UNIVERSITI TEKNOLOGI MARA

FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES

PRACTICAL TRAINING REPORT IN SARAWAK STATE EDUCATION

DEPARTMENT

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2015145711

SUPERVISOR

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DECLARATION

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

Signed

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CLEARANCE FOR SUBMISSSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Madam Nur Aida Binti Kipli

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

(Signature)

Date : 3 / 1 / 20 18

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CHAPTER 1

INTRODUCTION TO THE ORGANIZATION

1.1 Introduction

This chapter will briefly explain the background of the organization which is Education Department of Sarawak. Besides, this chapter also included other relevant information about the organization such as objective of the organization, its vision, and mission, tagline, structure of the organization and its policies.

1.2 Background of the organization.

Sarawak State Education Department or known as "Jabatan Pendidikan Negeri Sarawak" is one of a department of education that administered by Ministry of Education in Malaysia. In general, it acts as headquarters for all district education office in Sarawak, which responsible to manage the matters related to education in the state. Currently, the director of the department is Madam Hajah Rakayah Binti Madon.

In the earlier of its establishment, the operation of Sarawak State Education Department is only divided into five divisions. The first division consists of the district of Kuching, Lundu, Bau, Serian, and Simunjan. Meanwhile, the second division consists Simanggang, Lubok Antu, Betong, and Saratok. Next, the third division includes the districts of Sibu, Mukah, Daro, Maradong, Sarikei and Kapit. Small areas of Miri, Baram and Bintulu are considered as the fourth divisions. The last divisions involve the district of Limbang and Lawas. For improvements and restructuring in the year of 1973, there are additions another two divisions, which are the sixth division and seven divisions. The sixth division consists of a district of Sarikei, Julau and Matu and the seven division include the district of Kapit, Belaga and Song.

Later, after restructuring, the Division Education Office and the District Education Office was known as Combined Education Office or Pejabat Pelajaran (PPG) and Small District Education Office respectively. In 2003, another 4 new Combined Education Office have established namely PPG Bintulu, PPG Samarahan, PPG Betong and PPG Mukah. In addition, Padawan Small District Education Office was also established. The new establishment has lead to the existence of 11 Combined Education Office and 20 Small District Education offices in Sarawak.

However, as a result of another restructuring in 2008, all Combined Education Offices and Small District Education Offices are known as District Education Office or "Pejabat Pelajaran Daerah". Additionally, Jabatan Pelajaran Negeri Sarawak was changed into Jabatan Pendidikan Negeri Sarawak after Ministry of Education merged with Ministry of Higher Education in 2013.

1.3 Objectives

Widening the admission of children to school up to 100% of the number of age cohorts and regulating every student received a quality formal and informal education through the following.

1. Improving the leadership effectiveness and schools management.
2. Increasing the professionalism level of the staff.
3. Improve the physical condition of buildings, school facilities and environment.
4. Diversify the school's curriculum and co-curriculum program in order to meet a variety of potential, talent and interest of students.
5. Establish international cooperation network in arts, culture and heritage.

1.4 Vision

"Pendidikan Berkualiti Insan Terdidik Negara Sejahtera"

1.5 Mission

Preserving Quality Education System to Develop Individual Potentials to achieve the aspirations of the nation.

1.6 Tag line
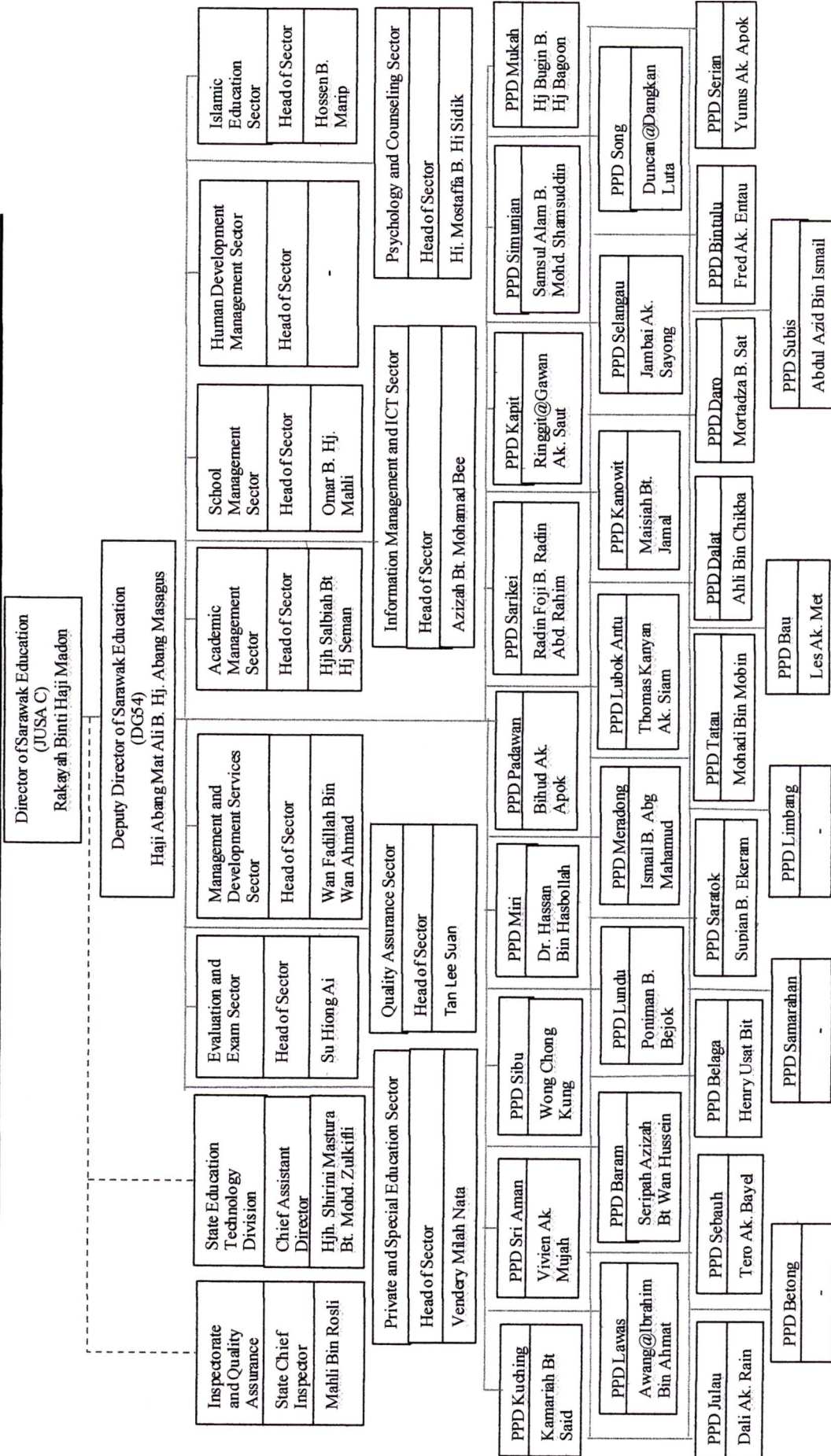
SIRE-EURO

Strong Implementation, Rapid Execution – Excellence: Ultimate Reach of an Organization.

1.7 Organization Structure

Sarawak Education Department is lead by Madam Rakayah Bt Haji Madon, who is the Director of the department. Meanwhile, the Deputy Director position is to hold by Haji Abang Mat Ali Bin Haji Abang Masagus. The department consists of 10 Sector with several units. All of the sectors and units have its own chief to monitor the administration process and the front liners. This is to ensure the objective of the department is achieve efficiently an effectively. In addition, all District Education Offices in Sarawak are also located under the jurisdiction of Sarawak Education Department.Every District Education Department is lead by its own District Education Officer who are supervised by director and deputy of Sarawak Education Department. However, Inspectorate and Quality Assurance and State Education Technology Department are an independent body under Sarawak Education Department and only under the power of the director. The organization structure of Sarawak Education Department is presented in Figure 1.1.

Figure 1.1 ORGANIZATION STRUCTURE OF SARAWAK EDUCATION DEPARTMENT

Director of Sarawak Education (JUSA C)
Rakayah Binti Haji Madon

Deputy Director of Sarawak Education (DG54)
Haji Abang Mat Ali B. Hj. Abang Masagus

Inspectorate and Quality Assurance
- State Chief Inspector: Mahli Bin Rosli

State Education Technology Division
- Chief Assistant Director: Hjh. Shirini Mastura Bt. Mohd. Zulkiffli

Evaluation and Exam Sector
- Head of Sector: Su Hiong Ai

Management and Development Services Sector
- Head of Sector: Wan Fadillah Bin Wan Ahmad

Academic Management Sector
- Head of Sector: Hjh Salbiah Bt Hj Seman

School Management Sector
- Head of Sector: Omar B. Hj. Mahli

Human Development Management Sector
- Head of Sector: -

Islamic Education Sector
- Head of Sector: Hossen B. Marip

Quality Assurance Sector
- Head of Sector: Tan Lee Suan

Private and Special Education Sector
- Head of Sector: Vendery Milah Nata

Information Management and ICT Sector
- Head of Sector: Azizah Bt. Mohamad Bee

Psychology and Counseling Sector
- Head of Sector: Hj. Mostaffa B. Hj Sidik

PPD Offices:

- PPD Kuching: Kamariah Bt Said
- PPD Sri Aman: Vivien Ak Mujah
- PPD Sibu: Wong Chong Kung
- PPD Miri: Dr. Hassan Bin Hasbollah
- PPD Padawan: Bihud Ak. Apok
- PPD Sarikei: Radin Foji B. Radin Abd. Rahim
- PPD Kapit: Ringgit@Gawan Ak. Saut
- PPD Simunjan: Samsul Alam B. Mohd. Shamsuddin
- PPD Mukah: Hj Bugin B. Hj Bagoon
- PPD Lawas: Awang@Ibrahim Bin Ahmat
- PPD Baram: Seripah Azizah Bt Wan Hussein
- PPD Lundu: Poniman B. Bejok
- PPD Lubok Antu: Thomas Kanyan Ak. Siam
- PPD Meradong: Ismail B. Abg Mahamud
- PPD Kanowit: Maisiah Bt. Jamal
- PPD Selangau: Jambai Ak. Sayong
- PPD Song: Duncan@Dangkan Luta
- PPD Julau: Dali Ak. Rain
- PPD Sebauh: Tero Ak. Bayel
- PPD Belaga: Henry Usat Bit
- PPD Saratok: Supian B. Ekeram
- PPD Tatau: Mohadi Bin Mobin
- PPD Dalat: Ahli Bin Chikba
- PPD Daro: Mortadza B. Sat
- PPD Bintulu: Fred Ak. Entau
- PPD Serian: Yunus Ak. Apok
- PPD Betong: -
- PPD Samarahan: -
- PPD Bau: Les Ak. Met
- PPD Limbang: -
- PPD Subis: Abdul Azid Bin Ismail

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1.8 Client Charter

Department of Education is ready to serve the customers as the followings.

1. All children of a citizen get a study place according to the prescribed age on the first day of the new school session

2. All the programs of student affairs are managed according to regulation and procedures prescribed in order to ensure the welfare, safety and student individuality development are prioritized.

3. All of the students are given equal opportunity to receive guidance and participate in various activities based on their interest, needs and tendencies.

4. Equal educational opportunities for people with disabilities.

5. All the schools are managed and lead efficiently and properly.

6. All the curriculum of Malaysian Ministry of Education is implemented at the schools.

7. All teachers carry out teaching and learning according to the curriculum requirements of Ministry of Education Malaysia.

8. All teachers are placed in school no later than 21 working days after receiving a list of teachers from the Ministry of Education Malaysia.

9. All domestic exchange application forms are processed within 90 days from the closing date of the application.

10. All personnel affairs and staffing services are managed within 14 working days from the date of receipt of the notification.

11. All types of applications are acknowledged within 14 working days from the date of receipt.

12. All completed financial claims are processed within 14 working days from the date of receipt.

13. All assessment and examination are managed and handled efficiently and accurately.

14. The use of ICT facilities an equipment is optimally aimed at strengthening and empowering teaching and learning delivery systems and services.

15. All educational institutions, managers and teachers are registered under the Education Act 1996.

16. All staff receives psychological and counseling services if needed.

17. All customer complaints are given a letter of acknowledgment within 1 working day from the date the complaint is received.

18. All customer feedback is taken action.

19. All customers are given a friendly, precise and detailed service.

1.9 Conclusion

In a nutshell, this chapter clarifies the brief introduction about Sarawak Education Department. These include its history, which how it constructed before, its objectives, vision and mission , tagline, organizational structure and its own policy to cater the customer. Therefore, this chapter is a summarize information regarding Sarawak Education Department.

CHAPTER 2

Schedule of Practical Training

2.1 Introduction

Report and summarize everyday routine of practical training which have been recorded in the Log Book will be included in this chapter. This involves all the description of jobs and task given during practical training.

2.2 Description of jobs and task executed

2.2.1 Report Duty

On the first day of practical training, after briefing with the Chief of Training Unit, Encik Kuswady and signing the agreement relating to any disclosure of any confidential documents, I was sent to report duty to my supervisor Encik Sarjali, Supervisor of Promotion Unit and assigned under this unit that is operated under the Management and Development Services Sector.

2.2.2 Study about Sarawak Education Department

After report duty, I was assigned to the first task, which is to study regarding Sarawak Education Department. All the information that I have gained about the department is explained in Chapter 1.

2.2.3 Sorting forms

Sorting the forms is another task that assigned to me by my supervisor and his administrative assistant, Cik Sepa. The forms are also called Appendix A or Lampiran A, which is Response Form of Acting Offer for Education Service Officer Grade DG42 (Special For Person). It has to be sorted accordingly, in which the forms must be sorted according to alphabetical order. This means I have to sort all the forms from A to Z. In addition, I also have been given a list of name of Education Officer who received the offer forms to assist me with the task. The list contains the name, identification number and the workplace of Education Officer. Furthermore, I have to check all the information in the list and ensure it is in tally with the forms. The total number of the forms that need to be sorted is 2284 forms. It is quite a lot number of forms as it involves Education officer in every part of Sarawak. I have completed sorted all the forms accordingly in within 2 weeks. All the sorted forms then will be sent to Ministry Of Education.

2.2.3.1 Alienate Excess Forms

Apart from sorting the forms, I also have to alienate all the excess forms from the sorted forms. This means one officer have to submit 2 copies of the forms. However, there are some of the officers submit more than 2 copies. Thus, I have to alienate the excess forms submitted.

2.2.3.2 Isolate Forms From Official Letter

Next, I also have to isolate the forms from its official letter. Submission of the forms requires the officer to attach it to the official letter. This is the formality of the process. However, the one that needs to be sent to the ministry is the

only accumulation of the forms. Therefore, the letter needs to be isolated or separated from the forms in the process of sorting all the forms.

2.2.3.3 Sorting the Excess Forms

Besides sorting all the forms that will be sent to the Ministry of Education, I also sort the excess forms. Hence, it will look nice, tidy and easier for the other staff in the unit to look for the forms if they need it in the future.

2.2.3.4 Numbering the Forms

While sorting all the forms, I have to do numbering for it. Numbering the forms here means I was asked to write a number on the top right of every form. The numbering is according to the list name given earlier. It is for the convenient of the staff if they look and need for it later.

2.2.3.5 Filling in the Report Duty Date

The form or Appendix A contains the officer details and also the date of the reporting duty of the officer. The date must be aligned with the date in the list name. Thus, my task is to ensure the list names have the correct date and check and fill in the date for the missing date based on the date stated in the forms.

2.2.3.6 Checking on the List Names and the Number of the Forms Sorted

After sort all the forms accordingly, I checked the list name. The purpose of checking on the list name is to identify the missing forms. Missing forms here does not mean the form is missing. Rather, it means there is no reply from the officer or the officer did not submit his or her forms. Besides

checking names of the officer, I also check the number of the forms sorted. In other words, I am doing a double-checking process. This is to make sure that the forms are sorted accordingly and properly according to the right number and the list names.

2.2.4 Customer Service

In term of customer service, I divided it into two types. Firstly, the customer service is referring to front liners where I have to serve the customer. Secondly, its means I have to answer the call.

2.2.4.1 Front liner

As my desk is near to the front office, I also act as a front liner, which is I have to serve the customers who come to the department. Those customers are referring to education officer, parents or representative of companies. However, mostly I serve the education officer as our unit is under Sector of Management and Development Services, which are related to education services. Mostly, they came to meet the Head of the Unit. In the office, there are 3 units, which are Administrative Unit, Promotion Unit and Training Unit. Thus, the customers usually come to meet one of those three Head of Unit. Therefore, my task first is to entertain them politely and smile. If they need to meet the Head of the Unit, I will check on whether he or she in the office or not. If he or she available in the office, I have to ensure the customer or the officer fill in the visitor log book at the front office as record and assist them to the room of the Head of the Unit. If they are parents or representative from a company, they usually ask where they should submit their document or where the office they are looking for. For the representative of the companies,

they often deal with Management Assets Unit. I encountered those customers as the unit is on the same level with our unit.

2.2.4.2 Answering the Phone Calls

Answering calls is a must. I have been taught to answer a call properly and how to connect the calls from one line to another line. The rule that I have been thought during practical training regarding the telephone calls is I have to answer the calls immediately. The maximum rings allow is three times. In my unit, usually, the calls are from teachers and the educational officer who have an inquiry related to their promotion issue. If they need to speak with a specific person in the unit, I have to connect the line to the officer needed. In order to connect the line, I will refer to the directory book. This book contains the line number for the whole unit and department. If the officer needed is not around, I will take the message from them and inform the officer when they are around.

2.2.5 Photostat

During my practical training, I have also learned how to make photocopies of a document. However, in the unit of Promotion, it is not routine to do photostatting as mostly the business and matter related to promotion are done through online. I learn to photostat documents when I help one of my colleagues to photostat letters and document. In order to do photostatting, we have to do it on level 1 as it is where the room of photostat machine located.

2.2.6 Key-In Data

I considered key in data in a computer or a system is my routine as an intern in the department. There are several data that I have the key in during my practical training. This includes the following.

2.2.6.1 Key-in Bank Address, Contact number of the Bank and Reference Number.

The first time I performed the task of the key in the data is when I help my colleague in the unit of Management Assets. This unit is responsible to keep the record of assets and purchase of the assets for the department. It also one the busiest unit as the unit also deals with companies and government tender. Therefore, I also gain an opportunity to help them by key in very confidential data, which are bank address, contact number of the bank and Reference number of the document. All the data is based on the confidential document given to us. in addition, while key in data, I also need to check other information such as the name of the companies and value of the document.

2.2.6.2 Key-in data in Appendix A

Appendix A is referred to "Data Calon Cicir Pegawai Perkhidmatan Pendidikan Bagi Urusan Kenaikan Pangkat Gred DG52 Hingga Gred DG54 Khas Untuk Penyandang Secara Time Based Berasaakan Kecemerlangan (TBBK) di Jabatan Pendidikan Negeri Sarawak, Kementerian Pendidikan Malaysia. In the appendix, it contains the detail of the education officer such as the names, workplace, grade and date of promotion from Grade DG52 to DG54. Therefore, my task is to help to check the details and key in the data

that has not been key-in into the system. I also have to ensure the data entered are correct and accurate. The officer who given me the task is Madam Ruhidah, an Executive Officer in the Promotion Unit. In order to assist me to complete the task given, she allows me to check on her email whether there is new data received from schools or education officer. If there is new data, I have to key in the data in the system before it can be sent to the ministry. Additionally, I also have to ensure the data are sort properly. This task is an urgent matter, as I have to complete it within a limited time, which is one day, as the document needs to be sent to the Education Ministry.

2.2.6.3 Key-in Performance Score

Performance score of the staff is one of the confidential data. This score is important, as it is a requirement for promotion of the employees. I have entrusted to do this task by Madam Ruhidah. The scores are not entered into the computer. It actually needs to be key-in in the promotion online system known as E-Pangkat. Before the data can be key-in into the system, I have to log in to the system. After login into the system, I have to go to "Semakan Melalui Kad Pengenalan". Then, I have to enter the identification number of the officer based on the list name with scores given to me. After successfully found the name of the officer in the system, I have to go to "Markah Prestasi" part and click on it. Next, the main task is to key in the score in the system and updates the latest performance scores of the employees. Lastly, the update scores need to be submitted for validation via online. However, before it can be submitted, as usual, I have to check and ensure the data entered are correct and accurate. If there are missing scores, I need to make notes on the list given and record which year are the scores missing. The list of the scores

contains over 400 names of employees of the department. It is considered as quite a lot that needs to be key-in. But, the task successfully completed within a short time as Madam Nurbazura, administrative assistant in the unit helps me in completing the task.

2.2.6.4 Key-in File Number

The file number is referring to the file number of teachers in Sarawak. The first time I was only asked to enter the file number of the teachers for over hundred teachers. This includes primary and secondary school teachers. The second time I need to key-in the personal file number for the whole teachers in Sarawak. The total numbers of the file numbers that I need to key-in are approximately 2700. The third time I was asked to key-in for Headmasters' Personal File Number and also their identification number. The data is only needed to be key-in in the computer as a department record before it submitted to the ministry. It is also an urgent task, as it needs to be submitted to the ministry.

2.2.7 Filing

The first time I did filing is when I am given several pieces of the document by Mr. Henskie and I need to sort it first before place it in the file. He taught me how to it properly where I need to sort the document according to the list given and do numbering on it. I need to write the number accordingly at the reference number of the document. Furthermore, I have also filled in the date of the document. The numbering also needs to be writing in the list as to notify the number of the document have been placed in the file.   My supervisor teaches the other filing activity where he gave me a few files and check on the number on the top right of

every document in the files. Every document in the files already has a number on it. Therefore, my task is to record the document that has not been recorded in the files. There is a paper in front of the files. The paper is to record in and out the document. For the document that has not been recorded, I need to use two different colors of stamp and pen. The red pen and red stamp is for coming in document. Meanwhile, the blue or black pen and blue stamps for recorded coming out document. Then, I need to write from whom the document is, the reference number of the document and the date of the document.

2.2.8 Make Cover Letter

Practical training in the unit gives me greatest opportunity to learn and practically make a letter to the ministry. The task once again given by Madam Ruhidah where I have to make a cover letter for " Pengumpulan Data Calon Cicir Pegawai Perkhidmatan Pendidikan (PPP) Bagi Urusan Kenaikan Pangkat Grade DG52 Hingga DG54 Khas Untuk Penyandang Secara Time-Based Berasaskan Kecemerlangan (TBBK). The letter then submitted to Ministry of Education together with the data that have been key in earlier.

2.2.9 Register Coming In Letter

Register or record every coming in letters is a task given by Madam Nurliza. Every letter received by the unit need to be recorded as prove and it needs to be recorded in the computer as convenient for reference of the officer in the unit. I have recorded or registered the received letter for the month of August. The item that I have to record on the computer is the reference number of the letter, the sender names, the date of the letter and also the subject of the letter.

2.2.10 Scan Document

For this task, Mr. Henskie has given me a document in which details of education officer and the Government Services Book. The document needs to be scanned one by one. The pages that I have to scan are approximately 50 pages.

2.2.11 Clean-up

Clean-up activity is one of EKSA Program. There are 6 units on the level 3 of the department involves in this program. This includes Promotion Unit. The program is to enhance and ensure cleanliness and tidiness of the workstation and office. Disciplinary Unit gives out the memo where those 6 units mentioned in the memo need to do the cleaning in their own office. This means our unit needs to clean up and ensure all the files and belongings are arranged properly. During the activity, I was helping to clean up the store and also the workstation in which discard the entire useless item such as box and paper, remove dust and sweep the floor. Furthermore, I also help to arrange the files and items on the tables. The activity is held only for one day.

2.2.12 Place Arrow Sticker on the Letter

Before hand in all the letters that need to be signed by Director of the department, Mr.Suhaili, one of Group Supervisor in the unit have asked me to place arrow sticker on every letter that needs to be signed. This is to facilitate and easier for the director to sign all the letters. The number of the letters in one file that need to place a sticker on it is approximately hundred letters.

2.2.13 Update Information

Updating information of Education Officer in the promotion online system is one of my tasks given by Madam Ruhidah. However, before updating the information, I have decided to revise and record their working experience accordingly. Besides record, I have to arrange the working experience information of the officer according to the year sequence by referring to their copy of Government Service Book. Then, I need to update and check on the following information in the promotion online system.

    I.   Personal Information

    II.   Academic Information

    III.   Property Declaration Information

    IV.   Working Experience Information

    V.   Performance Information

    VI.   Take Leave Information

    VII.   Teacher Services Information

    VIII.

2.3 Conclusion

In a nutshell, there are various types of task that I have done during my practical training. Thus, I have learned a lot from the task given because the staff in the unit has taught me how to execute the task properly before I can do the task by myself. Furthermore, this chapter also explained the new experience that I have gained when I am doing my internship program and practically applied the theories that I have learned in the class.

CHAPTER 3

APPLICATION OF TASK

3.1 Introduction

This chapter will require a report on the application of task with what I have learned in the class before. The task that will be analyzed in this chapter is writing a letter. I am choosing this task as it is really related to what I have learned in semester 5 which is the semester right before I went to the practical training. Previously, I have learned to write a letter on the subject which known as English For Business Correspondence (EWC662). Another reason for me to choose this task is because I consider that it is the latest knowledge that I can apply during my practical training. This chapter will include the definition of a letter, types of letter, informal letter format, the rules and content of the formal letter, the abbreviation that commonly used in writing the letter and the highlighted part is the application of task with what I have learned before.

3.2 Definition of letter

Letter can be defined as the exchange of messages with one party to another party regardless whether it is written or printed messages (Nordquist, 2017). The letter is also known as verbal and written form of communication where the contains or the messages are sent to convey an important information to another party (Surbhi, 2016). It acts as a tool or a way to communicate with others. The use of letter already since the ancient time. However, it becomes more convenient day by day. Especially nowadays the technology

has become more advanced and sophisticated. Previously, it takes a long time for the letter to receive a letter, now it only takes few minutes to reach the receiver if the sender is using email. Therefore, the technology has changed the way of sending the letter.Nevertheless, the traditional way which is through the post office is still being used.

3.3 Types of letter

The letter can be divided into two types which are a formal letter and informal letter.

3.3.1 Formal letter

The formal letter can be defined as a letter where it is written for the purpose of professional or business with a specific objective. It usually requires the sender or a writer to use simple language. Hence, it will be easier for the receiver to read and understand. In other words, writing a formal letter as simple as possible is good as it only highlighting the main point and objective of the letter. The simple formal letter directly communicates the messages to the sender. Moreover, it also avoids unnecessary thing to be included in the letter. Although it is better to have a simple letter, the letter must be comprehensive. Writing a formal letter also require certain format and rules. It must use appropriate words as it is for business and professional purpose.

3.3.2 Informal letter

On the other hands, informal letter means a letter which is written to convey a messages or information informally to the receiver. It is usually sent to friends, family or relatives. The purpose of writing the letter is for personal communication. Furthermore, the casualty and emotional tone are allowed in writing this type of

letter. This is because an informal letter is sent to someone that we have known basically. Additionally, there is no specific objective when a person writing an informal letter. In other words, the sender does not need a quick reply from the receiver.

3.4 Informal letter format

The informal letter does not have many formats. It is flexible and the sender does not need to follow strict rules like formal letter format. This is because an informal letter is written to someone that a sender knew such as siblings, friends, parents or relatives. Thus they are free to write in their own way. In the informal letter, the language used is simple and friendly. The contractions are allowed such as "I'm", "won't" or "you're". But it is strictly not allowed in the formal letter as it is inappropriate.

The structure of informal letter also differs from the formal letter. The address of the sender will be on the right side of the letter. Then followed by the date below of it. After that, the greeting on the left side to initiate the contents. Lastly, the letter signed by the sender at the bottom right of the letter. Thus, we can see from the format, it is much simpler than formal letter format.

3.5 Formal letter rules and contents

3.5.1 Rules

The first rule in the formal letter is regarding the address. Both sender and receiver address must be stated properly and clearly. For the first rules, the sender's address

must be at the left-hand corner of the letter. If it is British style, the address will be at the center of the headings. Next is followed by the address of the receiver or the person to whom the letter will be sent. The receiver address will exactly be placed below the sender address. However, the sender address is at the center of the headings, the address still should be written at the left corner of the letter. The receiver address is below the date of the letter. The address is very important in writing a letter. It is to ensure the letter reaches the receiver. Hence, the communication will succeed when the message and information are received by a prescribed receiver.

The second rules are relating to the date of the letter. The date of the letter can be written on the right side or the left side of the letter. For the full block formal letter, the date will be on the left side. This is because the full-block format places everything on the left of the letter. Following the British style, the address will be on the right side. But for the American, the date should be on the left. In addition, the American style in writing the date would likely to start with a month and follow by the day and year. Meanwhile, the date will normally write initially with the day, then the month and year if it using British style. The most important is the month must be written in word.

Another rule is salutation or greetings to the receiver. In writing a formal letter, it is for business or professional purpose. The receiver can be someone that we do not know their name. It can happen sometimes especially when writing a letter to the company. Hence, if the sender did not know the name of the receiver, the sender can write "Dear Sir " or "Dear Madam". however, it is advisable to find out the name of the receiver. If the sender knows the name of the receiver, the sender should use the title such as Mr, Mrs, Miss or Dr. Then followed by surname only. If

the letter is written to a woman, it is better to use Miss as the term Miss is for a married and single woman. Therefore proper salutation is important. This is to show our respect and professional in the business.

Last but not least the rules are on how to end the letter. Likewise the salutation, there are rules if the sender knows or do not know the receiver name. If the sender knows the name of the person whom the letter is written to, the ending should be "Yours sincerely" before the signature. If the receiver's name is unknown, the letter should be ended by the term "Yours faithfully". Then followed by the name and name of the sender. It is to verify the letter is from the sender.

3.5.2 Contents

Apart from the rules listed above, the content of the letter should be properly arranged. This is to facilitate the readers or the receiver to understand the messages and information contained in the letter. For the first paragraph, it should be short and only state the purpose of writing the letter. The purpose of the letter can be to make a complaint, inquiry or request.

For the second or middle paragraph, I should include the relevant information. I order to have better letter writing, the middle paragraph does not need to be very long. The short and simple are good enough as long as the essentials information are stated in the paragraph clearly. The contains the letter also should be arranged properly according to the logical manner and avoid elaborating too much on the unnecessary information. So, it will be easier to understand.

The last paragraph should be focused and described on the expectation of the sender. In other words, what should the action was taken by the recipient or what

the sender expects the recipient to do. It is either to refund, to send information or giving a feedback. The last paragraph also should be short and simple. It is also advisable to state thank you in advance in the last paragraph as a sense of gratitude to the recipient for the action later.

3.6 Abbreviations commonly used in letter writing

3.7.1 asap

"asap" is stand for as soon as possible. This abbreviation used when the immediate action is needed. In other words, it is widely used for an urgent matter.

3.7.2 cc

Meanwhile, "cc" means carbon copy. It is used when a letter is sent to more than one person. The function is to let the mentioned person know.

3.7.3 enc.

This "enc." stand for an enclosure. Enclosure means the sender attach another paper, document or attachment to the letter. For example, the company usually attach the letter to a catalog.

3.7.4 pp

Next, "pp" refer to per procurationem. It is a Latin word. This abbreviation used when a person is signing a letter on behalf of somebody else. The situation may happen when a person is unable to sign the letter on its own.

3.7.5 ps

"ps" is a postscript. It used when a sender add on something in the letter after they have finished and signed the letter.

3.7.6 pto

The abbreviation "pto" stands for please turn over. This is to inform the recipient that the letter continues to another side of the page. Therefore, they will aware of the information and will not miss information on the next page.

3.7.7 RSVP

Last but not least, RSVP also one of the abbreviations which are commonly used in the letter writing. RSVP means the sender ask for a reply from the recipient. It is used when the sender needs an answer from the recipient. For example, the confirmation on purchasing of goods.

3.7 Application of task

Writing a letter is one of my tasks during my practical training. On 10 August 2017, Madam Ruhidah, the Executive Officer in Promotion Unit have given me a task to write a letter. I consider it as a huge responsibility for me to write a letter on behalf of the organization. Moreover, the letter is addressed to Ministry of Education. I have never written formal letter to any ministry previously. Thus, this task is a new experience for me and I take it as an opportunity to apply what I have learned in the class practically.

First and foremost, to make a formal letter, I have to follow the format prescribed. As in my observation, the letter is adopting British style. It starts with the heading. The

heading is at the top center of the letter. The heading includes the name of the organization which is Sarawak State Education Department, its address, official number and fax number. Below of the heading and on the top right corner of the letter, it should be the reference number of the department. Then right below the reference number is the date of the letter. As applying the format, the month of the date must be written in word.

Next, the recipient address which is the address of the Education Ministry is written on the right of the letter. Before the address, it should be the position of the recipient. The recipient of the letter that I have made is Chief Secretary of the Education Ministry. Thus his position should be on top of the address. After that, there should be greeting before the subject. The letter is using "Tuan" as greetings. It is different from English formal letter. As in the class, I learn to write a letter in English. However, when it comes to practice, I have to make it Malay. Thus, it is a little bit different from what I have learned. Therefore, I have to adapt to the Malay formal letter format and modified or have a few changes from the English formal letter format.

After the greetings, there will be the most important part of the letter. It is referred to the subject of the letter. The function is to directly notify the recipient the objective of the letter. In addition, all of the subject words are bold. Then, it is followed by the contents of the letter. The letter that I have done is only a cover letter. Thus, there is only a simple content of the letter. The letter ends with gratitude in advance to the Ministry of Education. Additionally, the slogan is also included in the letter. It is placed below the last paragraph. The slogan is written in the capital letter and bold.

Last but not least, the letter also must have a proper ending. As in English formal letter, the term used before the sign is "Yours Sincerely" or " Yours faithfully". However, as for letter that is my task, the term used is "Saya yang menurut perintah". Lastly, sign,

name and position of the sender. The sender name must in capital letter. The new knowledge that I have learned while writing a letter to the ministry is the letter must have proper structure. The position of every element in the letter should be at the center and balance. This means that the letter must not have larger or extra space in every corner of the letter. Every corner of the letter must have balance space. So that it will look neat and tidy. Another knowledge that I have gained is writing a small every initial letter of my name, and the officer who gave me the task. For example, I need to write ro/ee at the bottom heading.

3.8 Conclusion

In a nutshell, the task given to me are really related to my study field. I can apply the theory that I have learned in the class during my practical training. Besides gaining a new experience, I also gained new knowledge from the task given. Overall the task is very challenging for me as an intern in the department but still interesting to apply the knowledge in real life.

CHAPTER 4

RECOMMENDATION

4.1 Introduction

This chapter will discuss the strength and weakness found in the organization. Through my practical training, I observe that there are strengths that have contributed to the success of the organization to achieve its goals and objective. However, there are also weaknesses that faced by the organization in which the organization needs to curb the problems immediately as it may become sanctions to achieve organization's aim or factors to the failure in achieving the objective as planned. Therefore, this chapter also will include recommendations regarding on

the strength and weakness that the organization has.

4.2 Strength

4.2.1 Using latest and advance technology

One of the strengths of the organization is they are using the latest and advance technology in their daily operation. The technology use is the e-system, in which help a lot in facilitating the task given. Nowadays, most everything can be done by using the internet. The internet becomes very important and common in the world. This is because by using the internet, it may bring many advantages to the organization. One of the advantages is the process or business matter of the organization can be done instantly and only take a little time compared to the

system in the past. It is the most important advantage to the organization. By completing the task quickly, it can contribute to the satisfaction of the customer. Subsequently, complied with its Client Charter.

In relation to this strength of the organization, our unit which is Promotion Unit is one of the units that need to use the internet connection to complete the task and satisfied daily operation. This is because our unit is using a system which is called E-Pangkat System. E-Pangkat system is used to keep the details of all the teachers and Education Officer in Sarawak. It is convenient to use as it does not have a complicated technique to handle. But the term used usually known by the workers and officers in Education Department. By having this system, it is proven that the process can be done faster than before. Previously, the details of the employees are recorded in the paper and keep in the files.

However, it may give difficulty to track back the record when it is needed in the future. This refers to updating the details of the employees such as the current workplace, contact number and address. In addition, it is essential to review their performance mark for the promotion process. Thus by having the system to keep all the record, it is easy to decide whether the employees are qualified to be promoted or not.

4.2.2 Environment

Apart from using internet and advance system for their operation, the organization also provide a comfortable environment place of work. The pleasure environment can help to improve the quality of work as it can reduce the employee's stress. Subsequently, the employees will perform better. For example, the offices are all equipped with air-conditioner. This is to ensure the employees does not feel hot and

uncomfortable while during their work. The environment will affect the performance of the employees.

On top that, the organization also place flowers in the office. This is to ensure the employees have a good environment. Furthermore, the flowers also help in providing oxygen to a human being. Hence, reduce the risk of the employees faint or dizzy at work. In addition, with the good ventilation system in the offices, it may help improve the employees' health. This can be seen where the senior employees in the organization are still fit and healthy. Moreover, it is really good idea to place the flowers in the offices as its also function as decoration. The decoration will beautify the offices inside out. Eventually, there will be a delightful environment for the employees. Thus, boost their motivation to do their work.

Additionally, decorative offices will have an impact on the organization image. Besides having flowers in the offices as decoration, the employees also will decorate their offices according to the theme. For instance, during my practical training, they decorate the offices with Eid theme as it is still in the month of Syawal. After that, in the month of August, they start to decorate the office with the flags as to celebrate the Malaysian Independence Day. It is a good activity for the employees as they can improve their relations with each other.

Last but not least, the organization also ensure that the employees are work in a clean environment. A clean environment also essential to make sure the employees are free from any disease. Especially, dengue. Every day, the cleaners will clean the entire organization. In order to be always clean and safe, the employees also must implement the 5S practice, in which also known as Conducive Ecosystem of Public Sector (EKSA). While performing my internship at the organization, I have an

opportunity to take part in EKSA Program held by Discipline Unit. The program is each unit have to do clean up at their own unit. This includes their store. The aim of the program is to encourage the employees to always be clean and tidy not only in the appearance but also their workstation. Therefore, the good environment that exists in the organization is a result of teamwork between the organization and its employees.

4.3 Weakness

4.3.1 Personnel ethics

Nevertheless, the organization also have its own weakness. Firstly, the weakness comes from some its employees. In my observation during practical training, the employees are clocked on time. However, they went out during working hour. Some of them going out to go for breakfast. There are also some of them went out because of important matter such as to pick up for their children. However, it is still working hour that the employees should abide. It is part of the organization policies. Furthermore, if the employees went out, it is inconvenient for the customer as they have to wait for the employees.This situation can reduce the satisfaction of the customer. Hence, breaking the Client Charter of the organization where the organization has to provide satisfaction to the services that they offered to the customer.

Moreover, when they went out during working hour, probably will delay the task given. Subsequently will lead to last-minute work in which will contribute to stress and result in the task with less quality. This personnel ethics is considered as

a serious issue although it seems like a small matter. This is because the personnel ethics give high impact on the organization image and performance. Nonetheless, the personnel ethics is not a problem that cannot be resolved. In a condition that it must be resolved immediately and continuously as to avoid the problems become worst. There is a various way to resolve the issue.

In my opinion, the organization can provide the school bus for the employees' child. This refers to the employees who have children in primary and secondary school. The parents or the employees do not use the bus company services as the fees are expensive. Thus, to solve the employee's problems, the organization can subsidize the fees in order to reduce the burden of the employees. For the employees who have children below 7 years old, the organization can provide nursery in the organization. The nursery is strictly for those who are lower income group who have kids. The organization can impose affordable fees as to reduces its own burden to support all the cost. It also acts as the privileges for the employees who work in the organization. Hopefully, by having these services in the organization, they will have no excuses to go out during working hour. For some reason for going out during working hour can be solved by having strict rules and regulations. The organization should have a watchdog. Hence, the employees are afraid to do a mistake or break the rules.

4.3.2 Problems with the system used

Although the organization is using an advanced technology such as the internet for their daily routine, it is still considered as the imperfect tool system used. The reason is without the internet connection, some of the workers are unable to perform their task. Especially the one who is their task is always needed the internet

connection. In our unit, the internet is a must to perform the main task which is using the E-Pangkat System. This system is essential to the Promotion Unit as almost everything is done through the system.

Usually, the internet connection will be slow when there are many people using it. Some of the internet connection provided in the organization need to be shared with each other. However, some of it has their own internet connection. Thus, some of the employees cannot use the internet connection when many of them are using it. This is the problems that we encounter when we have to perform the task by using the system created. The slow connection will slow down the work process. Thus, some of the tasks are unable to be completed immediately as wished by the customer.

I also have faced this problem during my practical training, where I was given a task to update the details of the Education Officer in Sarawak. When I encounter the problem, I feel so much stress as there are many things that need to be updated. It is important to update their details because their details about working experience and performance will be one of the criteria for the promotion. In my opinion on this issue, the organization should provide faster internet connection for the employees to perform the task. It is one investment as it will bring benefit to the organization. Among the benefit is reduce the employees stress level and the producing better and quality work. Therefore, the organization also can maintain and improve its good image status.

4.4 Conclusion

In conclusion, the strength of the organization will absolutely assist the organization to improve the performance and develop the organization in order to its objectives. Meanwhile, the weakness of the organization may bring negative impacts to the organizations itself. Therefore, the organization must uphold its strength tightly and overcome the existing weaknesses immediately as it can be the sanction to achieve the success of the organization.

CHAPTER 5

CONCLUSION

5.1 Introduction

This chapter is the last chapter of my report in which this chapter will conclude the job scope, observation and experience throughout my practical training in Sarawak State Education Department. Additionally, this chapter will summarize my recommendation and future hope for this organization as this organization is one of the government machinery to achieve the nation goals and objective.

5.2 Conclusion

Throughout my practical training at Sarawak State Education Department, basically, my job scope is to manage the documents and information of the employees who work under this organization. As soon as I started my practical training, I have been given a task where I have to sort all the reply form from the education officer according to the name list. After completing the first task, I also allowed learning on how to photostats and scan documents. Next, I also have been given an opportunity to write a formal letter to the Ministry of Education.Then, the internship program in the organization also giving a chance for me to learn how to serve the customer properly. Above all, the major tasks that I have done during my practical training are key in data and update the education officer's details. This can be explained where I have a task key in the incoming and outgoing mail, the performance score of the employees, the personal file number of all the teachers in Sarawak. Likewise updating the details of the officer in the E-Pangkat System.

In relation to my experience in the organization, there are many values and norms that I have learned. My first impression of the employees in this organization is they friendly and approachable. This is the values that they practice in order to maintain the good perception of the customer. As I saw the first value, I understand that I also have to adopt the practice while undergoing my practical training in the organization as I also responsible to preserve the good image of the organization. Therefore, I must be friendly, approachable and smile always every time when I have to serve the customers who come to the organization. Another norm that I have experienced while performing my industrial training at the department is that strong teamwork. They are willing to help each other as a team. If I encounter any problems or I did not know how to do the task, they will help me instantly. I saw it as good norms as teamwork can contribute to the success of the organization.

After several weeks doing my practical training at the department., I would suggest that the organization continue the good values and norms that they have. In other words, they need to maintain the good practice of work. This is the values and norms that they have are the fundamental practice to develop and stay strong as the government machinery. As mentioned in Chapter 4, I also have highlighted the creation of nursery as the privileges for the worker. This is to overcome the issue relating to the personnel ethics as well as to reduce the burdens of the employees who are at the level of lower income group. By having the nursery, it can assure the security of their children and the employees can work without worry. Besides, I would suggest the department has its own school bus specially prepared for employees' children who are still in primary and secondary school. It is surely will cost and burden the government. Hence, I would recommend that the department provide the services with the fees that are affordable by

the employees. Especially for the front liners and operation assistance as their income are a little lower than other position.

Last but not least, I have a great experience with the department. I have gained much knowledge throughout the training in which from the first day until the last day of practical. Therefore, I hope that the organization will increase its strength and achieve its aims successfully as the aims of the organization is a non-monetary benefit. In other words, the organization operates is for the sake of the citizens itself. The success in achieving its goals and objectives will contribute to the successful of the government to achieve the nation aims. This is because Sarawak State Education Department operates in the jurisdiction of the federal government and it is also one of the machinery of the government. As for the weaknesses mentioned earlier, I hope that the organization will resolve the personnel ethics issue quickly before it too late. Likewise, for the personnel, I hope that their attitude of work and unethical manner at work place can be changed. Regarding the problems of the system used, it requires extra budget from the upper level. I also hope that the government place more budget for the education department in order for the department has a better speed of internet and better system in the future. Thus, the operation of the department can run smoothly without any serious problems.

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