (Fri)	→ fotostating & compile the report to be hand-in	- Rajit memuskan  KWAN AH PIN Pen. Pegawai Pendidikan Daerah Bau

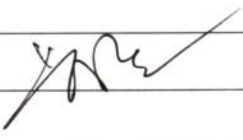
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
03/02/2015 (Tue)	⇒ key in the data/information in logical framework & "Pembaitan dan Naik Taraf" for those schools that need repairs in their buildings or infrastructure ⇒ prepare task and describe the picture of the school that is very poor in the mean of its building & infrastructure	- Surat Bait - file file - lampiran lampiran di. meladkanan lagi di. danawati 
04/02/2015 (Wed)	⇒ Fotostating document ⇒ arrange file and sort the document into it	 Pen. Pegawai Pendidikan Daerah Bau
05/02/2015 (Thu)	⇒ make a copy and counter check an invoice for Dayang Rutkang, Multi Meridan, Alpha Security and Millenium	 Pen. Pegawai Pendidikan Daerah Bau
06/02/2015 (Fri)	⇒ Fotostating the document from a file	 Pen. Pegawai Pendidikan Daerah Bau

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
09/02/2015 (Mon)	⇒ find relevant document from a file	
	⇒ make a copy of the document	
10/02/2015 (Tue)	⇒ rearrange the document according to the code to be sort in the file	
	⇒ open a new file for the previous closed file	
	⇒ learn about do's and don't's how the file should be organised	
11/02/2015 (Wed)	⇒ make a copy of letter to headmaster for 17 schools	
	⇒ make a copy of letter to be sent out to 43 schools under PPD (letter about student information)	
	⇒ check, rearrange and make a copy for monthly report of Kebersihan Bangunan dan Kawasan and Kawalan keselamatan for every school (one copy for unit Pembangunan & one copy for JPNS	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
12/02/2015 (Thu)	<p data-bbox="337 305 1014 466">⇒ find the information of certain school in relevant file</p> <p data-bbox="337 486 1014 580">⇒ photostating the map of those school</p> <p data-bbox="337 599 1014 883">⇒ prepare and typing the scope of work, cost estimates and justification for SK Serasot, SK Segong, SMK Paku, PPD Bay and SK Tringgus</p>	
13/02/2015 (Fri)	<p data-bbox="337 946 1030 1168">⇒ key in the information for Prestasi Pembayaran Bil dan Tuntutan Bagi Tempoh 1-15 Februari 2015 at Unit Kewangan</p> <p data-bbox="337 1187 1030 1348">(double check to ensure the data is tally with Berang Permohonan Peranan kerajaan)</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
16/02/2015 (Mon)	⇒ photostating documents ⇒ Extract relevant documents from WinRAR to the related folder (Proses Pemutihan Tapak) ⇒ insert a letter to the school's post box	 KWAN AH PIN Pen. Pegawai Pendidikan Daerah Baw
17/02/2015 (Tue)	⇒ search and print screen map of certain school from Google Earth ⇒ make a copy of 40 letters from Kementerian Pelajaran Malaysia to be send to 40 primary schools	
18/02/2015 (Wed)	⇒ design an organisational chart for Unit Pembangunan ⇒ design a temporarily numbering for a file so that it can be easier to find the relevant file ⇒ record the Surat Rujukan of letter that Unit Pembangunan received	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
23/02/2015 (Mon)	<p>⇒ make a copy of 28 of the cover letter of Surat pelantikan Jawatankuasa and distributed those letter to the individual involved</p>	
	<p>⇒ received and sign as a receiver of a letter</p>	
24/02/2015 (Tue)	<p>⇒ record the number of Surat Rujukan and Surat Bilangan for the letter that PPD Bay (unit pembangunan) received and sent out</p>	
	<p>⇒ learn on how to write the number of Surat Rujukan for a letter to be sent out to certain school or JPNS (letter of reply)</p>	
	<p>⇒ pick up the telephone call</p>	
25/02/2015 (Wed)	<p>⇒ download and print out the book "Schedule of Rates for Building Works in Sarawak 2014 from Jabatan Kerja Raya (JKR) websites for the references</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>of unit Pembangunan.</p> <p>⇒ learn on how 'Sebut Harga' for electrical wiring be done</p> <p>⇒ scan the map and any relevant information of SMK Bau, SK Siniawan, SK Tembawang, SK Segang, SK Stass, and SK Atas then copy it to words with short explanation for Proses Pemuliharaan Tapak in those schools.</p>	
<p>26/02/2015 (Thu)</p>	<p>⇒ Record the number of Surat Rujukan that Unit Pembangunan received then sort it in the file</p> <p>⇒ double check Laporan Stok PPD Bau (Rekod stor keluar dan masuk)</p>	 KWAN AH PIN Pen. Pegawai Pendidikan Daerah Bau
<p>27/02/2015 (Fri)</p>	<p>⇒ accept the letter from outside (sign as receiver)</p> <p>⇒ help identify the list of raw materials to be send to PRA schools</p>	