

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

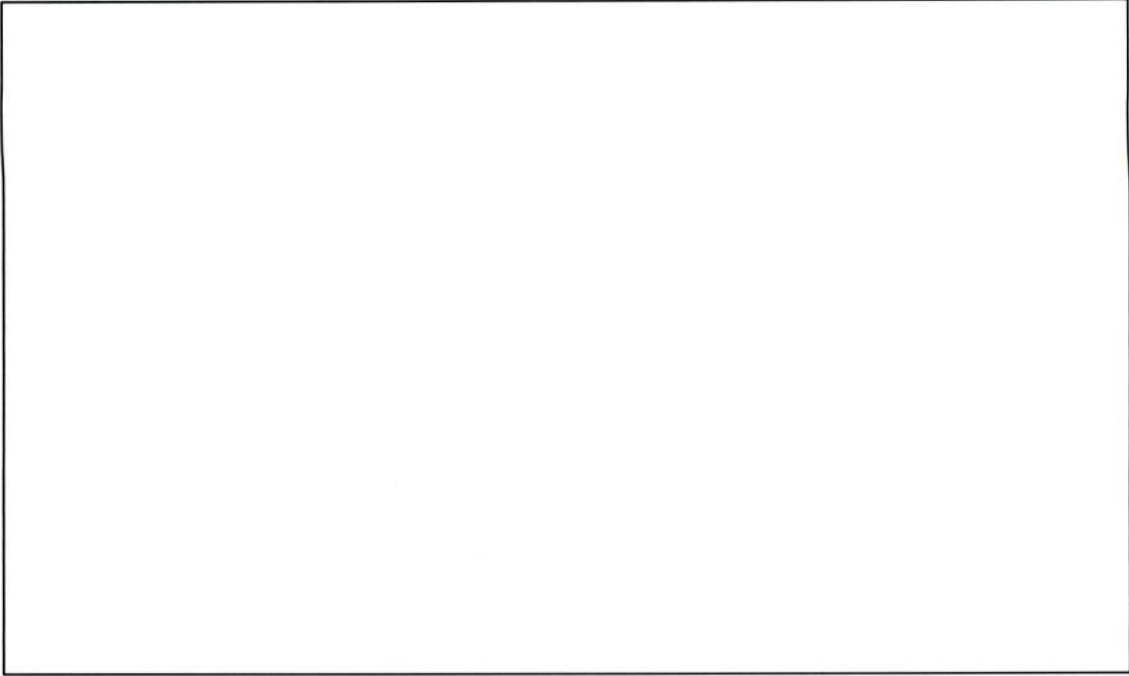


**PRACTICAL TRAINING REPORT**  
**ROYAL MALAYSIA POLICE COLLEGE OF KUALA LUMPUR**

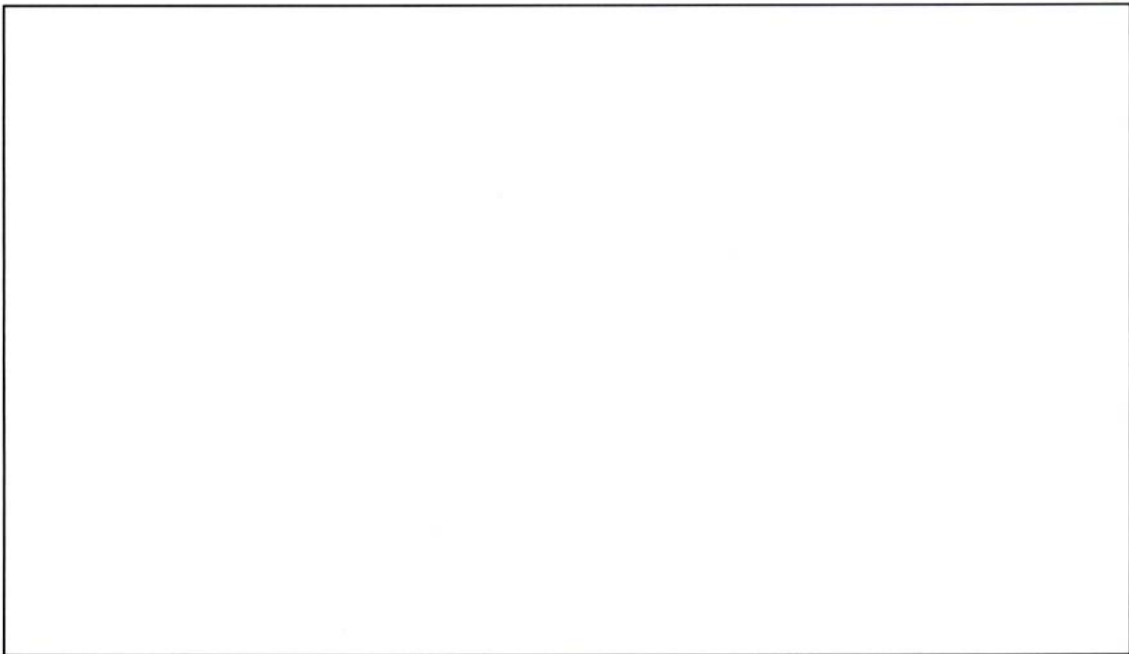
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**MARCH – JULY 2016**

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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Title of Research Report : PRACTICAL TRAINING REPORT  
ROYAL MALAYSIA POLICE COLLEGE OF  
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I have reviewed the final and complete practical report and approve the submission of this report for evaluation



(MADAM NUR AIDA BINTI KIPLI)

Date: 1 July 2016

## **Declaration**

We hereby declare that the work contained in this practical report is our 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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## **ACKNOWLEDGEMENT**

I would like to thank Allah for always being with me and giving me wisdom, love, endurance, and health. This dissertation will be incomplete without expressing my deep appreciation and gratitude to the following people for their support and encouragement. Firstly, I would like to thank my supervisor, Madam Nur Aida bt Kipli who guided me on how to live and work. Thanks for his in reviewing the dissertation and making pertinent suggestion.

Secondly, thanks to my host supervisor, DSP Rusli bin Din for guide me patiently on how to complete the tasks and trusting me to handle several tasks. Thanks also for his suggestions and advices on how to live and work for future.

To all staff at Admin Department of Royal Malaysia Police College Kuala Lumpur, thanks for thought and helped me to finished my worked along practical training. Thanks for their guidance and being friendly with me. Finally, an honourable mention is dedicated to my father, who always support and give advices as much as possible to keep strong and persistence on my practical training, my loving mother, who taught me the very essence of a strong family institution and good attitude. Without them, nothing is perfect, as a human being I am not perfect and I am striving to achieve the highest level in my life. Thank you.

Nur Syuhada binti Mohd Hanapiah

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# CHAPTER 1

## INTRODUCTION OF THE ORGANIZATION

### 1.0 Introduction

This chapter focuses the background of the organization for practical training which at Royal Malaysia Police College Kuala Lumpur. Section 1.1 discusses the background of the organization, Section 1.2 states the vision and mission and Section 1.3 states the organization's objectives. Section 1.4 on the other hand, discusses the recognition and award and Section 1.5 explains the organizational chart. Furthermore, Section 1.6 explains the department and training centre. Section 1.7 discusses the infrastructure and facilities, and Section 1.8 states the location of the organization.

### 1.1 Background of The Organization



Royal Malaysia Police College Kuala Lumpur, better known as MPDRMKL was established on January 31, 1999 and officiated by YAB Tun Mohd Hanif B Omar at the opening ceremony of the inaugural academy policing. Generally, the ground-breaking ceremony for the construction of this college was completed on January 7, 1994 and the construction was carried out on January 16 1996 before fully accepted by the Royal Malaysian Police. Generally, the idea of a Royal Malaysia Police College Kuala Lumpur

has been initiated by YAB Tun Mohd Hanif B Omar who was then the Chief of Police. He believes that the need to improve police training institutions existing at that time is very important. Therefore, to meet the needs to improve the quality of police training institutions, he has been working on the idea to realize a high policing institution loans, known as the Royal Police College Kuala Lumpur Malaysia. In line with this statement, MPDRMKL has established 10 sub MPDRMKL institutions under the roof, which is 4 institutions for basic training whilst 5 other institutions is on in-service training. Based on the planning and implementation of the police training to do, it has compiled all training activities more systematically where some institutions provided training have been placed under one leadership and administrative commander. This will further facilitate planning, control, common aspects of finance, logistics training and learning. Apart from that, the Royal Malaysia Police College Kuala Lumpur or employee of the civil servants who worked here were 428 people, with 88 people are referring to senior police officers, 272 people are referring to junior officers and members, personal orderly (contract) is a total of 3 people and 65 people are public officials who served in MPDRMKL.

## **1.2 Vision and Mission**

### **Vision**

Vision of Royal Malaysia Police College Kuala Lumpur is enhancing professionalism in policing through continuous training.

### **Mission**

Mission on Royal Malaysia Police College Kuala Lumpur is producing highly capable human resource to fulfill the demand of modern policing in tandem with the Nation Development Policy towards realising Vision 2020.

### **1.3 Objectives of the Organization**

- Provide and improve the skills, knowledge, ethical values and attitudes required in the job worksheets based on the pillars of state policing.
- Improve effectiveness and efficiency in providing policing services.

### **1.4 Recognition and Awards**

Royal Malaysia Police College Kuala Lumpur has been recognized and awarded the MS ISO 9001:2000 on March 25, 2008 because these institutions have been evaluated in terms of commitment, excellence in training and good management practices. Other than that, this has got MPDRMKL letter and a certificate of appreciation from the Pahang state Islamic Religious Departments expressing appreciation for the cooperation of a roll of officers of the Royal Malaysia Police College Kuala Lumpur in helping with enforcement and investigative skills courses organized by the Pahang Islamic Religious Department in 3 to August 5, 2010.

### 1.5 Organizational Chart

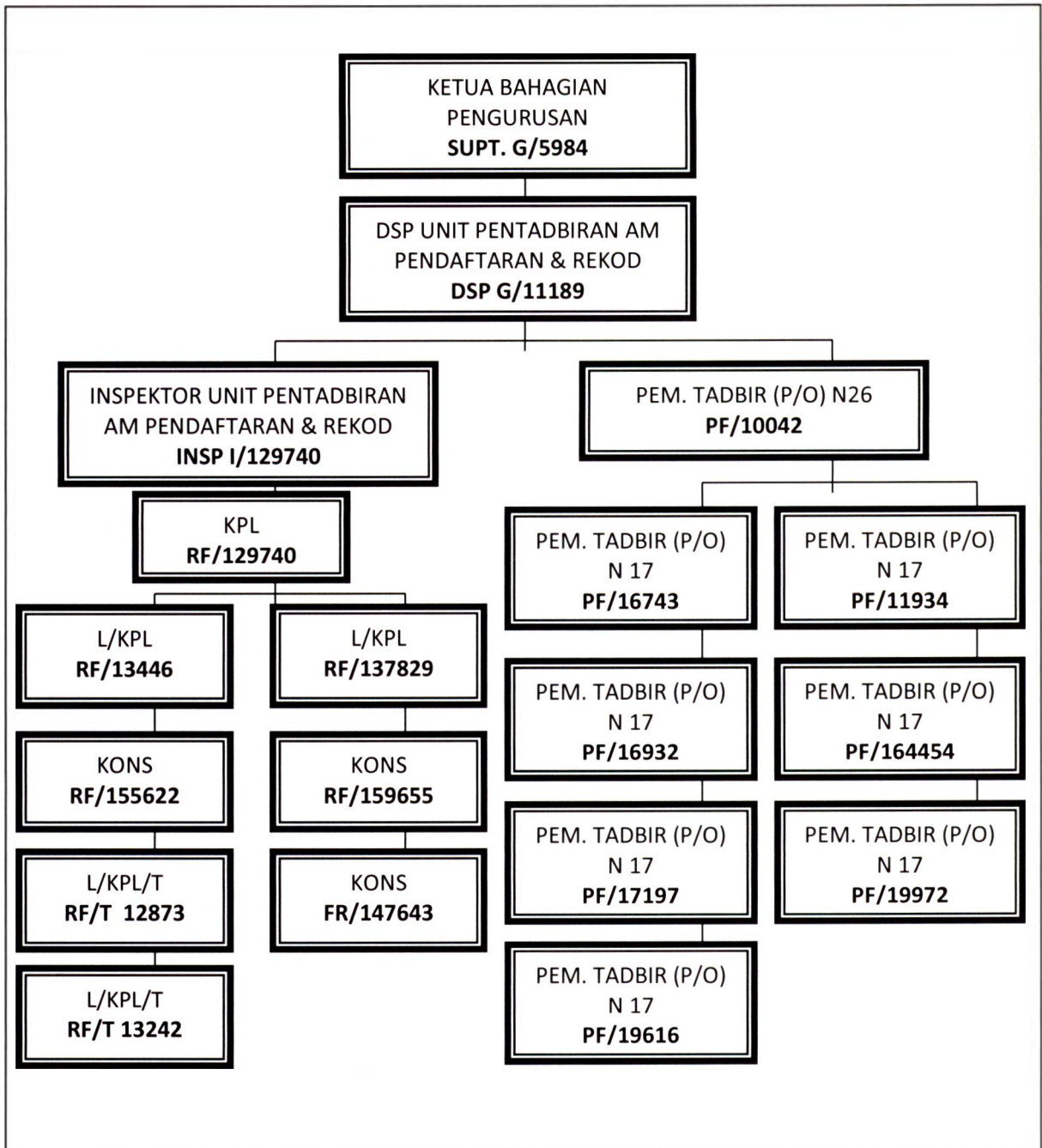


Figure 1.1 Organizational Chart of Administrative Department in Royal Malaysia Police

## 1.6 Departments and Training Center



Figure 2.2 Departments and Training Centre in Royal Malaysia Police College Kuala Lumpur

Figure 1.2 above shows the departments and training centre in Royal Malaysia Police College Kuala Lumpur. There are 9 departments and training centre which are:

- Administration Division
- Camp Commandant
- Management Science Centre
- Intelligence and Strategic Studies Centre
- Investigation and Prosecution Centre
- Research and Development Centre
- Crisis and Disaster Management Centre
- Moral Building Centre
- Religious and Counseling Division

## 1.7 Infrastructure and Facilities

Facilities available at the Royal Malaysia Police College Kuala Lumpur are in accordance with world class standards as notified by most employees and recognized in the website of this organization. Facilities that are provided here to give employees good comfort, equipped and high tech, between the facilities provided here are:

- Main Auditorium ( Sultan Haji Ahmad Shah Auditorium )
- Library
- Banquet
- Lecture Room
- Moot Room
- Computer Lab
- Mosque
- Cafeteria
- Helipad
- *Mes Pegawai Kanan*
- VIP Room

1.8 Location of the Organization



Figure 1.3 Location of Royal Malaysian Police Kuala Lumpur

Figure 1.3 shows the location of Royal Malaysia Police Kuala Lumpur. The Kuala Lumpur Royal Malaysia Police College's 103-acre campus is located at the outskirts of Kuala Lumpur, amidst lush year-round greenery, beautiful, peaceful, and secure environment.

## **CHAPTER 2**

### **SCHEDULE OF PRACTICAL TRAINING**

#### **2.0 Introduction**

The second chapter of practical training report will cover on schedule of practical training which include report and also summary of the daily training that extracted from the Log Book. As to fulfill the requirements of Bachelor of Administrative Science (HONOURS), students have to complete their subjects, co-curriculums as well as the practical training. Practical training is important in order to expose students to real working environment. Students also can prepare themselves mentally and physically to the real environment and work nature in organization. The practical training started on 20<sup>th</sup> January 2016 and the trainee was reported at the Royal Malaysia Police College of Kuala Lumpur. The practical ended on 16<sup>th</sup> March 2016. The duration of the practical training was two months.

#### **2.1 Summary of Practical Training Schedule**

##### **2.1.1 First Week (20<sup>th</sup> January 2016 – 22<sup>nd</sup> January 2016)**

On Wednesday, 20<sup>th</sup> January 2016, was the first day of my practical training at Royal Malaysia Police of College of Kuala Lumpur where I was placed at the Administrative Department. I reported duty to the person in charge of practical training student and her briefly and explained to me about the rules and regulations of the organization. Then, she introduced me to my supervisor, Deputy Superintendant of Police, (DSP) Rusli bin Din who lead the admin department at Royal Malaysia Police College of Kuala Lumpur. She also gave me a tour to the office where she showed me around the office on the places that



I needed to know such as work station, filing room, closed file storage and pantry. I take note all the information given about all the departments in Royal Malaysia Police College of Kuala Lumpur so that I familiar with that place and staff there.

On Thursday, 21<sup>st</sup> January 2016, I have taught about basically tasks and work done in admin department. One of the staff, Madam Siti taught me the basically task in filing system there and teach me how to record all the activities and courses that will and have been done at Royal Malaysia Police College of Kuala Lumpur. I was given my first task which was to update the data file like chopped, date, wrote the minute and some of form for the next action. Then, Madam Siti taught me how to use and operate the photocopy machine where I had to photocopy several important documents.

On Friday, 22<sup>nd</sup> January 2016, I have been taught by Madam Lin who managed the salary and claim of the employees about the 'Pergerakan Gaji' for the year 2015, 'MPDRMKL KEW 8 GAJI' and "MPDRMKL KEW 8 PELBAGAI'. Most of them is about the raised of salary, death and pension of the employees. After that, Madam Siti taught me how to open the new file courses that will be done later in MPDRMKL. I also have been taught how to operate the admin department phone. She asked me to answer any calling if it ringing so that I know how to answer and give the feedback.

This week, I learned how to operate the photocopy machine which is very important as they are the basic knowledge that you need to have when you are working in an office. I also learned how to do filing work where the filing work is still done manually. This is very important as I got to know how the filing work is

done so that I will be familiar with this kind of thing once I started to involved in working life. Besides that, I also learned about 'MPDRMKL KEW 8 GAJI' and 'MPDRMKL KEW 8 PELBAGAI'. This is significant as I got to know how the salary have been operate there and how they handle case if any employee died, transferred or pension. Moreover, I also learned how to answer the calling in office. This is very important because when the employees in admin department go for other works I need to answer on their behalf.

### **2.1.2 Second Week (26<sup>th</sup> January 2016 – 29<sup>th</sup> January 2016)**

On Tuesday, 26<sup>th</sup> January 2016, was the second week of my practical training. Madam Siti assigned me to do a filing work which is record the document by e-mail into the open file. This is for the storage and important for the next reference. Then, Madam Siti brought me to the filing room and explained everything that I needed to know about the room. She also taught me how to find the file. There are many types of file there so I have to very concentrate and double checked to fin the file needed.

On Wednesday, 27<sup>th</sup> January 2016, I do the same task as before that is filing work which is record the document into the open file. On the evening, I have been invited to attend the farewell party for the employers and employees who will be transferred and pension.

On Thursday, 28<sup>th</sup> January 2016, I attended an event of Maulud. After that, I have been asked by Madam Siti to do a correction of filing work. Then, I also asked to do a filing work which is record the documents into the open files. These files then have to send to DSP of Admin and Record for the approval.

Then, DSP Rusli assigned me to do a chart of 'Statistik Perjawatan dan Kekuatan Pegawai Awam PDRM' for month of January 2016.

On Friday, 29<sup>th</sup> January 2016, Madam Siti asked me to do a same work of filing which is record the document into the open file. These file needed the signed and approval from DSP of Admin and Record. After that, I have been given a short talk about the filing system in MPDRMKL in more details. Madam Hasnah taught me about the class of file, index system, docket system, revision card system, file registration, movement of file and records management.

This week, I learnt a lot about the filing system. I learned more detailed about the filing system especially on how to record the document correctly in open file, used the docket system , used the revision card system, how to register the file, the movement of the file and record management. This is important to know because I will handle it along my practical training period. From this I learned how to do a good filing work and this important because a good filing system will lead to a better management. I also learned more about the 'Perjawatan dan Kekuatan Pegawai Awam PDRM'. As one of the admin member, I have to know how much the employers and employees work in MPDRMKL and how much the vacancy that need to fill. Besides that, I also can enhance my computer skill knowledge as I got to used it to complete my task to do a chart as what my supervisor asked.

### **2.1.3 Third Week (1<sup>st</sup> February 2016 – 5<sup>th</sup> February 2016)**

On Monday, 1<sup>st</sup> February 2016, I have been assigned by DSP Rusli to do two tasks. First is to make an organizational chart for the administrative management in MPDRMKL. Second is to key in all the data files that have managed by admin

department for his record. After that, I started to collect all of the staff information under administrative management in MPDRMKL which consist of name, body number, grade and department. I also collected the information regarding the files data that have in MPDRMKL for record the movement of file in and out of that department.

On Tuesday, 2<sup>nd</sup> February 2016, I started to make an organizational of the administrative management MPDRMKL. After that, I continued to search and collected more information regarding the files data that have in MPDRMKL for record the movement of file in and out of that department. Then, I have been asked by DSP Rusli to correct the meeting's minutes of the coordination and preparation of the official of the director of management to MPDRMKL.

On Wednesday, 3<sup>rd</sup> February 2016, I have been attended a speech about threat of Militant Islamic State (IS). It is focused on the factors, impacts and the preventions. The speech has been given by SAC Dato' Ayob Khan bin Mydin Pitchay. After that, I continued finishing the organizational chart of administrative management of MPDRMKL that includes governance unit (*kepolisian am*), welfare unit, public relation and protocol unit, coordinator of study center unit and finance unit. Then, I continued like before to search and collected more information regarding the files data that have in MPDRMKL for record the movement of file in and out of that department.

On Thursday, 4<sup>th</sup> February 2016, I continued finishing the organizational chart of administrative management of MPDRMKL like yesterday. Then, I have been asked by Madam Siti to do a filing work which is record the documents into the open files. These files then have to send to DSP of Admin and Record for the

approval. After finished filing work, I started to do what have been assigned by DSP Rusli before to record all the files data that have in MPDRMKL for the movement of file in and out of that department. The data files include types of files, file reference number, file in and file out.

On Friday, 5<sup>th</sup> February 2016, I have been attended the 2016's mandate, Ministry of Home Affairs by YAB Dato' Seri Dr. Ahmad Zahid Hamidi, the Deputy Prime Minister of Malaysia who also the Minister of Home Affairs at Putrajaya. After back to office, I continued to finish the work yesterday that is record all the files data that have in MPDRMKL for the movement of file in and out of that department.

This week, my worked is more to complete the work given by DSP rusli which are to do an organizational chart of administrative management of MPDRMKL and record all the files data that have been run in MPDRMKL. From this work given, I more interacted and familiar with the people and place of each department in MPDRMKL. Moreover, I also know in more details about the files that have been conducted there in term of the types, place and total of the files. This work also required me to do a typing work, so, it helped me to improve myself in doing better typing work where I did it based on the standard and format required by the organization. Other than that, this week I also attended more speech that has been conducted by MPDRMKL itself and even the outside. From these events, I will be more aware what have been happened outside like crime, militant Islamic States (IS) and more which would be a threat for this country. It also increases my communication skill because I need to linger and communicate with many people in both events.

#### **2.1.4 Forth Week (10<sup>th</sup> February 2016 – 12<sup>th</sup> February 2016)**

On Wednesday, 10<sup>th</sup> Wednesday 2016, I continued the work last week that is record all the files data that have in MPDRMKL for the movement of file in and out of that department. Other than that, I also answer the calling on behalf of the management unit. Then, I have been asked by Madam Ida to record and update the official letters that have been done. The official letters then have to be recorded into the open files for the approval by DSP of Admin and Record.

On Thursday, 11<sup>th</sup> February 2016, I continued the work yesterday that is record all the files data that have in MPDRMKL for the movement of file in and out of that department. On the evening, I attended the ceremony of '*Sepetang Bersama Komandan*' and Chinese New Year celebration at MPDRMKL.

On Friday, 12<sup>th</sup> February 2016, I attended the parade parting of MPDRMKL's Commandant, Dato' Dr. Yew Chong Hooi. After that, I attended the ceremony of handing over of duties of Commandant and Chairman of PERKEP. Moreover, I have been asked to do a filling work that is to update several open files.

This week, I attended more ceremony that has been conducted by our department regarding the Commandant's retirement. This gave me the opportunity to communicate and more familiar the employers and employees there. I also do the filling work as usual and I became more familiar with it.

#### **2.1.5 Fifth Week (15<sup>th</sup> February 2016 – 19<sup>th</sup> February 2016)**

On Monday, 15<sup>th</sup> February 2016, I was assigned by Madam Siti to do filling work which is record the document into the open file. This is for the storage and

important for the next reference. Moreover, I also record the document into the open file and send to DSP Admin and Record for approval.

On Tuesday, 16<sup>th</sup> February 2016, I do the same work as yesterday which is to do filling work that is record the document into the open file and send to DSP Admin and Record for approval and the files that need to send to the other department for an action.

On Wednesday, 17<sup>th</sup> February 2016, Madam Siti asked me to do a filling work which is record the document into the open file for the storage purpose, for the approval by DSP of Admin and Record and files that need to send to the other department for an action to be taken. I also have been asked to update several open files in the store. After that, Madam Hasnah gave a short briefing about the procedure of filling work which includes official letter, courtesy all on the team, types and the format of official letter, how to address the official letter, regulations received letter, regulation send the letter, letter of acknowledgement and how to write the minutes.

On Thursday, 18<sup>th</sup> February 2016, I have been assigned by Madam Siti to do a filling work which is record the document into the open file for the storage purpose, for the approval by DSP, inspector and Ajutan of Admin and Record and files that need to send to the other department for an action to be taken. Then, Madam Hasnah continued to give a short briefing about the control document security which includes the types of official document, document security, types of security grade, how to store the document by grade, copying document, movement of document and document send by grade. After that, Madam Siti asked me to give the reference number for the letter and jot down the

letter for register. I also have been asked to find the open files and confidential personnel files for the storage and record.

On Friday, 19<sup>th</sup> February 2016, I learned about the system used in MPDRMKL and have a kind of open ended questioned with the Chief Administration Assistant, Madam Hasnah. They used the Dewey System which is the classifier system and stacking files and letters. After that, I update the organization chart of administrative management of MPDRMKL. I also have been assigned to give the reference number for the letter and jot down the letter for register like yesterday. Then, Madam Siti asked me to find the open file in the store and record the document into that file for the storage purpose. On the evening, I attended the 'healthy lifestyle' activity.

This week, I learned much about the filing system as briefing by the Madam Hasnah. My knowledge about system filing increase day by day and as result, I did better filing work where I became more familiar with the way in doing filing work and I did it without consuming much time like before.

#### **2.1.6 Sixth Week (22<sup>nd</sup> February 2016 – 26<sup>th</sup> February 2016)**

On Monday, 22<sup>nd</sup> February 2016, I have been asked by Madam Siti to do a filling work which is record the document into the open file for the storage purpose, for the approval by DSP, inspector and Ajutan of Admin and Record and files that need to send to the other department for an action to be taken. After that, I do another recorded for the final evaluation report for the courses that have been done along 2015 in the open files. These files then need to be sent to Head Center of the Resources Research and Curriculum Study for the next action. Then, I answered the phone calling on behalf of the Admin Department. I also



have been to photocopy the official letter regarding the final evaluation report of the courses. Moreover, I do a filling work which is to close the open files that exceed to Hundreds of recorded.

On Tuesday, 23<sup>rd</sup> February 2016, I do the same work like yesterday that is recorded for the final evaluation report for the courses that have been done along 2015 in the open files. These files then need to be sent to Head Center of the Resources Research and Curriculum Study for the next action. Then, I do the photocopy of the official letter regarding the final report of the courses. I also do another filing work that is record the document into the open files for the storage purpose.

On Wednesday; 24<sup>th</sup> February 2016, Madam Siti asked me to do a filing work which is record the document into the open file for the storage purpose and for the approval by DSP and inspector of Admin and Record. After that, I helped the other staff to send all the files to Head Center of the Resources Research and Curriculum Study regarding the feedback of final evaluation report courses 2015. I also answered the calling on behalf of the Admin Department. Other than that, I also have been assigned to go to Communication Unit for the fax mile purpose so that the quick action can be taken.

On Thursday, 25<sup>th</sup> February 2016, I do a filling work which is record the documents into the open files for the storage purpose. Then, I also record the documents into the 'temporary cover' files. This 'temporary cover' files is being separated rated from the major files.

On Friday, 26<sup>th</sup> February 2016, I do the same filling work as yesterday which is record the documents into the 'temporary cover' files. This 'temporary

cover' files is being separated rated from the major files and record the document into the open files for the storage purpose. Then, I update the official letters that have been done to record it into the open files. After that, Madam Siti asked me to find the open files and confidential personnel files for the storage and action. Moreover, I also update the employees' shoes claim into the "A Sheet" application and record it into the personnel files and statements.

This week, I made a lot of answer the calls where it had helped me to be more confident in handling matters over the phone. It might look easy to handle it but for me it is quite difficult because there is much kind of people and I have to be patient to interact with them even on the phone. Moreover, my skills in doing filing works also have been improved and I finished it in a short time without any mistakes.

#### **2.1.7 Seventh Week (29<sup>th</sup> February 2016 – 4<sup>th</sup> March 2016)**

On Monday, 29<sup>th</sup> February 2016, Madam Siti asked me to do a filling work which is record and update the documents into the open files for the storage purpose, and for the sign and approval from DSP, Ajutan and Inspector of Admin and Record. Then, I also answered the calling on behalf of the Admin Department. After that, I also update the employees' shoes claim into the "A Sheet" application and record it into the personnel files and statements.

On Wednesday, 2<sup>nd</sup> March 2016, I do the same filling work like before which is record and update the documents into the open files for the storage purpose, and for the sign and approval from DSP, Ajutan and Inspector of Admin and Record. I also have been asked by Madam Siti to find the open files in the file's store for the record purpose. Then, I also do the other filing work which is to

open the new file for the record and storage purpose. Moreover, I have been assigned to do the same work as before that is to update the employees' shoes claim into the "A Sheet" application and record it into the personnel files and statements.

On Thursday, 3<sup>rd</sup> March 2016, Madam Siti asked to do a filing work as yesterday is record the documents into the open files for the storage purpose, and for the sign and approval from DSP of Admin and Record. Then, I do the work to update the employees' shoes claim into the "A Sheet" application and record it into the personnel files and statements. Other than that, I attended the motivation talk of "*Antara Keluarga dan Kerjaya*" which have been handled by Religious and Counseling (BAKA) Unit MPDRMKL.

On Friday, 4<sup>th</sup> March 2016, I do the same filing work which is record the documents into the open files for the sign and approval from DSP, Ajutan and Inspector of Admin and Record. Then, I also have been asked to find the open personnel files and confidential personnel files for the storage and action. On the evening, I attended the 'healthy lifestyle' activity.

This week, I learned how to record the employee's shoe claim into the personnel files. This kind of work is same with the filing work I do before but this document is being record in different file which is the personnel files. This work helped me to discover the different way of doing filing work manually. It would e easy for me to differentiate the file later because there are many kinds of files they operate there.

### **2.1.8 Eighth Week (7<sup>th</sup> March 2016 – 11<sup>th</sup> March 2016)**

On Monday, 7<sup>th</sup> March 2016, I do the photocopy of official letter the courses that will be done in MPDRMKL. Then, Madam Siti assigned me to record the data of document into the online system of letter registration. I also find the open files in the file's storage then do the filing work which is record the documents into the open files for the sign and approval from DSP, and Ajutan of Admin and Record and also close and open the new open file for the action and storage purpose.

On Tuesday, 8<sup>th</sup> March 2016, I have been asked to find the open files in the file's store then do filings work which is record the documents into the open files for the storage purpose and also sign and approval from Commandant, Ajutan and DSP of Admin and Record.

On Wednesday, 9<sup>th</sup> March 2016, I have been assigned to do the same work as yesterday which is to find the open files in the file's store then do filings work which is record the documents into the open files for the storage purpose and also sign and approval from Ajutan and DSP of Admin and Record. After that, I have been brought by Chief Administration Assistant, Madam Hasnah to Public Relation and Protocol Unit and have been gave the briefing about the works that are handled by that unit. Next, I go to the Learning and Coordination Centre and have been given the briefing regarding their jobs matter. Today, I also attended the talk, Khutbah and Solat Sunat Gerhana Matahari at surau of MPDRMKL.

On Thursday, 10<sup>th</sup> March 2016, I started my day with attended a talk about Trans-Pacific Partnership Agreement (TPPA) at Banquet Hall of MPDRMKL. After that, Madam Siti asked me find the open files and confidential

personnel files for the storage and action. Next, I do the filing work which is record the documents into the open files for sign and approval from DSP of Admin and Record.

On Friday, 11<sup>th</sup> March 2016, Madam Siti asked me to do a same task as yesterday which is to find the open files in the file's store then do filings work which is record the documents into the open files for the sign and approval from DSP of Admin and Record. Then, I also record the Final Evaluation Report for the courses that have been done along 2015 in the open files for the storage purpose. On the evening, I attended the 'healthy lifestyle' activity as usual.

This week, I did most the same work as before. This helped me to be more familiar and confident in doing my job everyday. Moreover, the briefing about the specification of job from the Public Relation and Protocol Unit and also Learning and Coordination Unit helped me increase my knowledge about their specification of job and the relation of job with my department. The TPPA talk done also increases my general knowledge. This is very important because it related to the Malaysian economy and we should know about it.

#### **2.1.9 Ninth Week (14<sup>th</sup> March 2016 – 16<sup>th</sup> March 2016)**

On Monday, 14<sup>th</sup> March 2016, was the last week of my practical training in MPDRMKL. Madam Siti assigned me to find the open files in the file's store then do filings work which is record the documents into the open files for the storage purpose and also sign and approval from DSP and Inspector of Admin and Record, and also record the Final Evaluation Report for the courses that have been done along 2015 in the open files for the storage purpose. Then, I stack the

open files that have been recorded and reviewed into the cabinet by their series number.

On Tuesday, 15<sup>th</sup> March 2016, I have been asked to do the same work as yesterday which is find the open files in the file's store then do filings work which is record the documents into the open files for the storage purpose and also sign and approval from DSP of Admin and Record, and update several open files. Then, I stack the open files that have been recorded and reviewed into the cabinet by their series number.

On Wednesday, 16<sup>th</sup> March 2016, Madam Siti asked me to find the open files in the file's store then do filings work which is record the documents into the open files for the storage purpose. After that, I helped the Chief Administration Assistant, Madam Hasnah.to do work schedule of writing minute meeting and work schedule of replacement for the year 2016.

As a conclusion, I really enjoyed working at Royal Malaysia Police College of Kuala Lumpur because I learned a lot of things during my practical training. I realized the real working condition and know how to adapt with it. This can help me to working in the future. My supervisor has taught me to polish my skills where I feel much more confident in doing thing related to work. I am very thankful to everyone who has helped throughout my practical training period so that I can do better in my work. I am looking forward to work at the Royal Malaysia Police college of Kuala Lumpur if I were given opportunity to work there.

## **CHAPTER 3**

### **ANALYSIS**

#### **3.0 Introduction**

This chapter is focused on one area of the task which is covered in the practical Training Handbook. In this chapter, it covered the task analysis which is discusses in Section 3.1 and definition of filing in Section 3.2. Moreover, in Section 3.3 explains the filing procedure, Section 3.4 states the requirements of good filing system while the qualities of good filing system in Section 3.5. Section 3.6 on the other hand explains the importance of good filing system, Section 3.7 discusses the application of requirement and the qualities of good filing system at Royal Malaysia Police College of Kuala Lumpur, Section 3.8 demonstrate a reflection of student's personal experience during the training, states the conclusion and Section 3.9 states the conclusion of this chapter.

#### **3.1 Task Analysis**

During these two month practical training at Royal Malaysia Police of Kuala Lumpur, I have been exposed to too many new things which are very valuable for me to learn and very helpful when I face the real world of working in the future. Industrial training is one of the compulsory courses for the university students to attend especially for those who studied at public university. One of the motives is to expose the students to experience and learn the environment of the real world of working before graduating. It is also to prepare the students to face the real challenge and learn how to find solution when facing problem besides completing the course. This exposure give a great opportunity to the students gain knowledge at the industry and let the students prepare their mental and physical for working in the future.

I have learnt a lot of new things over the practical training period. The feel is different because before I learnt theoretically in class but this I did practically. What I have learned was filing task, administrative task, data updating, and operator task and so on. Among these tasks, I have chosen the filing tasks at Administration Department of Royal Malaysia police College of Kuala Lumpur as the area to be analysed. Filing task has been chosen because it is the major task that I did along the practical training and there are several improvement that need to be change in managing files in that department.

The filing system in the office is being done traditional way where all the documents are done manually. In my opinion, the Administrative Department of Royal Malaysia Police College of Kuala Lumpur needs an effective filing system. This is because the filing system used affect the effectiveness and efficiency of the work done. Thus, they need to kept all the letters, forms, documents or others important information in proper way and organized. From this, I realize that leaning theoretical in class is not same as practice, it is more challenging.

### **3.2 Definition of Filing System**

Every organization needs a filing system as it is one of the ways to keep all the important letters, forms, documents and others. Basically, the filing system can be divided into two which are the traditional filing system which are done manually and the electronic filing system (E-filing). This filing system is very important to every organization whether they operate manually or by using e-filing as it keeps all important information needed and useful by the organization.

According to Dictionary.com (2016), filing can be defined as a folder, cabinet, or other container in which papers, letters, etc. are arranged in convenient order for storage



or reference. This definition is more related to the manual filing system or traditionally where everything is being done manually. However, the Cambridge Dictionary (2016) defines filing as the activity of putting documents, electronic information, etc. into files. This definition is deferent with previous which they used word 'electronic' which related to the E-filing system where the information is kept in the files by using the computer.

From these various definitions, we can conclude that the filing is a process where all the information that is important to the organization will be kept in files whether it is done by manually or electronic. The filing system is important for the work purposes and if it needed it can be obtained from the files available in the organization.

### **3.3 Procedure of Filing**

Basically, the filing system has their procedures or the processes that need to be follow. There are several basic procedures of filing. According to Deskdemon (2000), the basic filing procedure of an effective filing system are as follows:

#### **3.3.1 Inspecting**

Each document is inspected to see that it has been released. If not, it should be returned to the interested party.

#### **3.3.2 Marking**

Determine under what name or caption the paper is to be filed

### **3.3.3 Follow-up and Cross-reference**

If the letter is marked for follow-up, then a record should be made and placed in the follow-up file. If there is more than one place in which to file the document, make a cross-reference.

### **3.3.4 Sorting**

Sorting is the preliminary arrangement of papers according to the first filing unit of the name or number. This is the last step prior to actual filing. Sorting also makes documents easy to find if they are needed while out of the file. Documents should be arranged in sequence so they can be placed in the proper folders quickly, without moving back and forth

### **3.3.5 Filing**

Filing is the actual placing of documents in folders in a pre-determined plan. Torn papers should be mended before they are filed. Raise the folders slightly in the file drawer when placing papers in them so the papers will go entirely to the bottom of the folder.

## **3.4 Requirements of a Good Filing System**

Every company require a good filing system as it give much advantages to the organization in order to organize and handle their company. The system should be kept simple to reduce errors and to facilitate all employees' use of the system. According to Maynooth University (2003), the requirements of good filing system are:

#### **3.4.1 Suitability:**

The system should meet the individual users or department needs

#### **3.4.2 Good Maintenance:**

In order to maintain a filing system the following are required:

- I. A good follow-up system such as tracer cards
- II. Adequate security
- III. A definite "weeding" policy
- IV. Proper control of record creation and filing additions
- V. Secure and adequate storage for archived material

#### **3.4.3 Adaptability:**

The system should be sufficiently flexible to meet the future needs of the organisation

#### **3.4.4 Accessibility:**

The system must enable the user to classify records in any desired manner and to retrieve them with certainty and without delay

#### **3.4.5 Accountability:**

There should be an in-built audit mechanism whereby failure to adhere to established practices and procedures is identified and rectified

### **3.5 Qualities of a Good Filing System**

The filing system of the organization needs to meet a defined set of qualities in order to operate effectively. According to the Business Marketing (2012), a good filing system should possess the following qualities:

#### **3.5.1 Simplicity**

A good filing system should be simple to operate. It should be easy to understand by employees. Its operation should not be dependent on skilled employees.

#### **3.5.2 Economy**

A good filing system should be economical. It should not be expensive to install and operate. The cost of files, folders, cabinets and equipment should not be high.

#### **3.5.3 Compactness**

A good filing system should be compact. It should not occupy too much office space. It should fit with office layout.

#### **3.5.4 Flexibility**

A good filing system should be flexible. It should have capacity to change with the changing needs of the office. It should discard dead files to make room for new files.

### **3.5.5 Safety**

A good filing system should have safety. It should ensure safety of documents from insects, water, fire, dust etc. It should preserve documents in good condition.

### **3.5.6 Accessibility**

A good filing system should be easily accessible. It should not take much time to file new documents and take out needed documents. It should easily locate the documents.

### **3.5.7 Cross reference**

A good filing system should provide cross reference of records. It should help to locate a record in more than one file.

### **3.5.8 Classification and indexing**

A good filing system should be properly classified. It should have indexing. This is needed for easy location of documents. Index provides location of the file. Classification groups the files

## **3.6 Importance of a Good Filing System**

Every company should have a good filing system as it give many benefits to the entire of the organization. According to HSEB Notes (2013), the importance of a good filing system is:

### **3.6.1 Future references:**

Human have limited memory power. We cannot remember everything. So, filing keeps the records safely for the future reference.

### **3.6.2 Planning and policy making:**

Management requires facts and information to make plans, policies and decisions. Filing provides such facts and information.

### **3.6.3 Increase efficiency:**

Filing makes readily availability of information without delay. It facilitates to run the business efficiently.

### **3.6.4 Written evidences:**

Filing keeps the written records safely which can be present as evidence in the court to settle disputes.

### **3.6.5 Promote goodwill:**

Filing keeps the past records of customers and helps to deal with them accordingly which promotes companies goodwill.

### **3.6.6 Statutory requirements:**

Filing keeps all the records safely which are useful to fulfill the statutory requirements.

### **3.6.7 Protection of documents:**

Filing system is important to protect the valuable documents as well.

### **3.7 Application of Requirements and Qualities of a Good Filing System at Royal Malaysia Police College of Kuala Lumpur**

The Administrative Department of Royal Malaysia Police College of Kuala Lumpur has been adapting the modern filing system where they use horizontal filing system as well as suspension filing system. They have been using these types of filing system in many years where the chosen employees under administration department are assigned to be in charge for the filing works.

They also have been fulfilling the requirements and qualities of a good filing system. All that have been mentioned by Maynooth University (2003) about the requirements of good filing system are adapted at Administrative Department of Royal Malaysia Police College of Kuala Lumpur. The filing system used by them was suitable and simple. The system used is met the individual users and department needs. The filing system there also is in a good maintenance. They have the tracer cards as a follow-up system, adequate security and have proper storage for archived materials. The tracer cards at the administration department of Royal Malaysia Police College of Kuala Lumpur used as shown in figure 3.1. In addition, the system used also adaptability and accessibility. The system is flexible and it is easy to meet for the organization's future needs. The system enables the employees to classify records in any desired manner and to retrieve them with certainty and without delay. The system also accountability as they built audit mechanism whereby failure to adhere to established practices and procedures is identified and rectified.

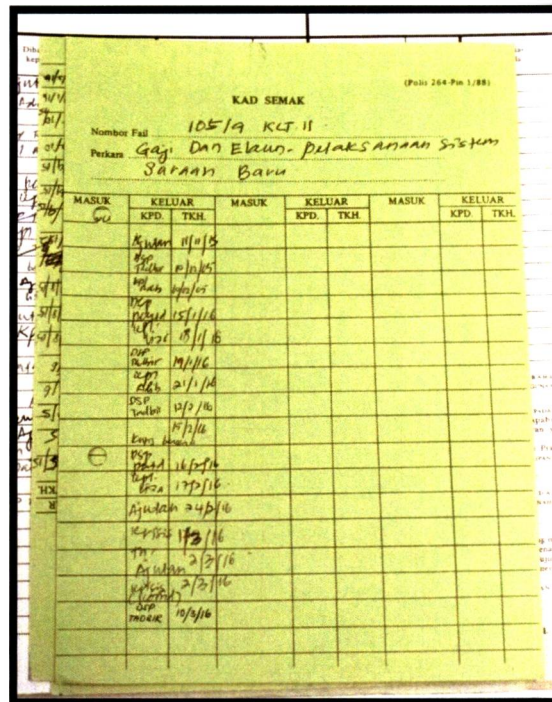
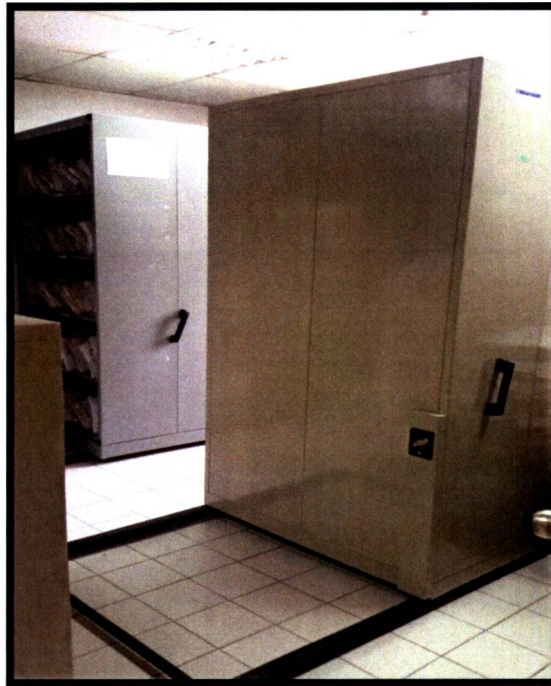


Figure 3.1 The tracer cards at the administration department of Royal Malaysia Police College of Kuala Lumpur

At Royal Malaysia Police College of Kuala Lumpur, the filing system has adapted some of the qualities of good filing system as stated by Business-Marketing (2012). Firstly, the system used is simple to operate. It is easy to understand by employees and the operation is not dependent on skilled employees. This means that the others employees who are not in it particular work may operate it. Their filing system is also economical where the files, folders, cabinets and other equipment there is not high and expensive to install and operate. As for compactness of the filing system, it can be seen that Administration Department of Royal Malaysia Police College of Kuala Lumpur has a compact filing system where they provide a filing room that fits all the cabinets available which does nt take up so much space. The figure 3.2 shows the storage of files room at Administration Department of Royal Malaysia Police College of Kuala Lumpur.



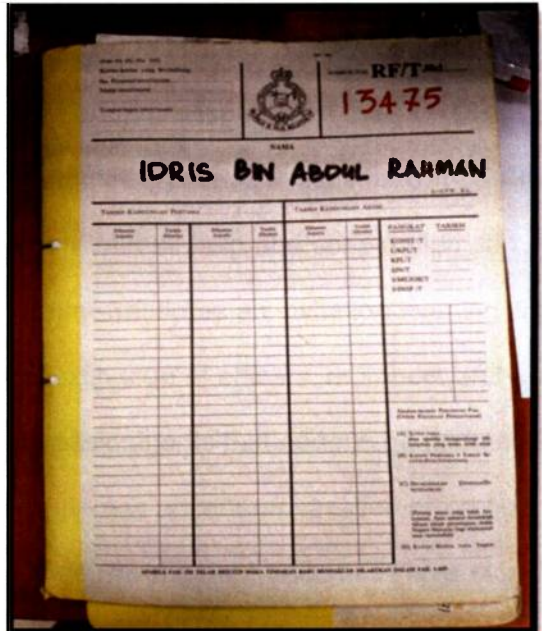
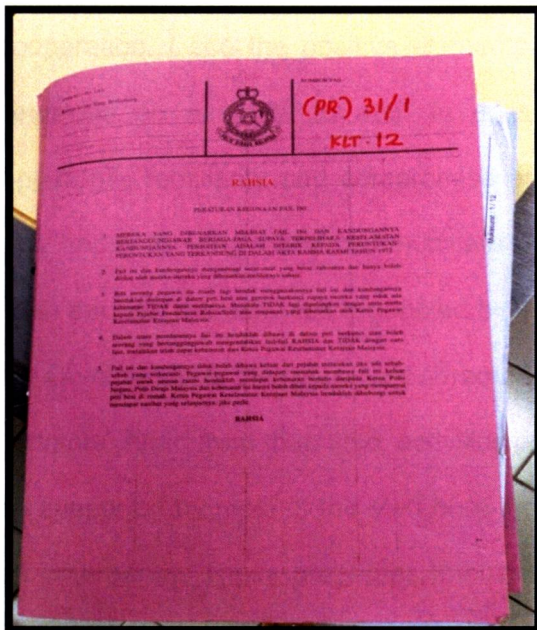


The figure 3.2 The storage of files room at Administration Department of Royal Malaysia Police College of Kuala Lumpur

Their filing system is also easy to access where it is not consume too much time to file new documents and take out needed documents as there are indicators and labels for each drawer of the cabinet which makes it easier to do filing work. The figures 3.3 and 3.4 show the drawers and cabinets that have been label. Moreover, their filing system also has a proper classification. The files are being classified and indexing by the employees who have been in-charged so that it will be easy for them to locate the documents in the files. The classification and indexing files can be shown in the figure of 3.5 and figure 3.6



The figure 3.3 and figure 3.4 The drawers and cabinets that have been label at Administration Department of Royal Malaysia Police of Kuala Lumpur.



The figures 3.5 and 3.6 The classification and indexing files at Administration Department of Royal Malaysia Police of Kuala Lumpur.

In conclusion, the Administration Department of Royal Malaysia Police of Kuala Lumpur have fulfilled the requirements of a good filing system. However, there are some of qualities of a good filing system that are not possessed. Hence, they must be fulfilling the qualities of a good filing system as that they can have an effective filing system. With a good filing system, they will be able to operate filing work effective efficiently in the future. Thus, it will help them to achieve their vision and mission completely later on.

### **3.8 Student's Personal Experience during Practical Training**

I learned a lot during my practical training period at Royal Malaysia Police College of Kuala Lumpur. It is not only taught me how to do a good filing system or other related works but it also changed my perception and attitude. It also changed my daily life routine.

Firstly, they taught me the good personality such as mutual assistance and cooperation. I see the positive elements among the staff here is very good and can serve as an example to staff in units and departments around this MPDRMKL. Apparently familiarity and compromise among administrative unit staff here made me very happy to mingle and communicate with them. Mutual help and cooperation can be seen through the activities organized by the Administration as an invitation evening with the Commandant, the retirement ceremony and exchange of officers, members and civil servants. Apart from that, also, activities of daily assignments that need to be updated to be supported by most of the staff here if one of them is absent on vacation or on board an emergency. These properties enable the office environment becomes more closely and respecting one another.

Secondly, I taught how to be more concerned and alert with the environment. Through this administrative unit, all of the staff here are very concerned about the caring

attitude. For example, one member in the administrative unit, Mr. Shamsuddin experiencing health problems, by the Administrative Unit has conducted a visit to meet and visit him in stages. All employees alleviate some of the time to meet with her and give her some fruit to hand as motivation for him to recover and start the task. I see this initiative as a very good practice that reflects the personality of the staff who are so sensitive to the environment and caring for between one and another.

Lastly, it changed mine to live in healthy life. Numerous activities organized by this MPDRMKL indeed provide healthcare to all its staff remuneration, and this is a commendable practice because MPDRMKL encourage all staff to always be active and stay fit. Among the activities carried out here is exercise regularly morning and evening, events ' Healthy Lifestyle' on Fridays, religious lectures, and activities that can be deemed positive impact on employees to maintain a healthy lifestyle practice. I also noticed that most of the staff here were more open to the concept of civilizing this healthy activity. This is so because this MPDRMKL trying to balance work and activities in recreational activities so that employees do not suffer from stress or depression problems in the workplace.

### **3.9 Conclusion**

In my opinion, along worked at the administrative department of Royal Malaysia Police College of Kuala Lumpur I can say that the filing system used is quite effective. However, it is not really effective because it too depended on manual system and there are several weaknesses that can be seen while doing the filing work. Therefore, the weaknesses of the filing system at Royal Malaysia Police College of Kuala Lumpur will be discusses more detail in chapter four.

## **CHAPTER 4**

### **RECOMMENDATIONS**

#### **4.0 Introduction**

This chapter highlight the strength and weaknesses of the jobs or tasks assigned to the student during the industrial training period which is in term of filing system which will be discussed in Section 4.1 about the strength of the filing system and Section 4.2 about the weaknesses of the filing system at Royal Malaysia Police College of Kuala Lumpur. This chapter also provide the solutions for improvement in the future which will be discussed more detail in chapter 4.3. Based on my observation and working experience at Royal Malaysia Police College of Kuala Lumpur, there are some strength and weaknesses that the organization need to look and make some improvement. They need to learn and practice more so that their filing system used is updated and effective.

#### **4.1 Strength of the Filing System at Royal Malaysia Police College of Kuala Lumpur**

The first strength of their filing system at the office is that they are updating their files or records every day. In other words, the files will be updated from day to day if there are any files that need to be updated. This is to ensure that they have the recent records or data in the files. This is important to record recently because all the courses that will be done there need approval from the upper management and other action need to be taken such as booking the lecture place and foods. If late taking action, the problem will be raised, for example need to change the date and find another suitable place for the candidates to attend course. The file regarding employee's matter such as the raised of salary, cloth and shoes claimed, approved sick leaves, disciplinary action, offer letter,

termination of contract and other related letter also need to updated recently. This is important as it will be a proof and reference if any employees want to check or make a claimed. Without a good filing system, it will be hard for the organization to catch up with latest information of employees in personal files and handling the courses that need to take action.

Secondly, the filing system used there is effective. The effective here means the way of filling system is operate. All the files and cabinets there have been label by the employees who in-charged on it. The files are being arranged based on the colour and in alphabetical order. The cabinets also have been labels so that it makes the employees especially Madam Siti and Madam Ida who in-charged on filing work easy to find and not consume too much time. The classification of files and cabinet is very important because there are many types of files that have been operate by them such as open file, private personal file and very important private file. The files there are also accessibility. This is because they arranged and putted the files at the place that easy to remember and find. They split the files based on the types and frequency to take it out.

Last but not least, the strength of the filing system there is security. The security here means the limitation of authority to get the files. Only those who are in-charge with the filing system are allowed to enter the filing room can take out and put back the files in its respective cabinets. This is important as it prevents any of the records to go missing or the records are being used for authorized purposed. As most of it related to the police issues, it must be keep secret and only the employees of administration department aware about it. If any of the staffs wants to obtain the personal files, they need to ask permission from the person in-charge where Madam Siti and Madam Ida will record it to avoid any problem regarding the missing files. This is to ensure that the personal files are being kept safely.

## **4.2 Weaknesses of the Filing System at Royal Malaysia Police College of Kuala Lumpur**

One of the major weaknesses of the filing system at Royal Malaysia Police of Kuala Lumpur is that they are too depended on old method in doing filing work. This means that all the filing work is on manually. There are many types of files that have been operated by them. Most of them are open files which are used to record all the courses, lectures, and activities that will be conduct in the Royal Malaysia Police College of Kuala Lumpur. These files need to update everyday because there are many requests from the Headquarter and other branch want to do activities and courses there. Moreover, they also operate the private personnel file which are important and must keep it secret. They also handle the personal file of employees at that organization. All the documents or letters such as promotion letter, offer letter, claim of shoes and uniform and others are being kept in their personal files. Thus, it will take a lot of space in the filing room and this is not very secure. If any happen to the files maybe missing or the file room burning, they do not have any back up plan. All the important information would be disappear in one time. Hence, to rely on the manually filing system is not guaranteeing the security of the files.

Next, the weakness of the filing system there is they doing the filing work every day. Actually, this is good because all the files especially the open files which operate all the activities and courses there need to always update. However, this has made the job becomes complex as they need to do a filing work every day manually where they need to find the files and do the records works over and over again. It would be better if they do the filing process once for couples of day so that they can collect all the important documents and records it. This is because the letter or document that need to record

maybe is same as the previous file. So, it is wasted the time if they do the record everyday with the same file. If they do once for couples of day or per week they can improve their filing system process without much complexity and reduce the burden of the employees who in-charge filing works.

### **4.3 Recommendations**

Firstly, I would recommend to the administration department of Royal Malaysia Police College of Kuala Lumpur to use more technology to keep their records and data of the employees. To do so, they can implement the e-filing system in their organization. As what I have mentioned in the weaknesses of the current filing system there, they are responsible to update all the files including open files, private personnel files, personal files of the employees in electronic device. Since, they need a lot of space and cabinets to keep the files; it will consume a lot of money and times. Thus, the e-filing system will help the organization to store all the important information of each activities, courses, and employees matter without consuming a lot of time. E-filing has the ability to search and browse through numerous digital files and allows the employees to find the exact document they need in less as compared to finding a paper document. This system also helps the organization to save more space and guarantee the safeness of the files which contain valuable information.

Another recommendation is they can do the filing work once for couple of days or every week instead of every day. When the employees keep updating the files every day, it will give the pressure to them especially to the employees who in-charge on it because they also have another work to be accomplishes. To prevent the stress and pressure, they can do the filing on Monday, Wednesday and Friday. It is depend on the important of the information's are. If it is not very important and urgent they may do that



every week. As for me, the personal file can do per week but for the open files it must do once for couple of days because most of them need approval from the upper management. This will avoid the employees from doing the same thing every day and help to reduce the work load of the employee which in turn will increase the effectiveness and efficiency of the employee in doing the filing work.

#### **4.4 Conclusion**

This chapter allows the trainee to analyse the strength and weaknesses of the current filing system at Royal Malaysia Police College of Kuala Lumpur that can be improved to increase the quality of works which will contributes to the effectiveness and efficiency of the organization. The recommendations should also be considered to be implemented by the organization in order to minimize the weaknesses in the current filing system.

## **CHAPTER 5**

### **CONCLUSION**

#### **5.0 Introduction**

It was such an amazing experience for the trainee to undergo for industrial training at Royal Malaysia Police of Kuala Lumpur even though it was only in a short period of nine weeks. During the industrial training, the trainee had learnt many new things concepts. Besides applying those concepts and theories that has been learnt in classroom during the practical training, the trainee had also learnt some new concepts and ways of doing the things that were not taught in classroom. This chapter of practical report will summarize the previous chapters and concludes all of it.

#### **5.1 Summary of all Chapters**

In chapter one, the trainee introduced the background of the organization which are The Royal Malaysia Police College of Kuala Lumpur. Royal Malaysia Police College Kuala Lumpur established on January 31, 1999 and officiated by YAB Tun Mohd Hanif B Omar at the opening ceremony of the inaugural academy policing. This chapter allow the trainee for better understanding and familiar about the organization. The vision and mission help the trainee to understand what the organization want to achieved and their commitment towards what. The organizational chart also make the trainee alert what departments there besides administrative department and make the trainee familiar with the employees in the Royal Malaysia Police College of Kuala Lumpur.

Chapter two was mentions on the flow of tasks that had been done by the trainee during nine weeks of industrial training period at the organization. It also consists of the description of tasks done by the trainee by day as well as the summary of tasks done by

week. In this chapter, it can be seen that the tasks given to the trainee is related with the subjects that have been learned in class. The subjects related to the tasks given are Human Resource Management as well as Organizational Behavior. Besides that, the trainee's schedule during the industrial training period can indicate whether the tasks given to trainee are useful and appropriate or not. By analysing the schedule in this chapter, it can be seen that the department has fully utilized the industrial training student by giving the tasks that relevant and suitable with the trainee's capabilities. In addition, they help the trainee to gain real working life experience which is useful to the trainee's future undertakings.

In chapter three, the trainee has chosen the filing system as the area to be analysed. The trainee has defined what is meant by filing system which is a process where all the documents, letters and others that are important to the organization will be kept in files. The trainee also highlights the proper filing procedure where it should be applied to every organization that is using the filing system. Other than that, requirements and importance of good filing system are also being stated where the organization should practice those concepts so that they can have a good filing system in their organization. Besides that, it also mentions how all the theories and concepts can be used and applied in the current filing system at Royal Malaysia Police College of Kuala Lumpur.

In chapter four, trainee stated and discussed some weaknesses of the administrative department in term of the filing system, facilities and safety where the trainee believe that the organization will make some improvement to the filing system in the future as it is very important to do so in order to managed the personnel and the organization efficiently and effectively. The improvement of this filing system, facilities

and safeties will surely bring many benefits to Royal Malaysia Police College of Kuala Lumpur as well as the employee and the other practical training students.

Last but not least, the experience of working and learning at the same time in such a reputable organization is a wonderful one. The flexible working environment makes the trainee loves and comfortable working at the department. In addition, the working environment was relaxing with friendly employees and employers make the department more fun and enjoyable at work. This will be an amazing and unforgettable experience for the trainee where much has been learned and gained from it. This also helps the trainee to polish the skills and abilities needed to handle the task given and perform better in future. This experience also make the trainee alert that it is important to maintain a good relationship with subordinates and superiors in the organization to achieve the organizational goals. To end this, the experience of practical training make the trainee becomes an eye opener to the real working life and difference with what have been taught in classroom.

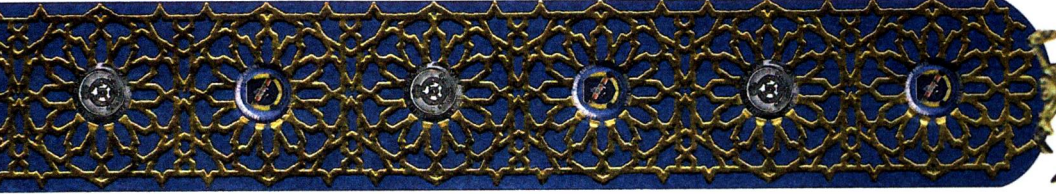
## **5.2 Conclusion**

This chapter helps trainee to summarize all of the chapters in this practical report. It helps the trainee toward better understanding on the practical training that has been attended along nine weeks. Furthermore, it also helps to recognize any errors and mistake that should be corrected. On top of all, it helps the trainee to recall the experiences that the trainee had learned which can be used to improve the quality of work in the future.

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# **APPENDIX**



# MAKTAB POLIS DIRAJA MALAYSIA KUALA LUMPUR ROYAL MALAYSIA POLICE COLLEGE KUALA LUMPUR

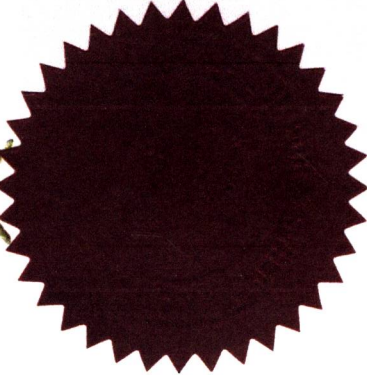
## NUR SYUHADA BT MOHD HANAPIAH

Saya difahamkan anda yang menjalankan praktikal di Pentadbiran Am, Pendaftaran & Rekod, Maktab PDRM Kuala Lumpur telah mempamerkan prestasi kerja yang cemerlang dan amat memuaskan.

Kesungguhan dalam melaksanakan tugas-tugas yang diberikan dan mempamerkan sikap anda yang amat bertanggungjawab, jujur dan amanah di samping memiliki disiplin dan komitmen yang tinggi dalam menghasilkan mutu kerja yang tinggi. Kegigihan dan kecekapan anda dalam menjalankan tugas serta semangat ingin belajar tanpa mengira masa serta berkemampuan memikul bebanan kerja yang lebih berat.

Sebagai mengiktiraf dan menghargai kecemerlangan anda di dalam praktikal, saya dengan ini menyampaikan **SURAT PENGHARGAAN** ini dengan harapan, anda akan terus mempertingkatkan prestasi walaupun di mana anda berada.

Syabas dan tahniah.



( **HAMID BIN MOHAMED** ) SUPT  
Aduan

Maktab Polis Diraja Malaysia Kuala Lumpur