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**BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)**

**PRACTICAL TRAINING REPORT  
PADAWAN MUNICIPAL COUNCIL**

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**2014704387**

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

Mdm Nur Aida Bt Kipli,

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



.....  
(Signature)

Date; 19 January 2017

## THE DECLARATION

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

Signed:

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Name: Tasia anak Beram

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## Chapter 1

### INTRODUCTION OF THE ORGANIZATION

1.0 This chapter will expose more the information and introduction on the place where I have done my practical training. 1.1 will explain the background of the Padawan Municipal Council. 1.2 show the organization policy ,vision and mission that is important to Padawan Municipal council. 1.3 is about the motto as well as Padawan Municipal crest and the detail on the meaning of every symbol and color in the crest.Lastly is about the structure of administrative and human resource structure and the chart of the department

#### **1.1 Background of Padawan Municipal Council**

Majlis Perbandaran Padawan was formly known as Kuching Rural District Council (KRDC).KRDC ,initiated in the late 1956 under the Local Authority Ordinance 1948 (Cap.117) commenced on the 1<sup>st</sup> January 1957 9( Gazette L.92/56).The elected councilors of KRDC held the first meeting on the 22<sup>nd</sup> January 1957.

Majlis Perbandaran Padawan has a long and colourful history .The council has moved office three times .Its first office was the historical Round Tower ,near the Old Court House at Jalan Tun Abang Haji Openg .From 1962 until 1991 ,the office of the council was at Jalan Satok. On the 4<sup>th</sup> April 1991, the Council moved to its present building at Kota Padawan ,10<sup>th</sup> mile Penrissen Road.Kota Padawan then was popularly known as “10<sup>th</sup> Mile Bazaar.”

KRDC started off with an area of jurisdiction of 2,432.01 square kilometers in 1957 .A part of the council’s area was taken over by Samarahan District Council in 1985

and 1987. The administrative area of the Councils was again reduced to 1,431.82 square kilometers due to the establishment of the City of Kuching City North in 1989 and the extension of the area of the two Kuching City Councils in 1992. Despite of these trimmings, Majlis Perbandaran Padawan still has a big area of jurisdiction compared to the Kuching City Councils and majority of the other councils in Sarawak.

Padawan Municipal Council is located at Batu 10 Jalan Penrissen, Kota Padawan, 93250 Kuching Sarawak Malaysia.

## **1.2 Organization policy**

Majlis Perbandaran Padawan or also known as Padawan Municipal Council emphasis on the Quality Policy which MPP is committed to provide Municipal service to the best of its ability to enable customers to enjoy a clean, beautiful environment and excellent met through the implementation of MS ISO 9001 and strive towards continuous improvement.

### **1.2.1 Vision**

“Towards an Efficient, clean, safe and prosperous Padawan Municipality”

### **1.2.2 Mission**

It is the mission of the council to enhance and sustain good quality of life for its customer by providing, maintaining and upgrading infrastructure, amenities and facilities and rendering efficient, reliable and timely service



### 1.3 ORGANIZATION CREST

#### PADAWAN MUNICIPALITY

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#### Motto

Efficient , clean and prosperous

The Padawan Municipal Council crest has a yellow star sitting on top of the shield with 2 black cats leaning on to both sides of the shield. Inside the shield is a blue mountain with a clear blue sky with a road leading to the mountain. Written above is the Council motto "**CEKAP, BERSIH, MAKMUR**". There is a thin red band going round the shield and the name of the new name of the Council is written inside the Green Band at the bottom of the shield. (Padawan, 2016) .The

meanings for the symbols and colours in the Council's crest are as follows:

**YELLOW STAR** - signifies light, hope and brilliant future

**BLACK CAT** - signifies good management and housekeeping

**BLUE SKY & MOUNTAIN** - signify tranquillity and in harmony with nature

**ROAD** - symbolizes development and growth

**GREEN BAND** - signifies greenery, freshness, openness and purity

**RED** - signifies courage and strength

## **1.4 ADMINISTRATION STRUCTURE**

### **Main function**

- General administration work and human resource management

### **Activities**

- Implementation and enforcement of ordinances ,by-laws, policies and government circulars
- Management of meetings
- Personnel management :

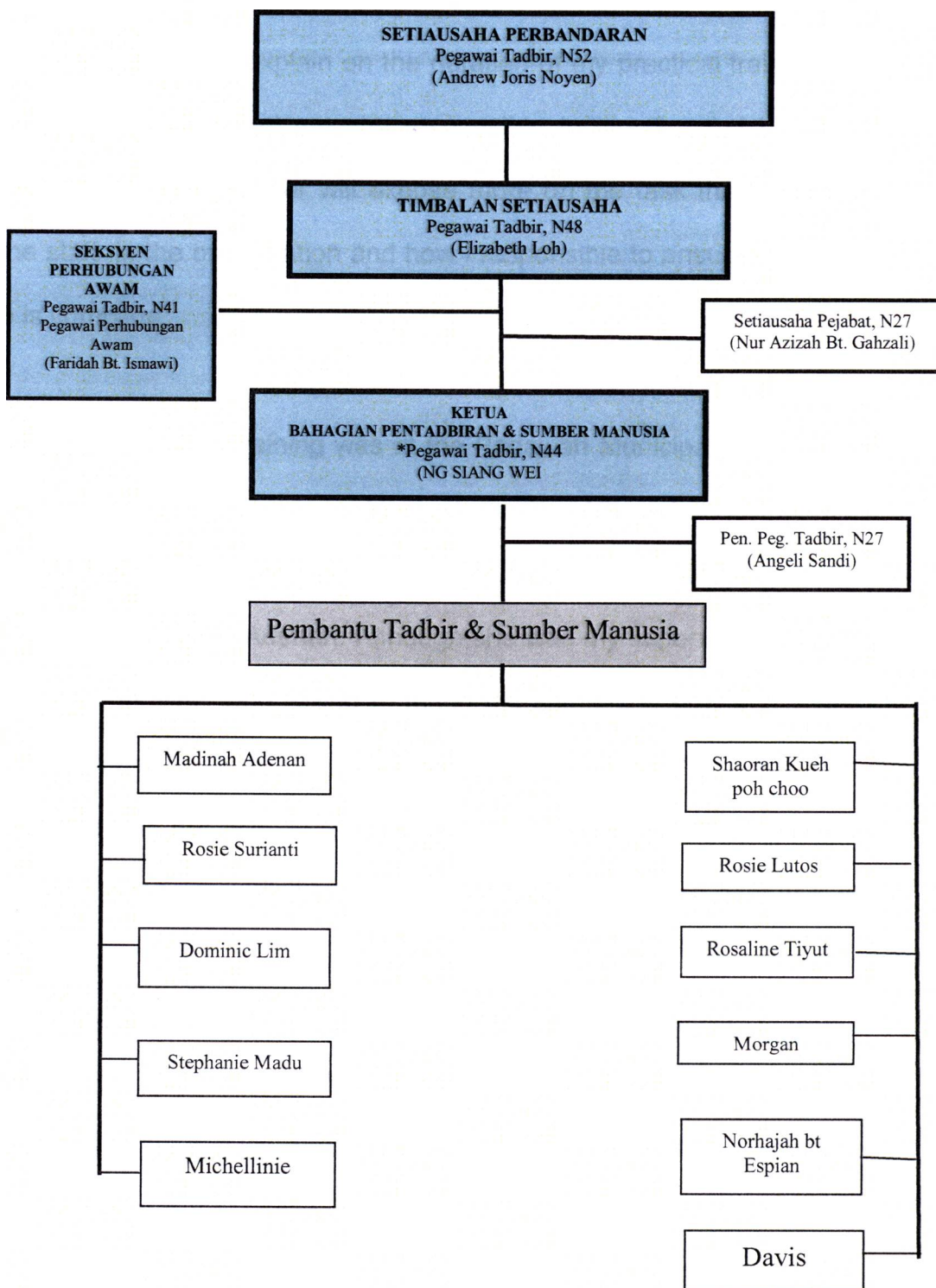
\*staff recruitment , discipline,retirement ,resignation ,etc

\* recording/updating of service record

\*staff training

- Mail registry
- Managing reading room/village libraries
- Public relations

1.5 ADMINISTRATIVE AND HUMAN RESOURCE DEPARTMENT CHART



## Chapter 2

### General Administration & Human resource Department

**2.0** In this chapter, 2.1 will explain on the duration of my practical training on the organization that have accepted me.who responsible to monitor and become my mentor.2.2 until 2.5 in this chapter will expose more on the task that I have been assign by the staff in the organization and how I responsible to ensure the task that given to me is complete

2.1 My 12-week industrial training was at the Padawan Municipal Council (Majlis Perbandaran Padawan) also known as MPP. During my 12-week industrial training here, I was first assigned into General administration department where my supervisor was Miss Madinah Adenan. Although she was my supervisor , I was also helping other staff in MPP who willing to teach me something new and wider my knowledge . And Mdm Rosaline is under human resource was the person who im always helping her with her task .Mostly I will be given a task by Mdm Rosaline as she always need a hand and willing to spread the knowledge with student who doing practical in MPP.

As we can see refer to 2.2 until 2.6, my major task in MPP usually do filing and recording information . As if other staff needed a hand I will help them with their task ,mostly will related to the service of all staff in the MPP . Therefore,in this chapter I will give report all the task that I have complete in MPP.

## 2.2 Preparation for 'Majlis Angkat Sumpah' for new Councilors

For the first week of my intern ,im helping my supervisor to arrange few task.Majlis Angkat Sumpah is held for the appointed of the 30 new councilors in MPP.It was held to ensure that the new councilor can carry on their responsible according to MPP vision and mission and carry on expected discipline .

I was assigned by my supervisor Miss Madinah Adenan to ensure that all list name of guest that attend the Majlis Angkat Sumpah is being list down and spell correctly to ensure that all the invitation card for the Majlis Angkat Sumpah is being deliver to the right guest without any mistake being made as all the guest mostly is VIP.

Schedule and tentative program for the Majlis Angkat Sumpah also being prepared by me which I have to print out only if approval is being made by the admin head for the design and the tentative program .It will be deliver for each of the guest that will attend the Majlis .The card contain tentative program and schedule is being folded nicely and keep.

I day before it being held which on 3/8/2016 ,the amount of food needed for the Majlls Angkat sumpah is being prepared by my supervisor and i was assign to deliver the bill to MPP canteen to ensure that they prepared the right amount of food and enough for all guest and staff that involved in the Majlis Angkat Sumpah.Together with my supervisor, I help her ready for all things such as 'Taram' , fresh flower for decoration , decorate and cover up the table nicely. On every chair that will be seated by the new Councilors tomorrow,we tag on a small pieces of

paper which written on it the name of every guest so that the guest will seat on the right places and easy for them to do their 'Sumpah' according to their level.

On Thursday 4/8/2016 , which the day of Majlis Angkat Sumpah is being held, I was assign to welcome the guest and VIP guest Yb Prof, Datuk Sim Kui Hian,I was given a small tag of flower ,waiting for the Ministry of Local Government to come and tag on the flower on his coat.I then along with my Supervisor attend the Majlis Angkat Sumpah .It ended on the Afternoon as they do the sumpah 5 person on a time, together with staff and guest, we having lunch in MPP;s canteen .After the majlis is completely end and guest is going back , I collected all the stuff that being use belong to admin department and put it back where it belong to avoid missing.

### **2.3 Record the Issuance of service order**

The issuance of service order is a document where containing any purchases or activities that involving money use by administrative division(refer to appendix 1). The issuance of service order will record to whom the money had been paid or transfer. The purchases may be for maintainance ,tools ,foods and etc as referring to apendix I.

I was helping other intern student , which the issuance of service order will be recheck , record and rearrange at the end of month. Any purchases being made will



have its own number and number folio. All the purchase will be type and print out. By referring to the list of purchases that have been print out, making sure that one particular item purchases is recording in the folio, letter of issuance and same as in the list. If the purchases item is not been record in one of these, it will need to recheck back the list and the folio as it might have been recorded mistakenly. Once these have been complete, all the document and folio containing purchases list for one particular month will be kept in a cabinet for.

### **2.4 Book of Government Service (*Buku Perkhidmatan Kerajaan*)**

The Book Of Government service is being kept on every each staff file and keep in a locked room (refer to appendix 2). Every staff has their own book of government service. Only by permission of responsible staff that allow other staff and we as intern student to take out the file and enter the room to complete task that being assign. Madam Rosaline is one of the staff that assign me a task and allow me to enter the room. The file contain the staff number and we have to ensure that we pick up a file according to the right number and name of the staff. Filing and documentation is my major task during my intern weeks in MPP. Most of the time, when there is no task given by Miss Madinah Adenan, I will continue record and arrange the documents or form in the book of government service or file. And I

recently gain more knowledge by helping madam roseline on her job scope which can be refer to appendix 2 .

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Under supervise of Madam Rosaline ,i fill in the MPP staff record book for their application of leave.Only leave that have been approved by the head of administration is being recorded whether it is a sick leave,yearly leave or personal leave.The date and day of approved leave is being wright down on the staff book of government services.The 'Borang Permohonan Cuti' belong to the particular staff is also being filing in the staff file.

Together with other intern student in MPP ,we type in all the record book to be printed out for the staff who has been working more than 20 years in MPP which also known as 'Lampiran A' . The staff who are working more than 20 years will usually give award of Pingat Setia by MPP for their loyalty for working with MPP. The award giving ceremony usually held during MPP annual dinner.To type the staff information on the book,we will need almost one day or more to finish typing each staff information as we type the information from the day the staff have started working with Padawan Municipal council (MPP)

In the Book of government service also, i fill in all the update forms related to the staff, fill in the incremental of salary, record all the job promotion according to government grade and any courses that been attended by the staff in their record



book .( refer to appendix 3).Once I completely record all files will need to be arrange according to the number files given.

On Friday 26/8/2016 , under human resource staff , madam Nurhajah bt Espian , I help her intern student to filing the document of 'penyelarasan gaji' of every MPP staff in the Book Of government service.

On Tuesday 30/8/2016 , im helping other intern student to labeling files that will be disposed according to the files number( refer to appendix 4).The files that being disposed are files that have not been used for some reason.

On Thursday 1/9/2016 ,Helping Madam Nurhajah bt Espian to stamp on date on every document that contain feedback from every staff that attend courses in MPP.This document is form that have been distribute to every staff that have attend any event or courses .For example training to build knowledge ,and language skills.Every participation have to fill in the form and suggest on feedback and their recommendation. Every courses and event that they have participate will be recorded in the Book of government service before it being sign by Madam Nurhajah bt Espian.

According to Madam Rosaline, the staff record book as shown in appendix 2 is very important towards all the MPP staff whereby all the information will be useful

for retirement process. Every document related to the staff's job will be filing on their own file

## **2.5 Raft Safari event preparation**

Raft Safari is a water rafting adventure that been held from kampung giam ,temurang and Denu on 14 /8/2016 .This event offer six category of competition for public to join which is kayaking, men's open , women's open ,government category as well as hotel and tour categories .

A week before the event on friday 5/8/2016 , I help other intern student to fold the invitation car for the raft safari event which containing the tentatif program and the name of the guest that will be invited.

On Wednesday 10/8/2016 I was helping Madam Rosie Lutos to photostat the list name of the participant that have register for the competition that being offer by MPP. It is about 300 participation.

By referring the name list that I have , I have given a task to type and print out the certificate of participant or acknowledgment for every participation. I have to making sure that the name of participation and type on competition that they joining

as well as the name of heir group is being type correctly.The certificate will be deliver to every participants in the end of the event this coming Sunday.

On Monday 15/82016 , some certificate for the participant have been rejected as it have been print out with few mistake such as the spell of the participant name , or categories are wrong. I help to print out once again the certificate and double check to ensure that there is no single mistake being made again.The certificate then being kept as it will be claimed by the owner.

## CHAPTER 3

3.0 This chapter focus more on the student analysis on the place where I have been doing my practical. In this chapter I given a changes to comment on the environment of Majlis Perbandaran Padawan ,what are the feedback that I can describe and 3.5 and 3.6 is what recommendation that I can suggest to improve the environment in the organization.

### 3.1 Element of 5S

3.1.1 5s is one of the method of determining an organization approach to its business and to evaluate its workplace organization capabilities and visual management standard. 5s engage people through the use of Standards and Discipline. It is not just about housekeeping ,but also concentrating on maintaining the standard and discipline to manage the organization .

While I was doing my practical training in Majlis Perbandaran Padawan , I was impress by how the organization managing their environment or workplace .As they using 5S as their method to maintain their workplace quality ,the staff know how to organize a work space for efficiency and effectiveness by identifying and storing the items used,maintaining the area and items,sustaining the new order . While I am doing my intern I can understand that this 5S element that become their guideline have builds understanding among employees of how they should do their work. We

as intern study feel very convenience to do our task as it easy to find and allocate all the files and old or new equipment. Although some of equipment is not enough and unavailable, the office environment is well managed

## **3.2 Human Resource Management ADM 551**

3.2.1 Another feedback that I can give after complete my practical training in this organization , I realize that the head department and staff are always willing to help each other and also the practicals student. Refer to ADM 551 ,Human resource Management which I have learn ,it is a processes of managing human in the organization.It involve a manager or people in the organization to ensure everybody who are link in the organization are effectively and efficiency in use of the human talent to accomplish their goals.

As I was there ,they willing to motivate and help and it gives us direction to be more responsible , and act in certain way or at least develop an inclination for specific behavior that needed for us to experience the working life. We able to learn from each other to which degree the job requires the use of different skills and talents, the degree to which job has contributed to identifiable,which the job affect the lives of work of other people and also effectiveness of our job performance.While I'm there, I can see that all the staff and head department give full cooperation and the right level of support and training to me and another training student. It can be seen that Majlis Perbandaran Padawan can be one of the recommend place for student to do their practical trainng .

### 3.3 Service Management ADM 570

3.3.1 Service is the process of delivering ,performance,act or activities done in satisfying others.It also series which take place in interaction with a contact person or physical machine that provide consumer satisfaction.In an organization , service are production or distribution of goods and also facilitate support to others in in meeting and achieve their goals,add value.

During my internship , provide service to public is one of the important activities done by MPP . As what I can see , the way the staff talk,interact and serve the public are accordance with the policy which every government servant is responsible to serve with a proper ways.For examples, the staff talk using a proper words and tune. They aslo try their best in handling those public that are coming for any report on their matter such as tree collapse and also provide service counter for public to come on any matter such as rental the 'Dewan Masyarakat ' or field for purposes of sports activities .

### 3.4 Ethics in Administration

3.4.1 while carry out my responsibilities as practical student ,I was impress by the ethical conduct perform by our head of department who was a caliber women .Ethical conduct has been applied also by many of the staff .This show that their head department able to provide and share values among the staff in the department.This is important to ensure that all of the people in the organization able

to perform their responsibility based on an ethical values that adopted through their administration. In other words it also bring advantages where they will and must able to ensure they have an effort to avoid action that have adverse consequences for others whereby they avoid unethical action such as disrespect customer , breach of trust and more .This is important to ensure that an organization can maintain their image especially MPP which are accounted to serve the public.

### 3.5 **Public Relation**

During the internship, there are few activities which we as practical student are involves to communicate and serve others besides the organization itself. In this situation we have learn how to communicate with different people especially with the important people from the outside. This also show that student can clearly understand their task and make sure we are inform on every activities that involves us. By cooperation with staff as well as their advises .we definitely can perform the task well and successful in practice of managing communication between us and the public.

### 3.6 RECOMMENDATION FOR THE ORGANIZATION IMPROVEMENT

#### 3.6.1 Increase Staff at Service Counter

In providing service to public , especially counter service in administration department , they should recruit one person to handle as there is only one staff that handle the counter service in the administration department ,which she is also the operator , it is recommend to have one person in the counter service . This because when Madam Noni (operator) is on call , the public have to wait to be served .Therefor , if there is one person helping the operator at the counter ,it would be more convenience.

#### 3.6.2 Advance software

Another recommendation that I can add up is to allow all the staff of administration to learn how to use software for key in the data especially on the task that I am always doing. Which the leave application . It is more convenience if the application leave is key in at every portal of the staff in the computer rather that we have to manually calculate the balance leave and write it on the staff book as well as filing the form in each of the staff files. And in case a particular staff is asking for the balance of leave that they have , by using just one click on their name the information will come out,rather that we calculate manually and revise all the leave that the person have apply. Indeed the new method will safe times and also more efficient.



### 3.6.3 **Equipment**

There is a little problem on providing equipment and also application of software to staff . I can see that there is lack of equipment when sometimes the staff and student have to share to use it. Staff also are not engaging with the use of modern software to do filing and key-in data which they usually use manual method to complete the task . It can be seen that it is not effective in handling data and it usually takes times for one task to be complete.

In improving the problem, the equipment for staff which is unavailable not because it its not enough but its cant be used. For examples,computer , we have to share one computer which is left for everyone to use . We often wait for our turn to use and print letter because some of computer and printing equipment is cannot be used due to several problems. Even each staff have their own computer and printing, most of theirs are cannot be used .Here it is important for admin staff to have adequate and available equipment to complete their task in time.

## CHAPTER 4

4.0 As I am with Padawan Municipal Council doing my 8 weeks practical training, I can observe the environment and also the practices of the staff ethical. I recognized that new ideas might have been introduced or contribute to change and make some improvement in the organization.

### 4.1 Ethical in Conduct Meeting

In MPP, I was once being given a task to be as a helper in a meeting with all leadership of every department in MPP and Secretary of MPP as well. While conducting the meeting, I can see that some of those who are involved is not giving their opinion in a proper way and this can be concluded that they are lacking ethical practice. To be in a meeting it was a time in which everyone has their own opinion. I believe that respect for others' opinion is an ethical that must be practiced by everyone in an organization. Some of the people involved were giving an expression which shows that they are not satisfied with others' department opinion. In which I can say that while the others are giving opinion, an advice would be a good ethical despite an expression that shows disrespect and talk with a high tone of voice. Therefore I recommend that an ethical should be strictly developed among every person in every department as it is important in ensuring they are doing their responsibility in a professional way.

## 4.2 Apply a suitable job scope and task that suitable for student

A new recommendation that I can suggest for Padawan Municipal Council in handling their practical student in the future is to ensure that suitable task and job scope that given to student is suitable and applicable to the knowledge that they have.

In handling the event name Safari. Other practical student who are involved in the event has been blame by the participant who involved in the competition of the event. The main cause was because the practical student are not familiar to use the software to calculate the rating and they unable to handle communication with other practical student who assist to see who participant that earlier arrived before reported to time keeper and then pass to the rating.

It was a risk because the practical student was not familiar the use of the software and handle the flow as the place are crowded .There should be a more skilled and experience staff to assist by their side rather than give 100% responsibility to student. Those mistake should not happen especially when involving the citizen as it was a big event.

A problem that created in a big event especially unfair decision will affect the reputation of the MPP .Therefore recommendation that I suggest was to ensure that they have to be sensitive with the task that they want the student to involve in.

### **4.3 Leadership style**

There were recommendation that I would said to contribute in the leadership style for the head department of administration. If the employee or staff that have do mistake in complete their task, the head department usually will call them to the office and advice in privacy. However, there were sometimes where the head department will take a long time to talk to their staff or employee. The head department usually will chatter about unimportant things that should not be in advising their own employee.

It recommended that a leader should able to manage their time and touch on only important issues and keys in advising their staff. It is not necessary for a leader to spend most of the time in office just to talk and advise the problem that have been made by an employee. Instead, a leader should able to deliver the important advice and save times for the employee to continue in their work. Time management is important as it may affect the quality work of an employee. If time management is being leave out, it let the employee slowdown in completing their task. Therefore time management is important.

### **4.4 Space for Practical Student**

What I can recommend to the organization is adequate space for practical student. As I was there , the other practical student and me are sharing one table that can

only be seated by only 6 to 8 person ,which are not enough for another 2 person .  
We have to do our task there and it is completely crowded .

Student are believed to gain their skill,knowledge and expose to a working environment while doing there intern.In this environment student will learn based on the task given to them , basic necessities must be provided as well as equipment that enable student to work in a comfortable ways.This help the student increase their level of ethics Therefore,it would be great if the intern student are given adequate place to do their work and to keep their belonging .By providing the space ,in the same time they learn how to manage their own belonging and cleanness.

## CHAPTER 5

### 5.1 Conclusion

It was a great experience when I was doing my practical in Padawan Municipal Council. As one of government agency, I can observe that MPP as a local government are always trying to improve their relationship with the public as to keep a close monitoring on the issues of public. I realize that those event and activity that being conduct by this organization is not only for their own reputation but also other intention such as to gain cooperation with public. It was not an easy job to convince and gain support from public. Moreover, in provide service, there were many challenging that the employee or staff in the organization have going through. While explaining to public, there are many consequences that they received which for example, the operator sometimes being scolded.

The structure of an organization exist to allow the flow of work are being divided by task which all department will perform their own task. For example audit and finance will assist the budget and monetary system. Assist by each leader on each department it will allow the job to be perform more specific and concentration can be given fully .Padawan Municipal Council was divided by level of department which enable them to focus on their own jobscope.I was assign in administration and human resource department able to quickly understand the job scope and apply my

knowledge that I gain from my academic learning. I can suit myself in the environment where I fully understand their job scope.

From the feedback and recommendation that I wrote there are lack of some aspect, but then an organization are always strives for a better improvement to be success, therefore it is important to have and to involve staff and public as well to give a feedback regarding own organization, by receiving those feedback, an organization may have strategic planning to be develop in future to ensure that they can success in their administration. A strategic planning is one of key that allow an organization to always bear with threat that come along while the organization is in their ways to achieve the objective of their organization.

As I was the practical student who sometimes see the situation, I gain a lot of knowledge and also it give me more idea on how to be in real working situation and react positively to avoid it effect my performance. I exposed to how complicated situation happen when sometimes a lot of work must be complete in one day. And even the staff always give cooperation to each other, but then there is also misunderstanding happen. It realize it was a nature of working.

In writing and recording my task, I realize that I have going through an environment in where working are the priority in life to gain knowledge and to earn for lives. In the same times. The practicing suitable attitudes and personalities is important in performing career especially when we are exposed to teamwork as well as



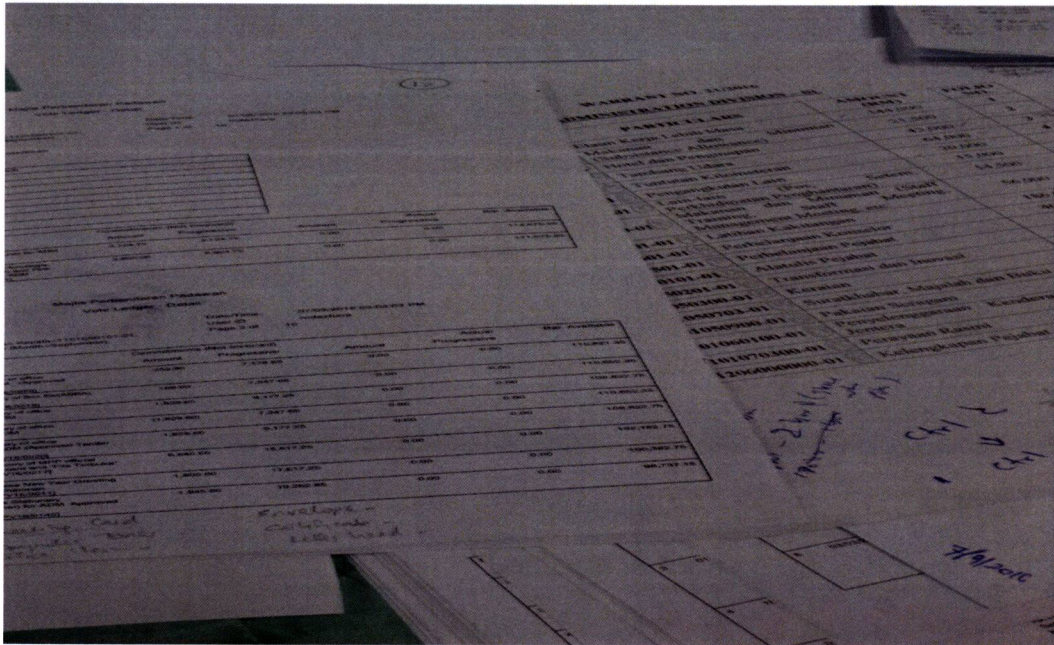
performing individual task. It was the key element to become an employee who would like to be rewarded. Poor performing will leave us in the same position or even worst.

I have choose the right organization or place to send my application and accepted by Padawan Municipal Council. In completing task that have given to me by employee or staff in MPP, it change my personality to become more patient while I been advise if there is mistake that I have done. I learn how to complete a task with effort along with full concentration and attention.

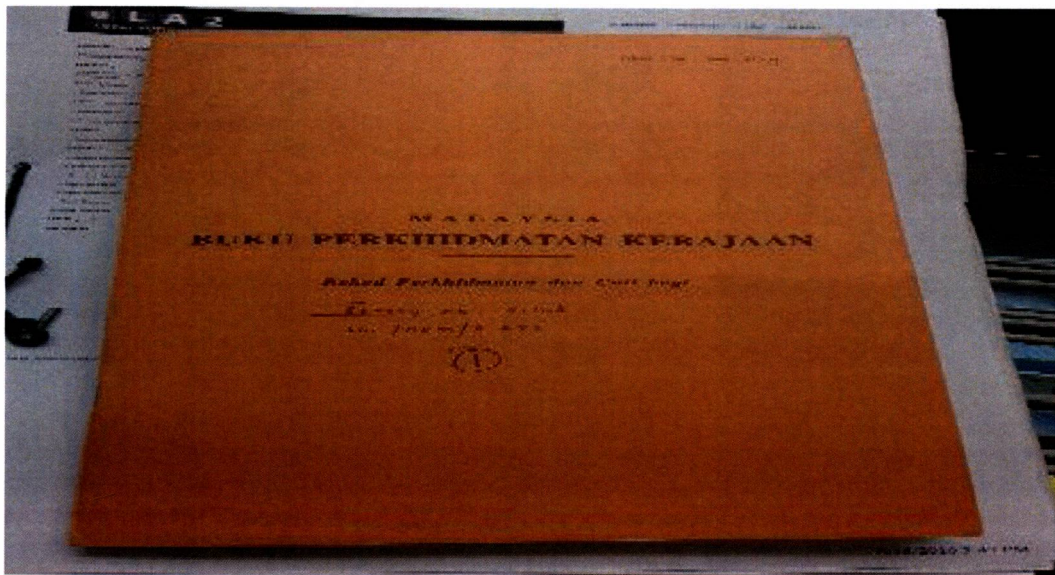
Lastly, I was glad that what I learn in my academic can be apply while I'm doing my practical service. As well as it tally with the work that I was assign to complete. For examples, ethic ADS 405, Human resource management and Public service management. This subject that I have learn in my academic really help me to improve and gives me tips to perform a roles as an employee in Padawan Municipal Council. I can easily work in team and can cooperate easily with the staff as like I have been there for a years. It was an experience that I will carry in the future.



APPENDIX

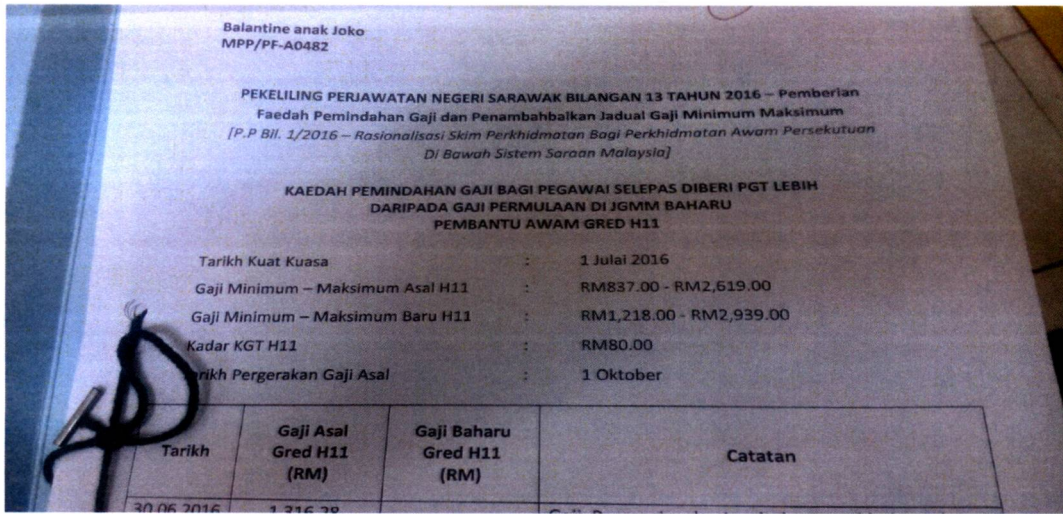


Appendix 1  
Record the Issuance Order



Appendix 2  
Book of Government service





Appendix 3  
Lampiran A form



Appendix 4  
Labelling files in the files's room/store