



**UNIVERSITI TEKNOLOGI MARA SARAWAK  
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES  
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS.)**

**PRACTICAL TRAINING REPORT (ADS 666)**

**DISTRICT OFFICE KANOWIT**

**PREPARED BY:**

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**2015964677**

**JANUARY 2018**

**UNIVERSITI TEKNOLOGI MARA**  
**FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI**



**PRACTICAL TRAINING REORT:**

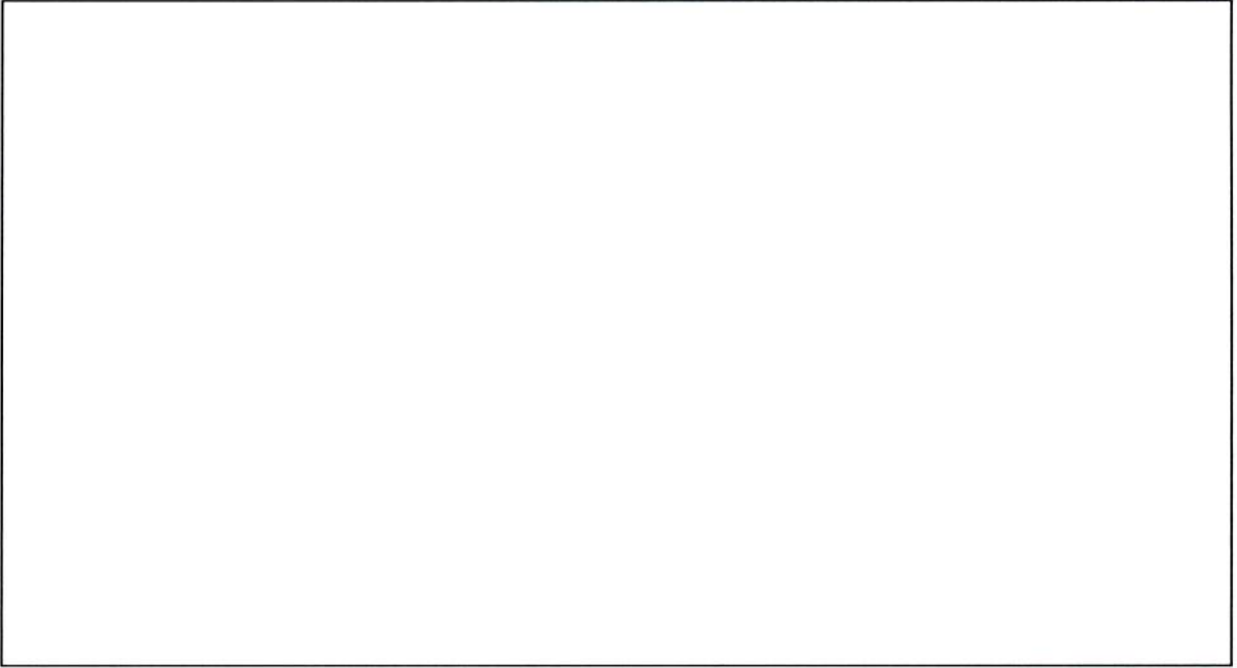
**DISTRICT OFFICE KANOWIT**

**ALSEE GRACE ANAK SITIN**

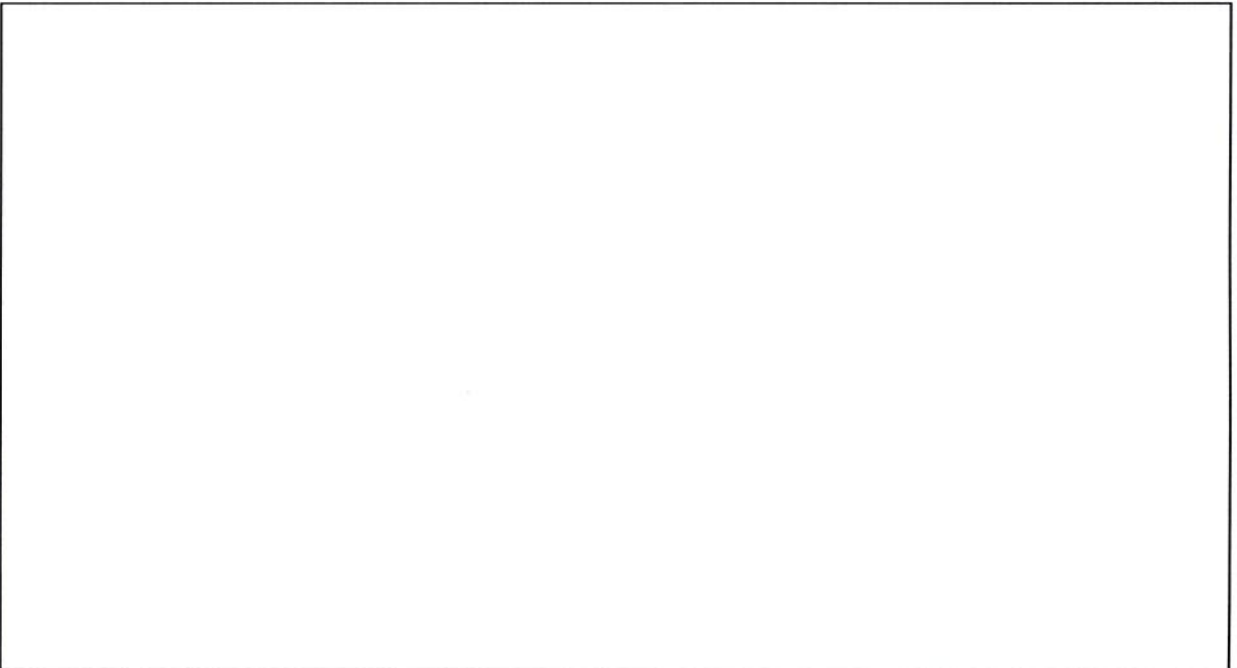
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**JANUARY 2018**

**SUPERVISOR'S COMMENTS**

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**MODERATOR'S COMMENTS**

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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 report and approve the submission of the practical report for evaluation.

---

NOORFADHLEEN MAHMUD

DATE:

## **Acknowledgement**

Completing this research was a challenging task for me. However, fortunately i had the help from many parties who have made this task success. All parties involved in the completion of this practical report kept me motivated and on the course during all those moments' when things did not go as planned.

I would like to express my gratitude to my supervisor, Madam Mecthsheil anak Eman who taught us many things about research and always give positive motivation which she did not tell us that it would be difficult. We thank you for the support, patience and ideas in assisting us with this research study. Moreover, a very thank you to Madam Madeline because giving me all the support along the practical training until completion of my practical training.

Special thanks to my friends for helping me with this research proposal. Finally, this thesis is dedicated to our family for the vision and determination to educate us. I would like thank God Almighty without whose blessings I will not have successfully completed this study.

Alsee Grace Anak Sitin

Bachelor of Administrative Science (Honours)

Faculty of Administrative Science & Policy Studies

## Declaration

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

Signed

A handwritten signature in blue ink, appearing to be 'AGAS', is written above a horizontal dashed line.

Name: Aisee Grace Anak Sitin

Matric No.:2015964677

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Chapter Review**

This chapter consists of six sections. Section 1.2 focuses on the history of the establishment and objective of the Kanowit District Office. Section 1.3 explains the vision and mission. Section 1.4 discusses core business and Activities. Section 1.5 shows the Organizational Structure. Section 1.6 discussed Organizational Logo and lastly in Section 1.7 which is Chapter summary.

### **1.2 History Establishment and Objective**

#### **1.2.1 History Establishment of Kanowit District Office**

Administration in the Kanowit District was originally recorded with the establishment of Emma Fortress in 1851. Fortress Emma is a title given to the younger sister of Rajah Brooke. It was built specifically to defend itself from the Iban attacks from Ulu Rejang and the Rajang-Melanau and other deterrents living along the river.

Originally, Emma Fort was located in the heart of the city and most of it was made of bamboo. Upon completion of his construction, Emma Fort was captured by the Dayaks. After a few years later it was transferred to the new site which is in Kanowit River Estuary.

The construction of the design of the building is still similar to the old building model is still similar to the old building model, but the difference is that it has been constructed using the purchase wood. All appliances, such as home appliances, are the result of the work of the Iban people and the

Rajang-Melanau residents, and in return, they will be paid in Kind. Among them are rice, salt and tobacco.

Accordingly, the ground floor of the Emma Fort was stated to have been constructed without cement. At that time, the downstairs was the place to place the prisoners. All prisoners will be closely guarded by Sikh soldiers and the Sarawak Forest Police Force.

The Upper floor is the office of the Customers Head (Abang), which houses the District Officers and other office staff. The reign of Rajah Vyner Brooke, the top floor of Emma Fort was the residence of the District Officer and the dignitaries (VIPs); including the ruler of Rajah Brooke during his brief visit to the Kanowit District.

### **1.2.2 Objective**

The Objective of the Kanowit District office for Administration department is:

- Provide friendly, fast, accurate and good quality in service given to public
- To Bring change, progress and prosperity through social economic development programs
- To establish good relationships with government agencies, statutory bodies and private entities.
- To create disciplined and credible trained personnel

## **1.3 Vision and Mission**

### **1.3.1 Vision**

The vision of Kanowit District Office is to establish the Kanowit District Office as a leading example organization in planning, implementing and coordinating development programs based on Government policies.

### **1.3.2 Mission**

We are committed and caring to provide efficient service in bringing development to society.

### **1.3.3 Common Shared Values**

Kanowit District Office applying common shared values as the government officer such as:

- High integrity
- Respect for Others
- Obedience to the law
- Kind and Caring
- Professional Work Ethics
- A sense of Urgency and Timeliness
- Team Spirit
- Action and Result-Oriented

## 1.4 Core Business and Activities

The core Business and activities offered by Kanowit District Office is as listed below:

- Urban project management
- PPRT Program
- Management of Community Institutions Affairs
  - Community Leadership and head of services
  - The affairs of village development and security posts (JKKK)
  - The affairs of the Trust Fund; and
  - The mosque officer's services
- Statutory services
  - The probate deal
  - The appointment of the Child
  - Non-Muslim Marriage
  - Managing Deeds
  - Stamp money collection
  - Functions of the Local Authority Council
- Licensing and permits
  - Firearms Ownership Movement
  - The Issuance of Permit to Buy Permit Issue
  - Inspection of Firearms Condition



## 1.6 Organizational State Crest



The State Crest signifies the proud "Land of the Hornbills" flying high in aspirations and achievements in all field of endeavour, guided by the ideology of the 'politics of development'. The State Crest also serves to distinguish Sarawak from the rest of the world.

## 1.7 Chapter Summary

In conclusion, every department comes with its own policies to govern the way it operates. It is very important to recognize the department's mission and vision in order to ensure that the works done are accordance with it to achieve the organizations goals based on the guide set.

**CHAPTER 2**  
**SCHEDULE OF PRACTICAL TRAINING**

**2.0 Introductions**

This chapter will focus on all the tasks that have been given to the student during practical training. In this chapter, students will explain and also demonstrate the task given to them. The task given during the practical training will be summarize and the entire task are recorded into the table. This is to ensure the task are clearly recorded all the working experience as practical students in their organization where they do at practical training. Student will recorded their work experience in the Practical Training Log Book provided by the University Technology Mara (UiTM).

**2.1 Week 1 (25<sup>th</sup> July to 28<sup>th</sup> July 2017)**

<b>DATE ( DAY)</b>	<b>EXACT NATURE OF WORK DONE</b>
25 <sup>th</sup> July 2017  Tuesday	<p style="text-align: center;">Report duty to the head of Organization which is Katis Noel Rabong as the District Officer (DO) of District Office Kanowit.</p> <p style="text-align: center;">Have been given short brief by Madam Nizam binti Ali as the Administrative Officer ( A0) regarding on the history of District Office Kanowit and what are the type of services given to the public in the District Office.</p> <p style="text-align: center;">My supervisor for practical training is Madam Metchsheil Anak Iman as the Secretary Administrative Officer (SAO) and I was instructed under Madam Madeline Anak Kadir which is in charge on the counter service.</p> <p><b>PHOTOCOPY</b></p>

	<p>My first task given is photocopy. In order to complete this task I have do several work which is photocopy all the information of “Jawatan Kemajuan dan keselamatan Kampung” which known as JKKK. After that, I need to separate the document into two which is one of the details on each of Head of village need to be kept in the Head of village file and the other one will be kept in the envelope to be sent to the Kuching office.</p>
<p>26<sup>th</sup> July 2017 Wednesday</p>	<p><b>COUNTER SERVICE</b></p> <p>Student are placed at the service counter so that student able to familiar with service given to the public. Counter service is where they help public to explain any question asking by the public on where they need to meet with to deals with their problems.</p> <p>At the service counter the student required to list all the detail from each of the public that comes to have the service at District Kanowit .This is, to have customer record that will be useful to become evidence if needed and this customer record also needed by the staffs for audit requirement from Residents Office Sibiu.</p> <p>The Service offered by District Kanowit Office are ;</p> <ul style="list-style-type: none"> <li>• Probate of will and without will</li> <li>• Child adoption</li> <li>• E-kasih</li> <li>• Water tank</li> <li>• PBR ( program bantuan rumah)</li> <li>• Marriage according to iban custom for non-Muslim</li> <li>• Application for small electricity grid project</li> </ul>



	<ul style="list-style-type: none"> <li>• Divorce Matters</li> <li>• Native land matters</li> <li>• Trade license</li> <li>• Renewal of license and permit to buy bullet</li> <li>• Stamping</li> <li>• JKKK</li> <li>• PEMADAM API</li> <li>• DADAH</li> </ul>
<p>27<sup>th</sup> July 2017</p> <p>Thursday</p>	<p><b>RENEWAL OF LICENSE AND PERMIT TO BUY BULLET</b></p> <p>Public that wants to renew their Permit of their shotguns required paying RM2, and they also needs to pay RM2 when they wants to buy permit to buy bullet.</p> <p>Firstly, they will be registered at the counter and will be registered accordingly what they service ask for. The blank ammunition of the bullet will be collected as one of the rules required for in circular in order to purchase bullet. Public that unable to bring along they ammunition repeated in 3 times will not allowed to buy the permit to buy bullet unless they have the blank ammunition to send to office when they wants to purchase it.</p> <p>Customer detail will be recorded for second time in firearms records. Things that need to be taken is customer name, shotguns license number and what type of service they have either renewal or Bullet. Detail of the customer will be written again in receipt book and this needed to be signed by Secretary Administrative Officer (SAO), Administrative Officer (AO) Or District Officer (DO) so that the buying permit will be legal.</p>

This receipt contains 3 copies whereby it in white, pink and yellow in colors. Receipt that yellow in color will be kept for office requirement and the other receipt given to public for purchasing bullet matters.



28<sup>th</sup> July 2017  
Friday

**FILELING**

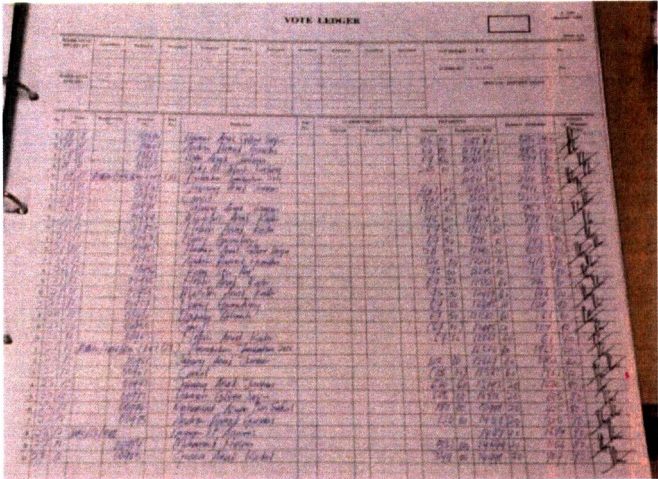
District Office in Kanowit is the one that in charge all matters regarding head of village matters in all kanowit division. This required Kanowit District Office to have all the head of village details and will be kept in their own file. As the Resident Sibuluan Office required list of copy for identification card, Personal Bank Account statement for both head of village and their secretary and also photocopy of JKKK book account.

I have assign to make 2 copy of each of the detail given by the head of villager. This two copy of details regarding of the detail of the head of villagers will be separated into two whereby the first copy will be sent to the Resident Office Sibuluan and the other copy will be kept in the file of head of villagers accordingly with their name and also division of their village based on "Penghulu" of their area.

	<p>In order to do this task systematically i have done tagging for each file with all the head of villagers in kanowit area. This will be put in acronym listed and separated based on "penghulu" who are in charge in their village.</p>
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**Table 2.1: Task in Week 1**

**2.2 Week 2 (31<sup>st</sup> July to 4<sup>th</sup> August 2017)**

DATE ( DAY)	EXACT NATURE OF WORK DONE
<p>31<sup>st</sup> July 2017</p> <p>Monday</p>	<p><b>VOTE LEDGER</b></p> <p>After that, Madam Gracie gave me task to complete the vote ledger. I required to check the quotation of expenses made by the District Office for the past even during the year 2017.I need to record all the flow of money and to whom the government need to pay for the certain event made by the District Office of Kanowit</p>  <p>This Vote Ledger needed to be updated every month so that all the flow of money will be recorded to avoid misuse of money and increase the accountability of the work done by the account department.</p>
<p>1<sup>st</sup> August 2017</p> <p>Tuesday</p>	<p><b>PHONE OPERATOR</b></p> <p>I have been place to be phone operator service to pick up any phone call in the District Office of Kanowit. During this work given, I need to explain all the enquiries or questions by the customers through the phone. Any question that unable to be answered, I will pass it to the staffs that are in charge for the</p>

services.

2<sup>nd</sup> August 2017

### QUARTERS HOUSING FORMS

Wednesday

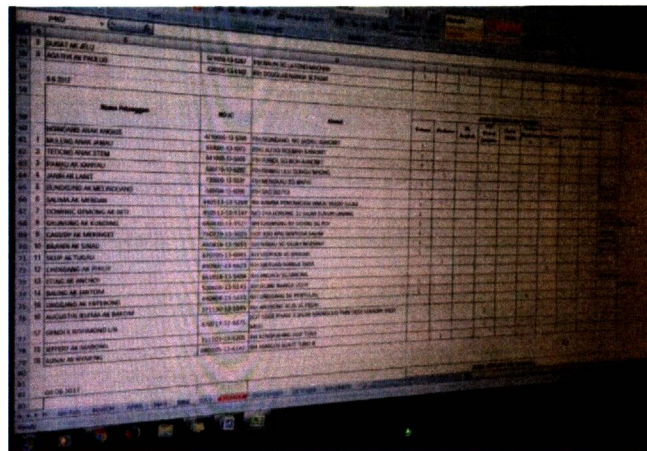
I have given task by Madam Madeline Kadir to update the Quarters form. In order to complete this task I need to separate all the Quarters form in to category which is by the type of Organization in the Kanowit area. For example, this quarters form will be separated into different organization such as District Office, Hospital Daerah Kanowit, Kemas, Jabatan Pendaftaran , KDCA , Bomba, Polis , Penerangan, pejabat pelajaran, pergigian. After that, I need to put it in the envelope to be distribute to the all organization as above.

3<sup>rd</sup> August 2017

### COUNTER SERVICE

Thursday

Record all list of customer or public that come to the District Office based on what is the type of services that they are asking for. Details that needed to be recorded for each of the public is their name, identity card numbers, address, and type of service that they are asking for.



	<p><b>WRITE LETTER FOR BIRO WANITA</b></p> <p>I required writing a letter on the behalf of Biro Wanita to be sent to the Bank Rakyat. The purpose of this letter is as a letter of consent that the district offices are aware on the establishment of Biro Wanita in the Kanowit area. From this letter the bank will proceed to the next step to open up account bank under Biro Wanita.</p>
<p>4<sup>th</sup> August 2017 Friday</p>	<p><b>RENEWAL OF LICENSE AND PERMIT TO BUY BULLET</b></p> <p>I required doing three steps in order to renew the license and permit for those who want to buy the bullet. The first thing I need to record the details of the customer in the list of customer record, after that i will charge the service depend of what are they want to do. For example, RM2 to renew the License and RM2 to buy the bullet.</p> <p>After that, once again I will record the important details in the other computer regarding on the Shotgun. For example the name of the owner of the guns and the license number of the owner of shotguns.</p>

No	Nama	Alamat	No. HP	Alamat
880	INDO AK MEDANI	3023 KWT	134377	PELURU
881	INDO AK MEDANI	3023 KWT	134378	PELURU
882	INDO AK MEDANI GIBI	06 KWT	134379	PELURU
883	INDO AK MEDANI	0670 KARAU	134380	PELURU
884	INDO AK MEDANI	206 KWT	134381	PELURU
885	INDO AK MEDANI	713 KWT	134382	PELURU
886	INDO AK MEDANI	1706 KWT	134383	PELURU
887	BETTY AK TAKAL	1213 KWT	134384	PELURU
888	BETTY AK TAKAL	1213 KWT	134385	PELURU
889	RAI ANAK LANTING	236 KWT	134386	PELURU
890	LETON AK AMBU	2412 KWT	134387	PELURU
891	KULON AK NYIPON	345 KWT	134388	PELURU
892	KULON AK NYIPON	345 KWT	134389	PELURU
893	SIRAH AK MUNGAI	1625 KWT	134390	PELURU
894	CHAONG AK ANI	3403 KWT	134391	PELURU
895	LININ AK BUNDO	374 KWT	134392	PELURU
896	BLANTHONG AK AUNT	374 KWT	134393	PELURU
897	SAMPON AK KAWANG	148 KWT	134394	PELURU
898	SAMPON AK KAWANG	148 KWT	134395	PELURU
899	EDWIN MURAN AK JARON	122 KWT	134396	PELURU
900	YANI AK SEJA	1136 KWT	134397	PELURU
901	EFFERY AK BALANG	243 KWT	134398	PELURU
902	MURON AK SELAU	754 KWT	134399	PELURU
903	MAGUS AK NYALU	107 KWT	134400	PELURU
904	DANA AK TAWANG	402 KWT	134401	PELURU
905	LEON AK MATHEW MATHUS	452 KWT	134402	PELURU
906	YOHANNIS AK SEJA	822 KWT	134403	PELURU
907	YOHANNIS AK SEJA	822 KWT	134404	PELURU
908	YOHANNIS AK SEJA	822 KWT	134405	PELURU
909	CHARLES AK SALANG	208 KWT	134406	PELURU
910	YANG LIAN HIN	242 KWT	134407	PELURU
911	YANG LIAN HIN	242 KWT	134408	PELURU
912	CLEMENT MURON AK SEJA	113 KWT	134409	PELURU
913	CLEMENT MURON AK SEJA	113 KWT	134410	PELURU
914	FRANKIE AK JOHN JAMES	102 KWT	134411	PELURU
915	FRANKIE AK JOHN JAMES	102 KWT	134412	PELURU

Besides that, the customer name that wants to renew or buy the bullet will be given receipt as the evident that they have go to the district office to buy the bullet. The receipt will have three colors which is white, pink and yellow. The White and pink will be given to the customer and the yellow one will be kept in order to make billing purposes for department of Account.

The book of license and the receipt need to have signature either from the District Officer, Secretary Administrative Officer and Administrative Officer in order to have legal process of the renewal of license and permit to buy the bullet.

### STEMPING

The purpose of stamping here is to terminate the electricity supply. The public requires bringing along their document on the termination of the electricity supply. The document will be cop and will be take photocopy of it as to be recorded on the termination of the electricity supply as applied by the customer.

### **PBR ( PROGRAM BANTUAN RUMAH)**

Explain to the public on the details that need to be completed along with the application to help them to build new house or to repair their house. These types of PBR have two different parts which is to help people to build the new house and to repair their house. When the public one to build a new house, I will asked them to give three copies of picture that shown where they wants to build their house whereby for people that wants to repair their house , I will asked them to have three pictures on what they wants to repair.

### **MARRIAGE REGISTRATION BASED ON IBAN ORDINANCE FOR NON MUSLIMS**

This marriage only legal for those who are non-Muslim citizen who wants to marriage based on their Custom Ordinance. This marriage are little bit different with the marriage in the courts as the girl who in 17 years old can be marriage in accordance with the Iban Ordinance when they wants to marriage but with one condition which is with the concerns of their parents.

They will be given one form to be completed. Whereby they need to complete the detail for whom that wants to married and having two people who will become their witness for their marriage. After that, they needed to go to the JPIN to check their status. Only after that, they will give the application of marriage forms to District Office Kanowit.

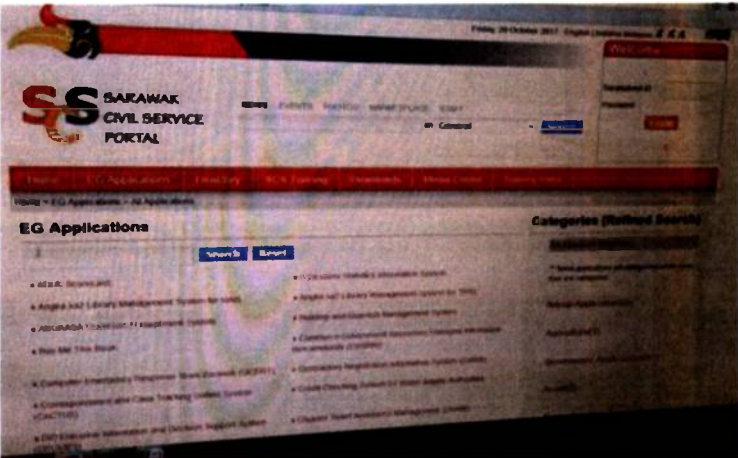
The marriage certificate able to be taken after 21 days



	<p>within working hours. When they want to take the certificate they need to have all the people that have in the marriage certificate details. Only after that, the marriage certificate is able to be given.</p>
--	--

**Table 2.2: Task in Week 2**

2.3 Week 3 (7<sup>th</sup> August to 11<sup>th</sup> August 2017)


DATE ( DAY)	EXACT NATURE OF WORK DONE
<p>7<sup>th</sup> August 2017 Monday</p>	<p><b>COUNTER SERVICE</b></p> <p>Recorded all the customer details that come for the services based on what is the type of their service asked for in the District Office Kanowit.</p>
<p>8<sup>th</sup> August 2017 Tuesday</p>	<p><b>PROBATE</b></p> <p>Probate or known as will. Madam Nancy Gerinching anak Nicholas have given me a task to register the asset of the person that want to do probate matters. The probate needed to be registered at the Sarawak Civil Service Portal which is under Staff Self Service System which is known as (SIFBUS). In order to do this task, I need to log in using Madam Nancy to enable me to access the system. Only after that, I able to proceed with the probate registration.</p>  <p>The screenshot shows the Sarawak Civil Service Portal website. The header includes the Sarawak State Emblem and the text 'SARAWAK CIVIL SERVICE PORTAL'. Below the header, there is a navigation menu with 'Home', 'About Us', 'Services', 'Contact Us', and 'Help'. The main content area is titled 'EG Applications' and lists various services such as 'KEDAH BERSAMA', 'Angka Jut Library Management System', 'ASBUNDA Tindakan &amp; Kawatana System', 'Raj Sah Tika Book', 'Computer Emergency Response Team (CERT)', 'Computerized Case Tracking System (CACTAS)', 'ERP Customer Satisfaction and Feedback System', 'KUALA BELANGA BERSAMA System', 'Angka Jut Library Management System', 'Kedung and District Management System', 'E-System in Government Information System Management', 'Company Registration Information System', 'Local Checking System for State Budget Approval', and 'District Report System Management System'. On the right side, there is a 'Categories (Filtered Search)' section with a search bar and a list of categories.</p>
<p>9<sup>th</sup> August 2017 Wednesday</p>	<p><b>RENEWAL OF LISENCE AND PERMIT TO BUY BULLET</b></p> <p>People will be charge depend on whether they want to renew the license or permit to buy bullet. All details will be</p>

		<p>recorded in the computer. The receipt will be given to the customer after have been sign by the Officer who required to approve the renewal of license and permit for people who wants to buy the bullet.</p>
10 <sup>th</sup> 2017 Thursday	August	<p><b>CHECKING STOCK</b></p> <p>For Checking purposes I have been assign by Chief Gracie who in charge on the Account Department to check all the Stock of New Receipt Books. Each of the number of the Receipt Book will be recorded in the list of Stock of new book receipt. This is to ensure the accountability of the process during the all the service given by the government staff to the public. Apart from that, this also will be checked during the Audit treasury Session from Resident Office Sibul.</p> <p><b>HEALTH PROGRAMME</b></p> <p>On behalf of the District Office staff, I have been asked by my Supervisor Madam Metsheil anak Iman to participate on the Health Care program.</p>
11 <sup>th</sup> 2017 Friday	August	<p><b>TN50</b></p> <p>This event have attend by YB Datuk Aaron Ago Dagang (Member of Parliament Kanowit area), YB En. Alexander Vincent (ADUN Ngemah) and YB En. Allan Siden Gramong (ADUN Machan).During this event I have been asked to become Registration committee and also record all the important point during the discussion along the TN50 session.</p>

**Table 2.3: Task in Week 3**

**2.4 Week 4 (14<sup>th</sup> August to 18<sup>th</sup> August 2017)**

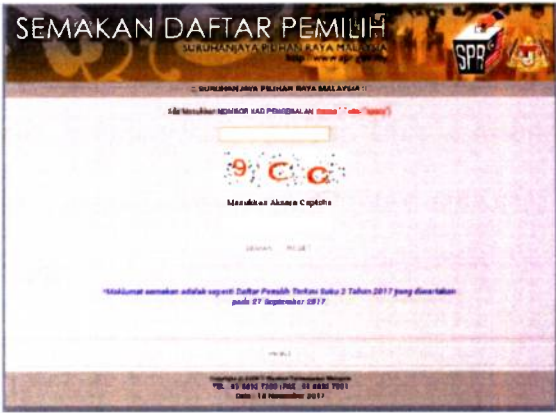
<b>DATE ( DAY)</b>	<b>EXACT NATURE OF WORK DONE</b>
<p>14<sup>th</sup> August 2017 Monday</p>	<p><b>COUNTER SERVICE</b></p> <p>Register all the customer details that come to have the services at the counters.</p> <p><b>MARRIAGE REGISTRATION</b></p> <p>Register the name of people who are applying for the marriage certificate as according to the Iban Marriage Ordinance.</p>
<p>15<sup>th</sup> August 2017 Tuesday</p>	<p><b>RENEWAL OF LISENCE AND PERMIT TO BUY BULLET</b></p> <p>Renew the license when the period of license has been expired so that the owner of the guns able to use their guns legally and also able to buy the new bullets.</p> <p><b>PROBATE</b></p> <p>Key in the supplementary asset that people who are registered for the probate into the list of asset that they want to probate under their names.</p>
<p>16<sup>th</sup> August 2017 Wednesday</p>	<p><b>SPR Talk ( Suruhanjaya Pilihan Raya)</b></p> <p>During SPR there are two program which is in the morning the SPR will have Talk regarding on what are things need to do during the elections and the second is during the Afternoon the SPR will do the Simulation regarding on the flow of process during the election days.</p>


	
<p>17<sup>th</sup> August 2017 Thursday</p>	<p><b>KEY IN WATER TANK APPLICATION</b></p> <p>Application for the water tank will be recorded based on the area of the applicant names. For example, if the applicant name is under N49 Ngemah and N50 Machan the applicant name will but in their respective area based on the Adun.</p>
<p>18<sup>th</sup> August 2017 Friday</p>	<p><b>CEREMONY FOR GIVING THE UNIFORM VOUCHER</b></p> <p>During this ceremony, the uniform voucher is given based on Adun in Kanowit area. Which is during this time is for Adun N49 Ngemah. So this ceremony will be attended by all representatives from Adun N49 Ngemah area.</p> <p><b>ATTEND A MEETING FOR SEKOLAH-SEKOLAH DAIF NEGERI SARAWAK</b></p> <p>In the afternoon, I have asked by En. Harmond as the Secretary Administrative Officer (SAO) to attend a meeting with him and job down all the important information during the meeting .After the meeting, I required to send minute meeting to the District Officer for job purposes.</p>

**Table 2.4: Task in Week 4**

**2.5 Week 5 (21<sup>st</sup> August to 25<sup>th</sup> August 2017)**

<b>DATE ( DAY)</b>	<b>EXACT NATURE OF WORK DONE</b>
<p>21<sup>st</sup> August 2017 Monday</p>	<p><b>ATTEND MAJISTRATE COURT REGARDING NATIVE CULTURE LAND MATTERS (NCR)</b></p> <p>During the courts session, i am joining the courts session to hear the problems between two people. Each of people is giving chance to show all the evident that shows the Land is they land. After that, the Magistrate decides who is winning for the case.</p> <p><b>RECORD PROCEEDING CIVIL CASE ON NATIVE COURTS</b></p> <p>Madam Madeline Ana Kadir has given me a task to record all the record proceeding civil case in Native Civil Case Books. All the case that referred to the Native Court will be listed in the books so that they able to arrange a schedule for the next Courts proceeding. Apart from that, to have a record on who is winning on the case and what are the case that are discuss in the courts.</p>
<p>22<sup>nd</sup> August 2017 Tuesday</p>	<p><b>BUSINESS LISENCE</b></p> <p>I have been taught by Miss Athirah the one who in charge Business Trade License on how to make new license and how to renew the trade license. The system that is using in order to do this trade license is (SIFBUS) whereby I need to access into the system in order to make the trade license.</p> <p>After complete all the details that needed to have in the trade license I will print out the trade license. This license will be</p>


	<p>sent to the District Officer in order to have the sign on the trade license to approve the application of the trade license.</p>
<p>23<sup>rd</sup> August 2017 Wednesday</p>	<p><b>UPDATE THE INFORMATION OF THE PEOPLE WHO WILL IN CHARGE DURING THE ELECTION</b></p> <p>The entire government servant in Kanowit area has been assign duty during the election in 2018. Thus, they required to send their details that needed in the process of giving the claims when they doing their duty on the election days.</p> <p>In order to update the information of the entire person who will attend for the duties in election, I required to check and to print out the information of the duties of SPR so that I able to separate the details based on the area that they will vote during the election. Below is the system to check the details of the voters.</p> 
<p>24<sup>th</sup> August 2017 Thursday</p>	<p><b>LIST DOWN THE NAME WHO GET UNIFORM VOUCHER</b></p> <p>I required to list down the entire student name that will get the uniform voucher. This name will be separated based on their school and will be put in the envelope to be given during the Ceremony of Given Out the Uniform Vouchers for Adun N50 Machan.</p>

	
<p>25<sup>th</sup> August 2017 Friday</p>	<p><b>CEREMONY FOR GIVING THE UNIFORM VOUCHER</b></p> <p>This ceremony of giving the Uniform Voucher is for Adun N50 Machan and therefor this ceremony is attended by YB En. Allan Siden Gramong who are Adun for the Machan Area.</p> <p><b>RABBIES TALK FROM HOSPITAL DAERAH KANOWIT</b></p> <p>Attending Rabies Talk that held in the Dewan Suarah of District Office Kanowit as the representative of the District Office staff.</p> <p><b>DINNER ( FUND RAISING FOR SMK SEDAYA KANOWIT)</b></p> <p>Attending the dinner that establish by the Smk Sedaya Kanowit in order to have fund raising. I have attended the dinner as one of the representative staff from RANDO which is the District Office of Kanowit staffs.</p>

**Table 2.5: Task in Week 5**



## 2.6 Week 6 (28<sup>th</sup> August to 1<sup>st</sup> September 2017)

DATE ( DAY)	EXACT NATURE OF WORK DONE
<p>28<sup>st</sup> August 2017</p> <p>Monday</p>	<p><b>RENEWAL OF LICENSE AND PERMIT TO BUY BULLET</b></p> <p>Collect the blank amenities of the bullet before the public wants to renew the permit to buy bullet as the major procedure when they wants to renew and buy bullet for their guns.</p>  <p>The public License book will be updates the new date of the expiratory period of their license. And the reset will be given to them so that they able to buy bullet.</p>
<p>29<sup>nd</sup> August 2017</p> <p>Tuesday</p>	<p><b>MAKE NEW LISENCE BOOK</b></p> <p>License Book will be type using electronic typing machine. This License book required to do manually using this machine and able to be done immediately. The purpose of the making of the new license book is because there is no space to write the details regarding buying a bullet in the license book of the guns owners.</p>
<p>30<sup>rd</sup> August 2017</p> <p>Wednesday</p>	<p><b>TALK FROM SALCRA KUCHING</b></p> <p>Regarding on the Native Culture Land (NCR) Land Development from 8.30am-1.30pm.</p>
<p>31<sup>th</sup> August 2017</p>	

Thursday	<b>HARI KEMERDEKAAN</b>
1 <sup>st</sup> September 2017 Friday	<b>HARI RAYA KORBAN</b>

**Table 2.6: Task in Week 6**

## 2.7 Week 7 (4<sup>th</sup> September to 8<sup>th</sup> September 2017)

DATE ( DAY)	EXACT NATURE OF WORK DONE
4 <sup>th</sup> September 2017 Monday	<p style="text-align: center;"><b>CUTI UMUM</b></p> <p style="text-align: center;"><b>(SEMPENA MALAYSIA JUARA UNTUK SUKAN SEA)</b></p>
5 <sup>th</sup> September 2017 Tuesday	<p><b>SURUHANJAYA PILIHAN RAYA ( FILELING FOR ELECTION PURPOSES)</b></p> <p>The details of the person who will be on the duty during the election days will be print out and will be place in the file in accordance with what are the duty of the person during the election days.</p>
6 <sup>th</sup> September 2017 Wednesday	<p><b>AUDIT FOR TREASURY</b></p> <p>During the Audit, I have been asked to prepare certain document that will be needed during the Audit sessions. This is to ensure that the entire file needed is being prepared during the Audit treasury session in Account department.</p>
7 <sup>th</sup> September 2017 Thursday	<p><b>RENEWAL OF LICENSE AND PERMIT TO BUY BULLET</b></p> <p>License book of the guns owner will be updated by renewal of their license so that they are legally owns guns and able to buy bullets for their guns.</p>
8 <sup>st</sup> September 2017 Friday	<p><b>ENTER RESET ( USING SIFBUS SYSTEM)</b></p> <p>Before 3pm, I have been asked to enter all the reset payment that has been made in the Services.</p>

**Table 2.7: Task in Week 7**

2.8 Week 8 (11<sup>th</sup> September to 15<sup>th</sup> September 2017)

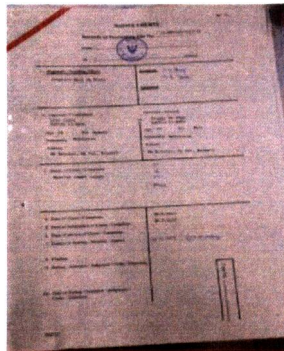
DATE ( DAY)	EXACT NATURE OF WORK DONE
<p>11<sup>th</sup>September 2017 Monday</p>	<p><b>KEY IN JKKK LIST OF THEIR INFORMATION DETAILS</b></p> <p>The things needed in order to be send to the District Office Kanowit is identity card and personal bank account for both of the chairman and its secretary and also JKKK Account Bank Statement.</p> <p><b>“KEMERDEKAAN PERINGKAT KEBANGSAAN” SARAWAK</b></p> <p>Held By KEMAS. I have become the representative of District Office Kanowit to attend the Ceremony. The activities during the programs if Choir by Kindergartens students, Pakaian Beragam and Drawing competitions.</p>
<p>12<sup>th</sup>September 2017 Tuesday</p>	<p><b>PROBATE</b></p> <p>The public will be given one document to be complete in order to register their probate matters. They requires to prepare all the document needed regarding on what are the asset of the late decease name of their family so that the asset will be registered under the asset that they wants to probate. The family that wants to add in the asset that have been given Letter of Administration regarding on the probate may add in the asset which call as supplementary asset of probate by bringing the Letter of administrative to show they have been do the probate letters in the previous time.</p> <p><b>ENTER RESET IN SIFBUS SYSTEM</b></p> <p>All the Services that requires customer to pay for their</p>

	<p>services needed to be records in the SIFBUS system. This system will open at 9am to 3pm only. This task needed to be done daily as all the reset of payment needed to have record in the system to see the flow of money in the District Office of Kanowit.</p> <p>Things that will be entering in this system are renewal of trade license, trade license, native court payment, and license and permit to buy bullet. This reset will automatically in the system that will help the staff to make direct billing of the payment in the office.</p>
<p>13<sup>th</sup> September 2017 Wednesday</p>	<p><b>COUNTER SERVICE</b></p> <p>Every morning I will place at the counter service to records the list of customer name that will come to have the services in the District Office. Besides that, I will make multitasking works to handle in the counter such as probate matters, renewal of license and permit to buy bullet and marriage matters.</p>
<p>14<sup>th</sup> September 2017 Thursday</p>	<p><b>(MENAMPAL) POSTER PESTA KANOWIT</b></p> <p>As the Pesta Kanowit around the corner, this is one of the preparations of the Pesta Kanowit whereby I need to put the advertisement around the Pekan Kanowit area so that the people will know what are the activities will be held during the day and what are the times Pesta Kanowit will be held.</p>



## DIVORCE MATTER

Checking all the files regarding the divorce matters. After that, I require to records the proceeding civil case in the Native courts books.



15<sup>st</sup>September  
2017  
Friday

## TALK BY DISTRICT OFFICER ( Regarding the District office Kanowit)

To end my practical training in the District Office of Kanowit, Encik Katis Noel Nyabong as the District Officer of Kanowit have given me a short briefing regarding the history of the establishment of District Office Kanowit.

Apart from that, he tells about his background along the way he become the District Officer and also gives me an advice for my next step in studies.

**Table 2.8: Task in Week 8**

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 Chapter Review**

This chapter is regarding on the analysis of the task implementation during practical training in the District Office Kanowit. This work task are going to be analyze based on the subject that I have learnt in the Bachelor of Administrative Science (Honor's). This is divided into several sections which are section 3.1 Total Quality Management, section 3.2 Local Government followed by section 3.3 Organizational Behavior and the last part is on the section 3.4 Strategic Management.

#### **3.1 Quality Management**

Total quality management (TQM) define as an approach that seeks to improve the work quality and works performance in order to fulfill the satisfaction of the customers by achieved it beyond they demands.

The services in the District Office that will show the total quality in management is they are customer oriented. In nature the government services is to serve the public not to get profit as a private sector. Thus, it important to take cares the entire customers that come to have for the services. One of the practices by the District Office Kanowit doing the job based on the Client Charter provided.

This Client Charter is display in the waiting area. Therefore the customer or pubic able to know their right or how long their services able to be settle. Thus, all the services given is based on the Client charter that being display in the waiting area of the public.

Apart from that, the customers also have comfortable waiting line area. Whereby they were provide two televisions in the waiting line area. One television is regarding on what are thing that public need to do when there is flood happened in their area and also what is they need to do when their pets such as dog and cat have several symptoms of Rabies.

Moreover, the District office also provide Notice board that useful for the public. This is will bring information toward the public regarding on what event that District Office Kanowit will conduct. There are three notice boards that provide by the District Office Kanowit which is two in the office and one outside the office.

The notice board in the office will display on the attendant of the Employees in the Organization. This is to inform that which officer is not available in the office. This will help the public to know on what time to come to the office until the staff that in charge his service is available in the office.

The third notice board will show the attendant of the "Penghulu" or known as the Head of Village. This is important because all the public will need the 'Penghulu Kampung' to support all the application made by them. For example, application of build a new house or repair of house will require the sign of the Penghulu Kampung of their area.

The notice board that outside of the District Office Kanowit is regarding on the list name of the public that will have BRIM. This name list is display based on the phase of the BRIM given to the public. Therefore, this information will enable public to know whether they will be paid BRIM on what time and how much will they receive.

Moreover, the District Office also practicing Japanese work Culture which is 5 S's in their work done. This practicing will be display so that the employees able to



take it as a guide for them. 5s is the name of workplace organization method that practices five Japanese practices which in Japanese word. This 5 S's is Seiri, Seiton, seiso, seiketsu and shitsuke which mean sort, systematic, standardize and sustain. Originally this 5 S's is for organizing the workplace environment in a clean, efficient and safe working environment, and having good visual management to ensure the introduction of standardized working.

The first alphabet s is sort, the District Office Kanowit keep the necessary items needed in the work area, dispose or to keep in a distant storage area less frequently used items and discard unneeded items. Seiton which is mean that, systematic arrangement for the most efficient and effective retrieval. There should be a place for everything and everything should be in place. The place for each item should be clearly labeled or demarcated. Items should be arranged in manner that promote efficient workflow with equipment used most often being the most easily to access.

Seiso is Shinning. Whereby the practice of clean environment in the workplace, tidy and organized. This is because, it is believed that a clean environment in the workplace will enable the workers to work more comfortable and effectively. Seiketsu is standardizing. The work practice should be consistent and standardized. The work stations for particular job should be identical. The most important thing is all the employees doing the same job should be able to work in any station with the same tools that are in the same location in every station. And everyone should know their exact responsibility.

Shitsuke is sustaining. Once all the 4 S's have been established they became the new way to operate. Maintain focus on this new way and do not allow a gradual

decline back to the old one. This is because the effect of continuous Kaizen leads to less waste, better quality and faster leads times.

### **3.2 LOCAL GOVERNMENT**

According to (Miller, 2002) Local government define as a sub-national level of government which has jurisdiction over a limited range of state functions, within a defined geographical area which is part of a larger territory. Miller added that the term of Local Government also refers to the institution, or structures, which exercises authority or carry out governmental functions at the local level.

In District Office there are several core services given to the public such as statutory services, urban project management, management of Community Institutions Affairs, Licensing and permits. These indicate district office is one of the local authorities that exercise the government policy or law in the area.

Probate matters will be settled in the District Office Kanowit. The probate will be divided into two which is probate with will and without will. Both of this type required to be registered in the probate system in the District Office so that they able to have Letter of Administration that enable them to proceed to the next step which is to claim the asset that left by the decease to the heir of the asset.

Each of this probate will have slightly different which is the probate of will only require the name of person who had been stated in the will to inherit the asset of the decease. The person that had been stated in the will is the one that need to register the probate in the system. Whereby the probate

without will only need to come with their entire sibling to registered the probate matters.

This is because all of them needed to have “Angkat Sumpah” in front of Magistrate to declare all the deeds are true. Once the probate system have been approve in the system then the family members able to come together to take the letter of administration to make a claims on the asset given by their late parent.

This indicate that, the District Office have the power to verify or to approve the application of probate matters in their office. This is meeting the Local Government Act 1976 in clause 8 which is regarding the Administration of Local Authorities Area. It stated that ‘The affairs of every local authority area shall be administered by a local authority established by and in accordance with this act;

Provided that where the application of this Act to the Federal Territory there is any conflict between the provisions of this Act and the Federal Capital Act, 1960, or to regulations made thereunder, the provisions of the Federal Capital Act, 1960, shall prevail.

### **3.3 ORGANIZATIONAL BEHAVIOUR**

Madeline E. Heilman (2012) Organizational behavior defines as a way on how to manage or deals with the problem occur among the workforce in the organization whether by cohesive or persuasive ways. This is in order to prevent any unwanted behavior happened in the workplace that will affect the quality of jobs and also the relationship between colleagues.

In the District Office of Kanowit, there is certain behavior that leads to the unethical problems among the employees. One of the problem occurred is punctuality among staff come to the office. This is one of the serious discipline problem among the staff as they likely comes late to the office and even worst they will go for tea break after an hour they have come to the office. This usually affect the image of the employees in the organization also indicate how the government servant doing their job.

The other ethical problem in the office is instead of doing their job; certain staffs prefer to play game in their phone. This is so make the time become more faster as they wants go back earlier to their home without doing anything. This type of behavior showing that the employees are not enjoying on what they are done. Moreover, this happens because of there is no task given to them. Lack of delegation of power in the organization wills also one of the causes of this ethical behavior in the office.

The serious cases are when there is no respect between the colleagues. For instance, in the District Office Kanowit there is lack of respect among each other. This is because they having a conflict between themselves. They will only mixed with their own group that having a same perspective. This problem occurs because of there is lack of top management monitoring among its staff in organization. The top management preferred to silent and let the problem happened in an organization. Therefore, this type of problem will never can be resolve.

### 3.4 STRATEGIC MANAGEMENT

According to Pearce and Robinson (2011), Strategic management defines as the art and science of formulating, implementing, and evaluating cross-functional decisions that enables an organization to achieve its objectives. Under strategic management there is a sub topic under it which it related to the government reform strategy. Government reform strategy is to make improvement or amendment on what is wrong to fulfill public demand based on the government objective.

The first of the government reform strategy is that structural change. Structural change here is practice by the government agency by adopt certain culture from the other country to the work culture in their organization. As an example in the District Office Kanowit they also practicing the "Look East Policy" which is introduce by the Japanese. Mostly all the government agency are practicing this work culture. For example, the District Office practicing front line in the counter services and also file desk for each of the employees that needed to have. In the District Office Kanowit there are 5 row of the front line in the counter service which brings different type of job responsibility. The public able to know where they need to go in this front line is based on the above counter service that stated the service that they handle in the different counter.

Apart from that, the other practices by the government as one of the government reform strategy in the public sector in Malaysia are improving productivity and delivery of services. As we know the exact nature of the government service is not a profit oriented. This is because they only serve the public to cattle their problem. Therefore in order to achieve productivity

and delivery of services they just need to ensure the efficiency and effectiveness toward how they will attain national development goals. For example, the District Office Kanowit is practicing the Client's Charters in dealing their job.

Besides that, the next government reform that done in the government service is measuring the efficiency and effectiveness on what they have done in the services. This is to ensure the programs and the activities implemented are efficiently and effectively with the government objective. For example the instrument that done by the government in order to measure the efficiency and the effectiveness on the service delivery toward the public is through Key Performance Indicator (KPI).

In the District Office Kanowit, each of the work criteria made by the employees will be measured by the above management. For example, the work done by the employees in the District office Kanowit will be monitored by the top management. This is through the work performance show by the employees itself apart from the own file desk. They also will have "Anugerah Pencapaian Cermerlang" which is APC for those who have good performance in their works. This is to motivate the employees to work more effectively and efficient in the service that they are delivered to the public.

Besides that, the next government reform strategy is regarding on the attitude and behavioral change. This is to address the problem occur among the employees related to the moral and ethical values in the office. In other to prevent this issue there are instrument to cattle this problem from happens which is an existence of Code of Conduct under Public Officers Regulation, 1993. Each of the government civil servant are ties with several rule that

needed to be followed and also there is the circular that will be inform from time to time to be obey by the public servant in the government.

For example, In the District Office there is several steps taken by the District Officer which is the Top management for the District Office of Kanowit. Any employees that cause a problem will be issue in the meeting. This type of meeting is known as the first step to give a first warning to the employees that having moral and ethical problems. This meeting will be conducted by two sessions which is the first session is between the District Officer with all the female staff and the next session is within the District Officer with male staff.

This is because the District Office Kanowit is he will discuss sensitive issue that will be different between the male and the female employees in the organization. After the meeting was conducted, i able to see the progress from the attitude of all the employees as they have been scold regarding there behavioral problem.

The common problem that happened in District Office is lack of sense of respect between the colleagues. This is due to perspective the senior staff is more knowledgeable and more experience if compared to the younger staff. The frequent meeting from the top management able to open the mind-set regarding the employees that they need to respect each other opinion without issuing the seniority of the person in the office.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.1 Chapter review**

This chapter will describe the strength and the weaknesses in the District office Kanowit. Besides that, the recommendation also will be included as one of the solution that will be useful to tackle the problems in the organization and to have improvement in terms of service delivery in organizations.

This first section which is 4.2 regarding the strengths of the organizations, section 4.3 is regarding the weaknesses and the last section which is 4.4 on the recommendation regarding how to make improvement in organization.

#### **4.2 Strengths**

##### **4.2.1 Service Delivery to Public**

The strength of the District Office employees is they deliver well in service delivery to the public. In order to ensure the information able to be delivered well to the public the employees will explain more detail until the public able to understand regarding what they needs to do. This action able to help public to have good services experiences when deals with the employees in the frontline of the District office Kanowit.

Apart from that, the employees of the District Office Kanowit will do their work based on what is stated in the Client Charter that had been provided. This to ensure they will delivers the best service practices in the organization as required by the government in order to have effective and efficient in their work task within the government public service delivery.



Besides that, the public are encourage to make a phone call regarding on what type of services that they wants to have a clear explanation regarding on what is their interest. The public also can check their status regarding on the application that they had made in the District Office Kanowit. For example, the status of their probate, divorce matter regarding on what is the schedule they need to comes to the court to settle the problems and also asking the court schedule regarding on when is the courts convene to settle the land dispute.

#### **4.2.2 Close Relationship between Colleague**

The relationship among the employees in the organization is close and this will gave advantages in order to have mutual understanding regarding on the event that they will be do. Thus, by having mutual understanding this will enable those to have one decision that agreed by all the employees in the organization. Therefore, they able to have smoothed run in organization without any conflict to be worried on.

Having a close relationship between employees, the employees able to help each other in the workplace. For example, during the time that there is no public in the office, the employees in the counter service will help the employees in the account department to do enter receipt that had been made in the organization. For example the services that required receipt is any services that needed to have fee for the services such as renewal of license and permit to buy bullet, renewal of trade license, registration of trade license and also fee for the court. This receipt needed to be entering before 3pm because

SIFBUS system will be closed after the 3pm. This will made the work done by the account employees became easier because of the helps from the other employees.

### **4.3 Weaknesses**

#### **4.3.1 Punctuality among the employees to the workplace**

The major problem that always occurred in the District office kanowit is regarding the punctuality among the employees to the workplace. This is because they take it easy on the attendant records to enter the workplace.

Moreover, the record of the attendant to the office is early than the actual attendant because of the practice of letting other employees who comes early to office to scan the ID for them. Thus, any unpunctuality among the staff comes to the office unable to be detected by the top management.

The punctuality of the employees will indicate how the employees in District office Kanowit Culture. Thus, staffs that always come late to work will bring bad image to the organization. This also will show that there is lack in the commitment among the staff to come to the office to do their job. Moreover, in terms the work done also will be effected since them unable to do their task early. So the workload in the office will become more and causes delayed in the work process.

#### **4.3.2 Insufficient staffs**

As we know, the District Office is one of the government authority that in a small amount of staff. This is due to the each of district in the state will have own district office to offer the service delivery to the public.

So the people that in the different district only come to their own district office to have the services. Thus because of this, each of the small district office will faced the same problems which is insufficient staff in the office.

Moreover, due to this insufficient staff many type of work will be delayed until the staff that is in-charge regarding on the issue is in the office. This also will cause the problems such as when the public required having clear explanation regarding certain issue, the staff that not handle the work will unable to give explanation because of that is not their scope of task in the organization.

Thus the public unable to settle their problems until the real employees that in-charge regarding the services come back from training, event or event from the holiday or emergency.

## **4.4 Recommendations**

### **4.4.1 Installing closed-circuit-television (CCTV)**

Many problems able to be prevented by installing closed-circuit television (CCTV) in the office. This is because all the movement in the office will be recorded. This will limit the movement of employees to do something that break the rules or regulation in the organization.

The problem such as punctuality among the staff comes to the office able to be prevented. This is because the late staffs unable to ask helps from his or her colleagues to scan for their ID attendant as there is a closed-circuit television (CCTV) recorded their present in the office.

This recorded will become evidence in order to take a penalty or disciplinary action toward the employees that have discipline problems in the

office. Thus, by installing closed-circuit television encourage employees in the District Office Kanowit to come early and on time to the office.

#### **4.4.2 Using thumbprint for attendance in Organization**

Punctuality among staff able to prevent by practicing thumbprint for the attendance record in the office. This is because, as we know the thumbprint attendant required the own employees to scan for their own thumbprint. Only this they record will be listed in the system. Thus, any misconduct among the employees regarding their attendant able to be prevents.

The problems regarding the safety of the workers along their ways to the workplace able to be secure. This is because; in the previous problem which is helping other colleagues to scan for their ID card will lead to several consequences such as the insurance of the employees unable to cover for the employees when the accident happened within the time they reach the office but their attendant already showed they had arrived in the office earlier that the incident happened.

This will cause suspicious among the top management that investigate this problems. The result will cause the employees who suffered incident will not able to cover the damage during the incident as they already false their report attendant.

#### **4.4.3 Practicing mentor-mentee program**

The insufficient staff able to be solve by practicing mentor-mentee program among the organization. In the District Office Kanowit, the

employees in the front line do not have backup staff to replace for their position when they are outstation or having emergency leaves. This will cause several problems such as delayed in the work task that they will delivered to the public. This will cause inconvenience to the public as they comes far from their village in order to settle down their problems.

This problem able to be cattle by practicing the mentor-mentee program among the employees in the organizations. For example, the employee that works in the front line can ask help from general assistant in the office to replace their work done during outstation or emergency leave. In the District Office Kanowit, there is 5 general assistant for the District Office Kanowit. Since the District Office Kanowit is a small organization this will advantage all the employees to master each other job task. It is because the scope of job is the same in daily basis and able to be learnt in a short period. Thus, by practicing mentor-mentee program, this able to solve the problem of insufficient employees in the organization.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.0 Chapter review**

This chapter is on the overall conclusion by all previous chapter which start from section 5.1, 5.2, 5.3 and 5.4 for respective chapter one until chapter four. The last section which is 5.5 will conclude all the practical training that I have been through within eight week in District Office Kanowit.

#### **5.1 Chapter 1**

During my practical training in District Office I had been place in the front line which is deal with the service delivery in counter service. District Office Kanowit is one of the government local authorities that execute the statutory by law within its district area. The District Office have authority to certain matter such as give permit for public that wants to do “menyabung ayam”, approve trade license, approve child adoption application certificate, approve renewal of license and permit to buy bullet, approve application of probate and give approval regarding the development within the district area of kanowit.

The District Office Kanowit is a small office whereby it only has twenty-two workforces. The top management which is led by Encik Katis Noel Nyabong As District Officer, AO Nizam binti Ali , AO Chemera ak Ali, SAO Harmond and SAO Mitsheil ak Eman. In the Administrative department, it consist five officer that responsible at the counter service, six general assistant while in the account department there are four staff deal with the account in the District Office Kanowit.

Since this is a small organization the workforce is familiar with each other job responsibilities. This will helps them to replace one employee that is not able to come for work due to the emergency leaves. However, since the practical student is

placing in the district Office, the internship student is place within the counter service and also to replace the staff that having emergency leaves.

This to ensure the internship student able to gain more knowledge and experience during their practical training in the District Office Kanowit. Thus, within the eight week of internship I able to master all type of job that offered to the public. This is because the employees in the District office have gave their trust to me to take place they position whenever they have outstation, emergency leave and also replace they when they going out for tea break.

As the conclusion, chapter 1 is an explanation regarding the details of the background of the District Office Kanowit. All the information regarding the background of the District Office Kanowit had been used in my chapter 1. For example, history of the establishment of District Office Kanowit, objective, vision and mission of organization, common shared values, core business of organization and organization structure.

## 5.2 Chapter 2

The student of University Technology Mara (UiTM) had given log book in order to record the entire task given during eight week internship from 25<sup>th</sup> July until 15<sup>th</sup> September 2017. The student required to bring along their look book in the workplace so that they can job down the task done by them during the practical training. This log book will be sign by the supervisor that in charge the practical student in the workplace. This is to ensure that the task given by the employees is had been done by the student during the internship period.

The log book that complete by the student will be used to do Chapter 2 for the practical report of the students. There are several task that I had done in the District Office Kanowit such as registration of probate matters, divorce matter, application of E-Kasih, sorted out the application of the 1Malaysia Water tank, marriage registration, record the ledger book, renewal of license and permit to buy bullet, sort out regarding native court cases, Election talk and stimulation and also enter receipt of payment that had been made in the District Office Kanowit.

As the conclusion, chapter two is regarding the daily task that I have been done during my internship in Administrative department at District Office Kanowit. All of the task given during my practical training can be related to the subject that I have learnt during my bachelor of Administrative Science and Policy Study. Thus, in order to complete my chapter two I had been referred my log book as a guideline.



### 5.3 Chapter 3

During my practical training within eight week in District Office Kanowit I had learnt something new that I unable to be experience during my class of my Bachelor Administrative Science and Policy Studies. Through this practical training I able to understand more regarding the theoretical part in my subject and relate it with the real situation on the workplace.

The subject that I had learnt during my Bachelor of Administrative Science and policy Studies that related to task that I have done during my internship is Local government which is regarding the local authorities that responsible for the development of the district area.

Quality management which is regarding on the way of the organization do they work, such as sorted all the file, prepared comfortable waiting area and also deal with public according what stated in client charter because public is the priority. The other subject is Organizational Behaviour which is regarding the employees' attitude and how to deal with them with different approach as according their attitude. The last subject is Strategic management whereby it concern on how the workforce in the organization do their job based on systematic ways to deal with it.

Thus, the student able to applied the subject that they had been learn during the class when they do their practical training in the Organization that they choose. This enable the student became a fast learner during the practical training as they had been familiar with the job when doing their studies.

## 5.4 Chapter 4

In this chapter four I had been analyze the strength and weaknesses of the organization by using SWOT analysis. From this I able to identify the weaknesses that occurred in the District Office Kanowit. The main strength of the District Officer Kanowit workforce is Service Delivery to Public, Close Relationship between Colleagues while the weaknesses are such as Punctuality among the employees to the workplace and insufficient staffs.

Although the weaknesses occurred showed the negative side in the organization, but the organization can benefit it by comes out with recommendation to solve the problem that happens within the organization. Thus, the organization able to improve the quality of service delivery in the office once they able to identify the weaknesses of the organization.

The last part of the chapter four, the recommendation had been included as the suggestion in order to solve the weaknesses in the District Office Kanowit. The recommendation is needed to improve the weakness in the organization is such as Installing closed-circuit-television (CCTV), Using thumbprint for attendance in Organization, and Practicing mentor-mentee program. Thus, the recommendation stated here is to ensure that the |District Office Kanowit to achieve its goals as a friendly, fast, accurate and good quality in service given to public.

## 5.5 Overall Conclusion

Practical training is a good way in order to enhance the skill of the student. This is because the student being exposing to the real working condition compare to the theory studies that learnt in the class along the Bachelor of Administrative Science and Policy Studies. Through this internship also the student able to understand more regards their studies in class as they can relate the theory with the working nature.

In the District Office Kanowit, since this is the government public service the student able to see how the government implementing all the policy that had been introduce to the people. Therefore, it is an opportunity for the student to know better regarding how the government tackle the problem of the public throughout the service delivery offered to the public.

Moreover, the organization also gave the student to experience by itself to deal with the customer when deliver the services. The student also able to learnt how to approach people and also how to have good communication with people.

In conclusion, it is a valuable experience by the student when doing their practical research at the organization that they choose within eight week of their internship. Moreover, this also will give the student a preparation before entering the working experience after finish their Bachelor studies.

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# APPENDIXES

## FILELING STORAGE



JKKK FILELING (Information of Head of Villagers in Kanowit Area)



Native Cases (Divorce Matter)



Native Land Culture (NCR) Cases

## ORGANIZATION MEMBERS



**From left to right**

*Secretary Mdm Judy John, Nully Tinggom (practical student), District Officer of Kanowit Encik Katis Noel Nyabong, Alosee Grace (Me) and Yancy (Practical student)*



*From left to right*

*Yancy (practical student), SAO Metsheil anak Iman (research supervisor), Alosee Grace anak Sitin (myself) and Nully tinggom (practical student)*

## THE DISTRICT OFFICE KANOWIT



*Front line*



*Waiting area*



*Meeting Rooms*

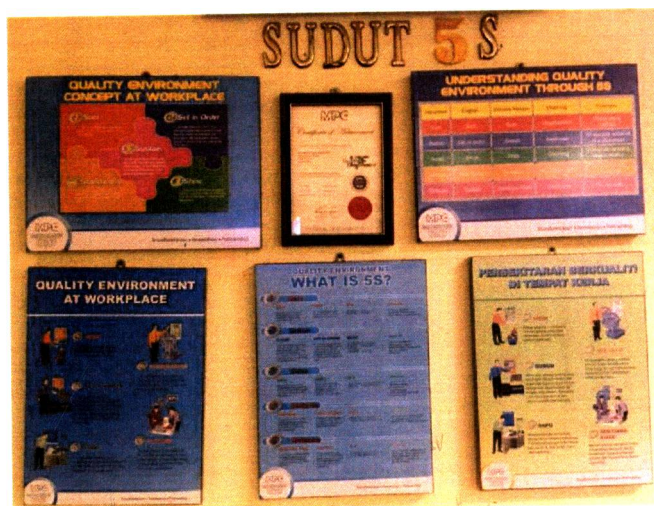




*District Office Kanowit*



*Native Court Kanowit*



*5 s's Section*

## PROGRAM DURING PRACTICAL



### TN50

*YB Datuk Aaron Ago Dagang (Member of Parliament Kanowit area), YB En. Alexander Vincent (ADUN Ngemah) and YB En. Allan Siden Gramong (ADUN Machan).*



*"Majlis Penyampaian Baucer Pakaian Seragam"*



*Talk From Salcra regarding Development of NCR La*