



**Faculty of Administrative Science & Policy Studies
Universiti Teknologi MARA**

**Practical Training Report
Belawai Sub-District Office**

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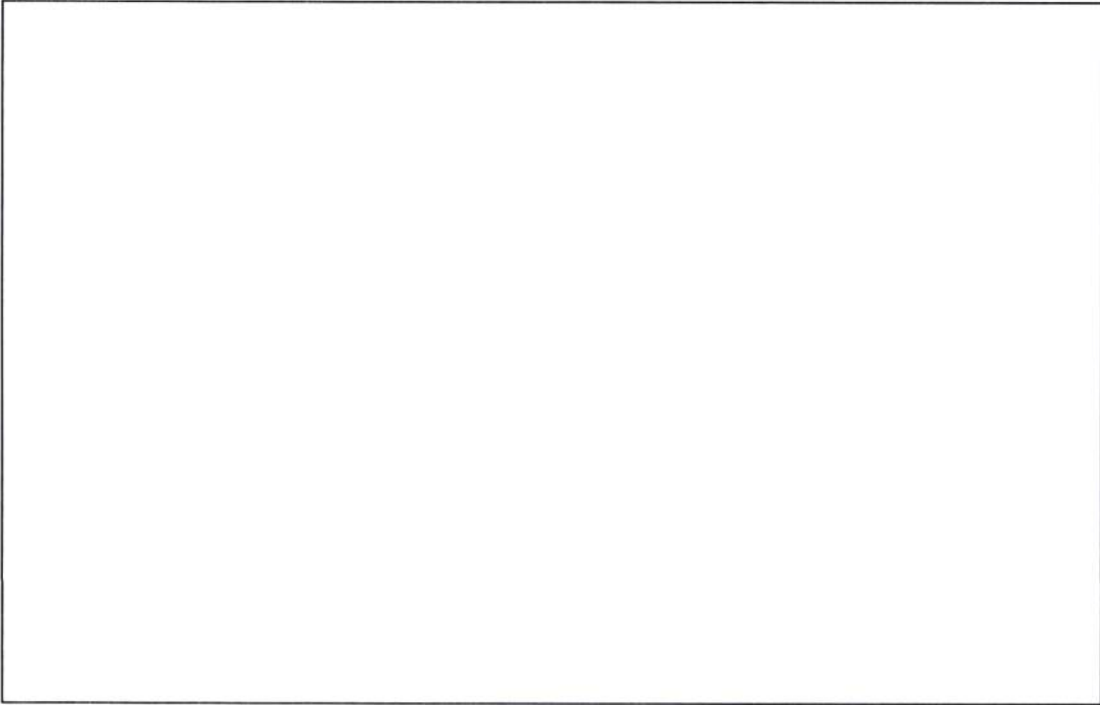
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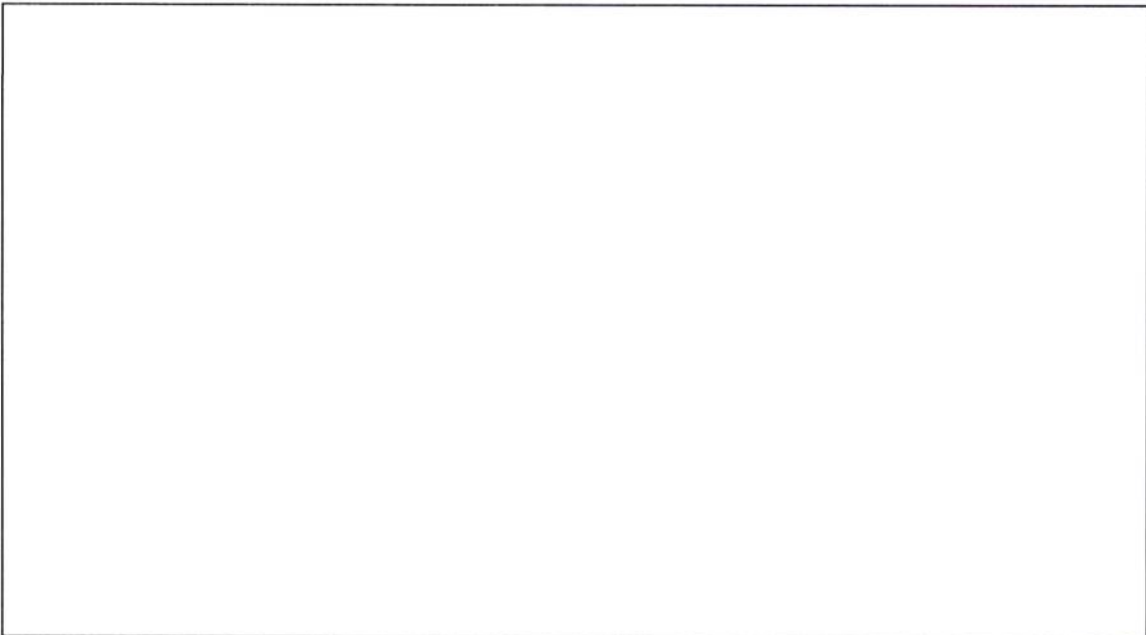
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Supervisor's Comments

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Moderator's Comments

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CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Madam Nur Aida Binti Kipli

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

(Signature)

Date:

Acknowledgement

All praises to the one and only, Allah S.W.T. for giving me each day the blessing of life and helps me through my hardness and weakness during my practical training at Belawai Sub-District Office. A grateful and thank you also to everyone who has been involved since the beginning until the completion of my practical training and the preparation of the report whether directly or indirectly especially to my beloved parents for always giving me supports and useful advices. A great thing comes from a great experience and I have struggle with the efforts in order to ensure the success of my practical training and its report. I, Fatheen Hamamah Binti Ahmad feel really grateful that this practical training report could be settled successfully. Lots of barriers and challenges have been through and giving up is never the idea for me. To my supervisors, Mr. Matthew Hubert (Belawai Sub-District Office) and Madam Nur Aida Binti Kipli (UiTM), no words can describe for how much help and guidance that you two have gave to me. My thanks also towards all Belawai Sub-District Office staffs upon their supports and advices during my practical training. They are also really friendly and supportive of each other especially to that practical trainee as myself. Lastly, again not to forget everyone who has involved in my life especially in my study whether directly or indirectly as my parents, siblings, lecturers, relatives and friends for the supports that they have gave to me. Thank you.

Declaration

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

Signed

Name: Fatheen Hamamah Binti Ahmad

CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 INTRODUCTION

This chapter introduces the background of Belawai District Office, its objectives and functions, divisions, the organization structure of Belawai District Office, vision, mission and objective of Belawai District Office.

1.1 BACKGROUND

Belawai District Office established on 7th April 1973 through Warta Kerajaan Bil. Swk L.N 19 (Part II) Vol. XLII Vo. 12 on 4 April 1987 according to section 3(1) administration ordinance (chapter 4) 1967. Belawai district was once under the administration of Sarikei division until 2002. Today, Belawai district is under the administration of Daro District in Mukah division, after the announcement Mukah as the 10 division after Bintulu in Sarawak.

Belawai district also one of district in Mukah division beside Balingan district, Oya district and Igan district. The commercial center of Belawai district is Kampung Belawai which located at west Kuala Batang Rajang. The other village near Kampung Belawai is Kampung Jerijeh (13 km) and Kampung Rajang (15 km) and also the woods process zone Tanjung Manis (23km).

Meanwhile, for the population people in Belawai district is 8363 people (according to Banci people 2010). The amount of the native is 7489 people and consists with 67% Melanau, 24% Iban, 0.25% Bidayuh and rest is others. The others races are consist of Melayu and Chinese. Majority of people here work as farmer, labor and fishermen.

The main road to Belawai is through river and road from Sarikei to Tanjung Manis, straight to Belawai, and by road to Sibuh. Also, by plane from Tanjung Manis/Belawai to Kuching. Belawai is a district that located in the middle of Sarawak.

1.2 FUNCTION

Belawai district office is an office that presented the government in delivering the services, accomplish every policy and programs that have been planned or shaped by the government in order to give the people a pleasurable life.

At the same time, Belawai district office is a channel for the local people in requests their rights and problems that they have. Through this office, every support and programs that the government gives will be given fairly to the people.

Belawai district office also gives many kinds of services to the local people as they are the main customer that the district office will serve. Among the services that Belawai District Office offer is the management of the Probet, the process of the registration of adoptions, the process of change of ownership of gun, renew gun permit and the purchasing of gun's bullet, renew business's permit and registration of business permit, and also community development in the Belawai area.

1.3 Division of Belawai District Office

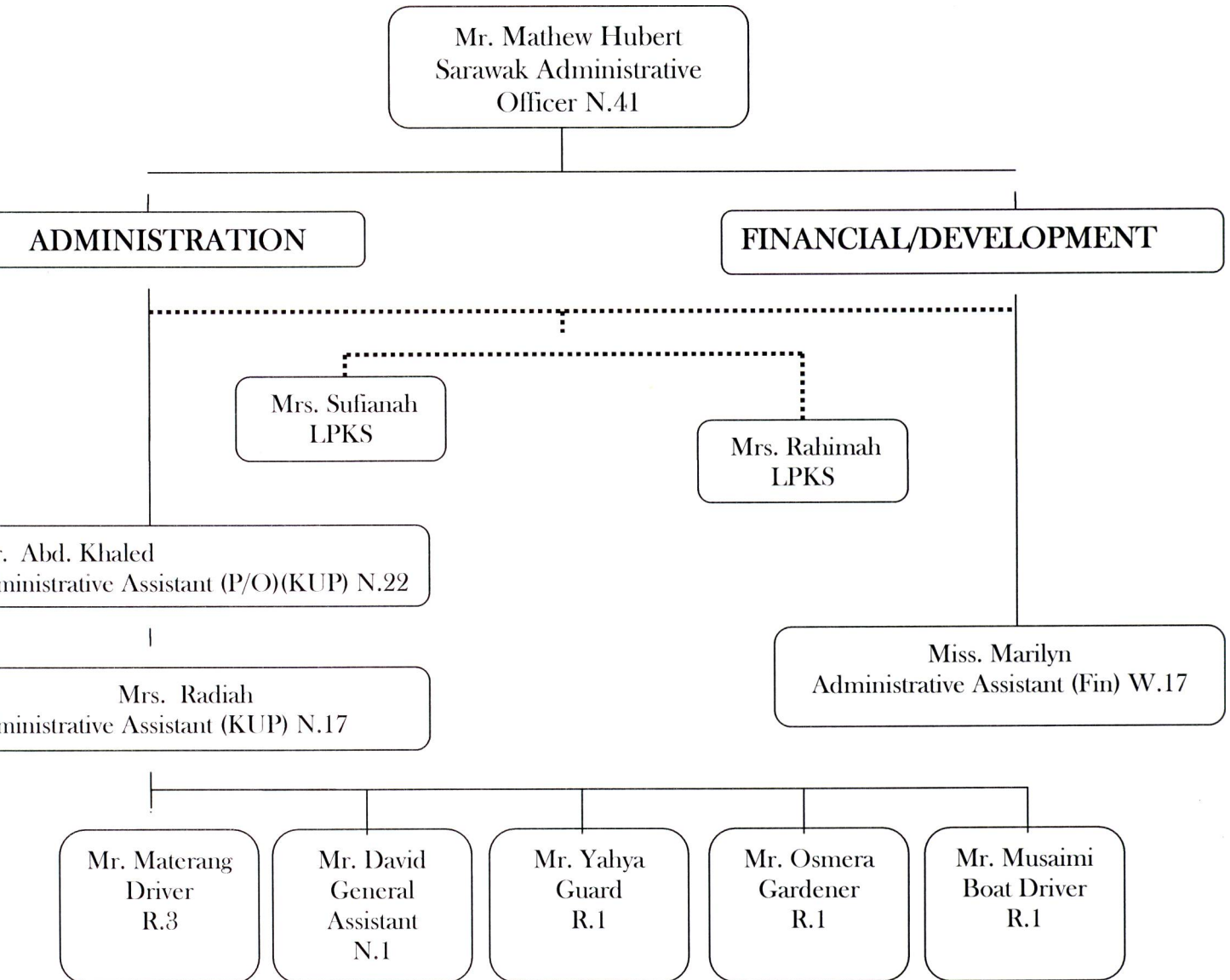
Belawai District Office is divided into 2 divisions. Those divisions are stated below:

- ↓ Department of Administration.
- ↓ Department of Financial and Development.

For administration department, it involves the business of management of probet and the process of the registration of adoptions. For the financial department, it involves all the collection of payment such as payment of purchasing gun's bullet, payment of registration and renew gun's permit, payment of registration and renew business's permit and many more. While, for development, it involves every business regarding the establishment of projects according to the expectations of the provisions made by the government.

Belawai district office also involves in the program under Sarawak Corridor of Renewable Energy (SCORE) which is Program Latihan Pemeraksanaan Keupayaan Siswazah (LPKS). This program is one of the programs established by the Sarawak State Government in order to increase the ability of the people in Sarawak in term of human resources ability. It is one of the alternatives of Sarawak State Government in giving training and skill to the graduated student to faces with the real work situation.

1.4 CHART OF BELAWAI SUB-DISTRICT OFFICE



1.5 VISION

Belawai District Office vision is to make Belawai district as one of a dynamic district, clean and beautiful district, developed district and also balance in the term of physical and mental development according to the provision of the government.

1.6 MISSION

Belawai District Office also have planned and established mission so that all of the worker in the Belawai District Office will be able to achieve the goal of the office. The mission is to make the Belawai District Office as the role model from the aspect of development in Sarawak State.

1.7 OBJECTIVE

According to Belawai District Officer, among the objective of Belawai District Office is:

- a) As the agent for the local people to make change to the development
- b) To be the role model to every offices and department in Sarawak
- c) An agency that will help all the workers in every aspect physical and mental

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

This chapter summarize and explain every tasked that has been assigned by my host supervisor and officers in Belawai sub-district office to me within my practical training period in six weeks.

2.1 WEEK FIRST (20-23 JANUARY 2015)

On the first week of my practical training period, I was report my self to my practical training venue which are Belawai Sub-District Office on my first day. I was reported to Sarawak administrative Officer which is Mr. Matthew Hubert as my host supervisor for practical training. I was also introduced to other staff in Belawai Sub-District Office. Mr. Matthew Hubert also briefing me on some information about the general aspect of work field in Belawai Sub-District Office and the work schedule in Belawai Sub-District Office. I was also been given a brief on the field of work of each staff by Mr. Khaled as Administrative Assistant (Finance) in Belawai Sub-District Office. My first assignment was given by Miss Marilyn from the Finance department in Belawai Sub-District Office. The assignment was about recoded on Daily Collection Report of Belawai Sub-District SESCO lodgment on year 2011-2014. In my first week of practical training, I was also asked by Puan Radiah as the Administrative Officer to key in data of "probate" in the system before she submit the full data on online system. I was also asked by Puan Radiah to help her to record and update the JKKK finance report by year in Belawai District.

2.2 WEEK SECOND (26-30 JANUARY 2015)

On second week of my practical training period, the overall tasks and assignment that was given to me was about the recodes and update the JKKK and Long house Finance report by year in Belawai district. I was learned from Puan Radiah to recode and update the JKKK finance report accurately by years and rearrange all of the report done by the statutory of the JKKK in Belawai District. In order to recode and rearrange all of the financial report of the JKKK in Belawai district I need to use excel and a learned from Puan Radiah on how to use excel and to recode the data using excel.

All of the report submitted by the statutory of JKKK and Long house in Belawai district was in writing, so Puan Radiah asked me to type all of the activities by all JKKK and Long house in Belawai district using excel and rearranged the flow out of JKKK's and Long house money accordingly to the activities by the JKKK and Long house. After that, I was asked to put the report in the JKKK's and Long house file. Before the report was print out ant to be file in the JKKK's file, I need to submit the report to Puan Radiah to be check and if there are no mistake and the data was fully complete, only then the report will be able to print out and put in the JKKK and the Long house file. If there are mistake in the report, Puan Radiah will asked me to redo the report until the report is done correctly. Puan Radiah was not only teach my on how to complete the report using excel but she also always explain on every activities of JKKK and informed me on all information regarding the JKKK's money report so I can understand the flow out of the JKKK's money and will able to recode and rearrange activities and financial report of the JKKK correctly.

2.3 WEEK THIRD (2-6 FEBRUARY 2015)

This was my third week of practical training period and within this week, i was assigned by Puan Radiah to re-encode index file in soft copy for the use of Belawai sub-district office. Index file is a recode of information that related to the business of Belawai sub-district office. Every file that have been recode in Belawai sub-district office need to be check the serial number so that the serial number of the file match with the serial number of the file that have been recode in index file book. The soft copy of index file of Belawai sub-district office was outdated and the latest update index file was not copied. So, my tasked is to make the new soft copy of latest and updated index file of Belawai sub-district office according to the index file book that have been printed out.

In this week, I was also continued with other tasked which is recode and rearranged off all financial report and activities by all JKKK under Belawai district. The money used by the JKKK for their activities must be recoded accordingly and with the proved from the bank's book of the JKKK. Every money withdraws and deposit in the JKKK's and Long house bank must be recoded same in the financial and activities report of the JKKK and Long house. To recode and rearrange the financial report of the JKKK, I need the detail on the flow out of money from the JKKK's bank in the bank's book of every JKKK and Long house and it must be collect and put together in the JKKK's and Long house's file.

My tasked on recode and rearrange JKKK's and Long house's financial report was delay for so many times as I need to asked all of the representative of JKKK and Long house to submit the copy of the latest flow out money detail in the bank's book of the JKKK and Long house. The delayed was because of distance gap from the village to Belawai Sub-District Office. Some of the village in Belawai district is very far from Belawai sub-District Office and it is difficult for the

representative to submit the copy of the bank's book to office. There are also no facilities that can help them to submit the copy that required them no cost such as fax machine. So, because of that problem, my tasked on recode and rearrange the financial report activities of JKKK and Long house was delayed.

2.4 WEEK FOURTH (9-13 FEBRUARY 2015)

On my fourth week of practical training period, I was first asked by Miss Marilyn to recode and rearrange the updated daily collection report of Belawai sub-district SESCO Lodgment of year 2011. I was asked to check the entire money amount that has been recoded and I need to calculate the whole amount of the SESCO lodgment in 2011. The amount cannot be wrong calculated and it must be done correctly without any mistake. After I done with the calculating, I submit the report back to Miss Marilyn. Miss Marilyn was also assigned me with another tasked on the same recode and rearrange daily report collection report of Belawai sub-district SESCO Lodgment by for the year of 2012. I was also asked by Puan Radiah to key-in probate data in system as the probate just has been approved by the District officer recently in that time. In this week also, I was introduce and asked to do the office filing system of Belawai sub-district office. My tasked was to do the filing on probate file. I was asked to change the old file of probate file in Belawai sub-district office to the new file that was provided. I need to arrange the document of all data of probate of the citizen accordingly from the year of the document been done. I was also serial the number of the probate file as for the convenient of the officer to looked back the probate file.

2.5 WEEK FIFTH (16-18 FEBRUARY 2015)

This was my fifth week of practical training period and within this week, i was assigned by Puan Radiah to update the Banci Penduduk in Belawai district. Banci penduduk is the data of all basic information about the citizen that live in an area such as name, ages, occupation. It is important data information that every district office must keep in the office. The data information of the citizen was last updated in 2010, so Puan Radiah asked me to update the status of the citizen and the current ages of the citizen in Belawai district by the year of 2015.

2.6 WEEK SIXTH (23-27 FEBRUARY 2015)

This is my week sixth and my last week on practical training period in Belawai sub-district office. In this week, I was continued my tasked on recode and updated the information and ages of all citizen that live in Belawai district areas. Beside that, I was also continued my tasked on recode and rearranged the JKKK and Long house financial and activities report in Belawai district. Every activity must be recoded and all spending of the JKKK and Long house must be recoded in the financial and activities report of JKKK and Long house.

2.7 CONCLUSION

As a conclusion, overall tasked that was given by my host supervisor and the officers in Belawai sub-district office was related accordingly to my course subject. I was majority assigned in administrative department than financial department and it is benefit to me as this tasked was important tasked that I should experience and practice in order to understand more on administrative system tasked in the government department.

Chapter 3

ANALYSIS

3.1. INTRODUCTION

This chapter focus on filing system management that practiced by Belawai Sub-District Office where I went for my practical training. I will also discuss how this filing system management helps me relate what have I learned in classroom into practice so I really understand all the concept of this filing system management.

3.2 DEFINITION OF FILING SYSTEM MANAGEMENT

Filing system management is system to record management and it is applying the principles of record management to both paper and electronic records and it is practice by Belawai Sub-District Office in their office file management. Record management according to National Archives of Malaysia is field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records including processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records (Sukana bt. Suadi, 25 February 2013). File management is actually defined as the process of classifying, sorting, keeping, controlling and indexing the file for the purpose of detection when necessary. This is meant that, this file management is important to ensure the easily use of information and record and also to ensure that records are able to be retrieved easily when the officer needed.

3.3. GOALS OF FILING SYSTEM MANAGEMENT

Belawai Sub-District Office is actually aiming for 3R for their filing system management in office as stated in Figure 3.1. Those 3R stands for Right file, Right person and Right Time which are very crucial in order to be more fast and efficient in retrieving necessary record or document (Sukana bt. Suadi, 2013). So, every needed file was recorded accordingly by the officers and employees in Belawai Sub-District Office so that they can achieve the goal of filing system management in office.

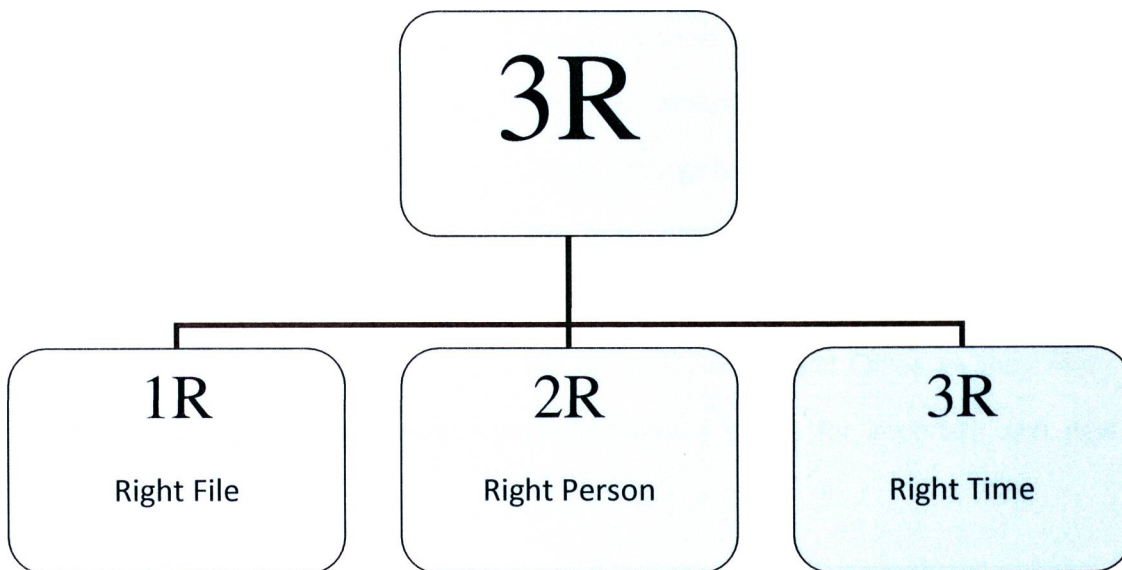


Figure 3.1

3.4 MATERIAL THAT SHOULD NOT BE FILED

Filing system management also includes records. Although almost every information that have been creates and receive in office by officers and employees in Belawai Sub-District Office, regardless of its paper or electronic format, is considered as a record. There also some record that should not be filed. This material is created or kept by the officers and employees in Belawai Sub-District Office for convenience or for reference. These materials can be disposed at any time. Examples of material that should not be file include drafts, worksheets, routine replies, extra or duplicate copied of documents, and hard copy printouts from a database. Most employees and officers kept these materials in file system just for reference in a period of time. After the time is past, the material will not be needed. Eliminating these materials from filing system will results in reduces the filing space, equipment and supplies. When I have my practical training in Belawai sub-district Office, i recognized that the officers and the employees always recorded every material that have been creates and received in the office in filing system, but when the material has past the period of needed, they will disposed the material accordingly. This is a must routine for the Belawai Sub-District Office as they really need to reduce the space for not needed record to make a space for important and new records received.

3.5 FILING SUPPLIES

Filing supplies is also important part of the filing system management. It is used for a better detail record in an organization. After the officers and employees determining a filing system for managing the paper records, it is important to choose appropriate supplies. There are many kind of supplies that have been used in Belawai Sub-District Office. There are

including tab, weight, labels, and color coding. Folders come with the tabs which appear in different locations and in different widths on either the top edge or side end edge of the folder. The officer and employees in Belawai Sub-District Office always used tabs in office folder so they can easily find the document needed according to the tabs used. Folders are also produced using many different weights of paper. The weight of a folder depends on its thickness which is usually an indicator of strength and durability. Manila and press board are the most commonly used materials for file folders. A 14-point manila folder is considered average in an office setting. An average folder is designed to hold about 50 sheets of paper. 24-point press board is recommended for folders with high volume and high activity. In Belawai Sub-District Office, the officers and employees attached the paper of document accordingly in the folder provided. For important and high volume document such as probate detailed document is attached in 24-point press board folder. The document is needed to be kept for many years and there are many more probate cases ongoing need to be kept in Belawai Sub-District Office, so this kind of folder is suitable for the probate documents. All folder need to be label as these folder are using the same kind of folder. So, we the folder is labels, it make the officers and employees easy to find and locate the folder when needed. Labels are used to facilitate identification of folder and its contents. In Belawai Sub-District Office also practice in labeling all the document in the office for better filing system management. Color coding is a method of identifying files folders within a filing system. Color, when used appropriately, can make misfiles become visible at a glance, facilitate retrieval, and facilitate weeding and purging. Officer in Belawai Sub-District Office are very strict about color coding for all folders in the office. They use different color on every folder to differentiate between folders. Color coded filing supplies include manila folders, color bar name labels, color code alphabetic and numeric labels and solid color labels.

3.6 FILING PRACTICE AND PROCEDURE

Although many of the files we currently create may be electronic, we will always have to cope with paper files. This section will include basic information regarding the maintenance of active paper files practice in Belawai Sub-District Office. The officers and employees always analyze and screen material immediately upon receipt and establish any document not to be file.

Processing records for filing:

- check to see that the material is complete
- analyzed the item for inclusion in the appropriate primary classification
- analyzed the item for inclusion in the appropriate record series
- analyzed the item for inclusion in the appropriate folder
- file the item in the front of folder
- if a folder does not exist, create a label for a new folder
- integrate the folder into system
- returning records to the file

3.7 5S PRACTICE IN FILING SYSTEM MANAGEMENT

Belawai Sub-District Office also applying 5S practice so as to be more effective and efficient in its filing system management. 5S here can be defined as the management method that was introduced by the Japanese industry for the comfortable, tidy and safe working environment. It is also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this case is concerning on filing system management. 5S originally come from Japanese word of which are sort (*seiri*), set in order (*seiton*), shine (*seiso*), standardise (*seiketsu*) and sustain (*shitsuke*) as stated in Figure 3.2. So, here are the activities that involving 5S in filing system management in Belawai Sub-District Office.

- ✚ **Sort:** Sort all of the old files that are no longer active with the new files which are active.

- ✚ **Set in order:** Arrange and set in order all documents available in the office so as to ensure that they are easy to be retrieved, taken and used when necessary.

- ✚ **Shine:** Sweeping and cleaning registry room/file room in order to be more comfortable and tidy.

- ✚ **Standardise:** Standardize the order of files based on day, month and year (date).

- ✚ **Sustain:** Always practising sort, set in order, shine and standardise in filing system management so as to enhance the quality of service, cost saving and ease the filing system management process.

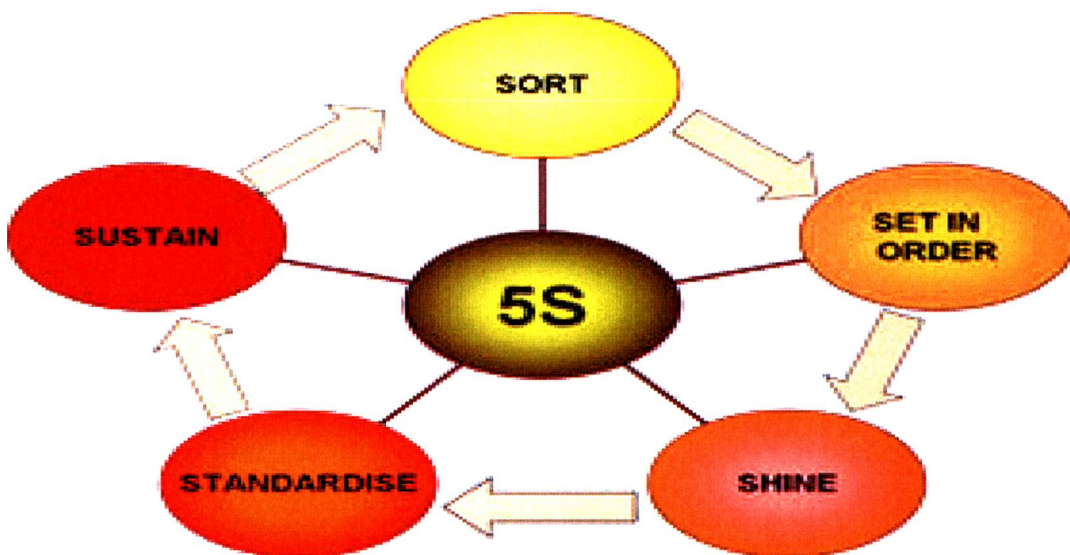


Figure 3.2

3.8 UNDERSTANDING OF THEORY/KNOWLEDGE FROM PRACTICES

In this filing system management of Belawai Sub-District Office, I can apply 5S concept or theory as well as any other knowledge that I have learned during my study in classroom. One of the concepts or theories that I can apply in understanding more on this filing system management is on the 5S practice itself whereby I have been learn this practice in Total Quality Management (TQM) subject in a theory. 5S here can be defined as the management method that introduced by Japanese industry for the comfortable, tidy and safe working environment. It is also aiming for more quality working environment that is systematic and practical. Effective implementation of 5S practice can enhance the quality of service, save cost and ease the working process whereby in this context is concerning on file management. 5S

originally come from Japanese word of which are sort (seiri), set in order (seiton), shine (seiso), standardise (seiketsu) and sustain (shitsuke).

3.8 CONCLUSION

As a conclusion, during my practical training period in Belawai Sub-District Office, I have learned many new things regarding the filing system management. One of the example is, on how to labeling the folder of file record effectively. The officers have taught me on how they recorded the entire document into filing system accordingly.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

The chapter 4 is discussing and analyzing the strength and weaknesses of task assigned during practical training as discussed in chapter three. There are recommendations suggested to address the problems in order to provide excellent filing system management. Furthermore, this chapter also will provide solution for organization improvement in the future.

4.1 SWOT ANALYSIS

The SWOT analysis helps organizations assess issues within and outside the organization. The SWOT analysis, made up of an assessment of strengths, weaknesses, external opportunities and threats from competition, provides an outline for strategic decision-making. A SWOT analysis is commonly used in marketing and business in general as a method of identifying opposition for a new venture or strategy. The small businesses, large corporations and individuals can utilize the SWOT analysis process for evaluation. By adding a SWOT analysis in their business plans, small businesses can better clarify their short- and long-range strategies. The SWOT analysis, often found in marketing plans, becomes a useful tool for planning and competitive analysis.

Based on my understanding, SWOT is a technique for comparing or matching an organization's internal strengths and weaknesses with opportunities and threats found in the external environment. It is useful strategic planning tools for evaluating the strength, weaknesses, opportunities and threats involved in managing the organization. SWOT analysis is based on the observation of the manager review on internal strengths and weaknesses and external

threats and opportunities, and then the manager can formulate and select a useful strategy for ensuring organizational success.

4.2 STRENGTHS

The strengths segment of a SWOT analysis provides an area to list everything done right either individually or as an organization and the strengths also analyze the characteristics of the business or project that give it an advantage over others. The organization will be able to improve in many aspects especially for the recording data, and filing system when adopting the SWOT analysis. There are many step should the organization to follow when adopting SWOT in order to improve the organization management.

4.2.1 IMPROVING IN RECORDING DATA

The development of public administration not only contributes to the modernization of the public service but has also educated the public. Public expects the civil service to fulfill their needs in the best tune. There trust the civil service to record all the data to be kept by the civil service. All of the data record from the public must be recorded properly without missing even one dot. Record the public data is a very important duty of the civil service to take it very seriously in order to gain the trust from the public to deal with the government service. I can see from when I was in practical period in Belawai Sub-District office that all the officers are very strictly record the data of the public in file system. An officer was appointed separately to certain data record. The reason for the different appointed officer to record certain data is because of to ensure that the recorded data from the public will not be mixed together with another data. The

officer also provides a list of requirement documents for public before the data recorded in system. There are very strictly detailed in record the data of all task of public in filing system. So, there will be no missing in public data recorded.

4.3 WEAKNESSES

The weaknesses segment contains needed improvements within an organization or personally. Group sessions can help organizations identify weak areas. Analysis in this segment can provide a clear list of areas that need a development plan to remedy the issues identified. Tools such as action plans and goal formation provide ways to improve weaknesses. From a competitive standpoint, organizations should attempt to mitigate weaknesses as soon as possible since they can offer an undesired opportunity to their competitors. According to Ryan Goodrich (2013), a weakness is a condition or a characteristic which puts the organization at disadvantages.

Weaknesses make the organization vulnerable to competitive pressures. Some of the weaknesses at Belawai Sub-district Office are outdated equipment and red tape system.

4.3.1 OUTDATED EQUIPMENTS

Based on my observation in Belawai Sub-district Office, there are still having outdated equipment because some of their equipment and facilities are not functioning well and broken. For example, the fax machine in Belawai Sub-District Office. The fax machine in Belawai Sub-District Office is not quite functioning. The fax machine was also having not been change for about few years ago and it was the old model of fax machine. It is sometime trouble the officers to send the important document the other department because of the not well functioning fax

machine. Belawai Sub-District Office often gets the call from the other department regarding the document sent by the department that did not receive by the Sub-District office. It is an important problem for Belawai Sub-District Office and other department to send and receive document to each other because of the problem of the fax machine in Belawai Sub-District Office.

4.3.2 RED TAPE SYSTEMS

Based on my understanding, red tape refers to bureaucratic practice of hair splitting or foot dragging on the system those forces to follow procedures to the letter. Red tape generally includes filling out paperwork, obtaining licenses, having multiple people or committees approve a decision and various low-level rules that make conducting one's affairs slower, more difficult, or both. Red tape can also include filing and certification requirements, reporting, investigation, inspection and enforcement practices, and procedures.

In Belawai Sub-district Office, red tape is one is the system used to deliver the service. Services delivery provided by the organisation is slowly due to many obstacles and shortage of equipment. For example the procedure to apply the BR1M, the public come and request for BR1M forms. The BR1M forms will be conducting by using red tape systems which public apply it through forms and on certain date, the LHDN representative will come collect the forms and the status of application will take a long time. This makes difference when using online the application will be received automatically. So it will take time for the public to get the result of BR1M and also other application form in Belawai sub-district office.

4.6 RECOMMENDATION

Recommendation is the solution to a problem or evaluates possible solutions. Before proposing or recommending a solution, there are needed to identify the problem. Recommendation is a suggestion or proposal as to the best course of action, especially one put forward by an authoritative body. In others word mean that the action of recommending something or someone.

4.6.1 RECOMMENDATION TOWARDS ORGANIZATION

Based on my observation in Belawai Sub-district Office, there are some recommendations that can be made in order to improve the performance of the organization especially in the counter services delivery. Firstly, Belawai Sub-district Office need to provide sufficient and appropriate facilities such as visible notice boards, signage, accessible enquiry counters, comfortable waiting area where there is a sufficient seats are available and systematic queuing system.

Secondly, role of the management and staff plays. These include planning, controlling and evaluate all the undertaken decisions with available information. Besides, Belawai Sub-district Office should create more conducive and productive working environment. The working environment will give impact towards the performance of the employees. So, this will boost up the performance in delivering service for the public. A good working environment also will make the staff and employee comfortable while perform their work and responsibilities. Therefore if there is a poor service delivery in the front counter services, it will create negative impressions towards the organization as this is the front line services in the organization.

CHAPTER 5

CONCLUSION

INTRODUCTION

This chapter will summarize the entire chapter in the practical training report. Besides that, this chapter will also discuss on the experience in doing tasks and jobs that have given by the organization.

CHAPTER ONE

Under Chapter One, for Introduction of the organization, it is discussing on explained on the background and the history of Belawai Sub-district office. Next, mission and vision and also the function of Belawai Sub-district office also already elaborated. Another element such as organization structure and core business of the organization also has been highlighted. Here are the details:

5.1.1 Background of Belawai District Office

5.1.2 The Function in Belawai Sub-district Office

5.1.3 Belawai Sub-district Office Objectives

5.1.4 Vision and Mission Belawai Sub-District Office

5.1.4 Chart of Belawai Sub-District Office's Staffs

CHAPTER TWO

Chapter Two is discussing on schedule of practical training that is based on the practical training log book, based on my practical training daily task it was written on the Log Book. Based on the chapter 2, it was stated that the practical training was on the 20th of January until the 27th of February 2015 at the Belawai Sub-district Office.

My daily tasks are including, recording data in files, arranging files on the shelf and key in data in system. Through the schedule, we know the responsibilities given to the students while they in the industrial training. Practical training is provided for the students so that the students can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the schedule in this chapter, we can see that this department are fully utilizes the practical students by giving related tasks and projects which is suitable and this exposed me on how to manage and do the task given. In chapter two, is including the task that have given by me from the Belawai Sub-district Office. There are:

5.2. 1 Services Task

5.2. 2 Administrative Task

5.2. 3 Financial Task.

CHAPTER THREE

Chapter three is discussing on the theories that is shows the relationship between the theories learned in class and the tasks that were given to me. Chapter 3 discussing the analysis of the practical training which is it is specifically focuses on the area of task as covered in the practical training logbook. It also included definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned. Other than that, for more clear view, there are also the examples of filing system management practices in Belawai Sub-district Office. Then, there are also elaborations on some valid theories from some expertise regarding filing system mangement. The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made me understand on how the theories work and how to use it. This has given me deeper knowledge in the theories. The chapter three is consists of:

5.3.1 Definition of Filing System Management

5.3.2 Goals of Filing System Management

5.3.3 Material that should not be filed

5.3.4 Filing Supplies

5.3.5 Filing Practice and Procedure

5.3.6 5S Practice in Filing System Management

5.3.7 Understanding of theory/knowledge from Practices

CHAPTER FOUR

Chapter four is discussing and analyzing the strength and weaknesses of task assigned during practical training as discussed in chapter three. There are recommendations suggested to address the problems in order to provide excellent filing system management in the organization. Furthermore, this chapter also will provide solution for organization improvement in the future. Some recommendations will also be suggested to address the problems in order to provide excellent filing system management in an organization. The SWOT analysis has been discussed in this chapter. Then, I am also come out with some possible recommendation to overcome problem and weaknesses of counter services. It is important to address the weaknesses because people view front liners as the representatives of an organization. The chapter 4 consists of:

- 5.4.1 SWOT Analysis
- 5.4.2 Strengths
- 5.4.3 Weaknesses
- 5.4.6 Recommendation

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Appendices

Sample Index File (A)

PDKB/A/1	—	ADMINISTRATION GENERAL
PDKB/A/2	—	ADOPTION (ANAK ANGKAT)
PDKB/A/3	—	ADVANCE SPECIAL
PDKB/A/4	—	AFFAIR – CHINESE
PDKB/A/5	—	AFFAIR – DAYAK
PDKB/A/6	—	AFFAIR – MELANAU
PDKB/A/7	—	AFFAIR – MUSLIM
PDKB/A/8	—	ALLOWANCES – GENERAL
PDKB/A/9	—	AMANAH SAHAM NASIONAL
PDKB/A/10	—	ARMS - APPLICATION TO PURCHASE/TRANSFER
PDKB/A/11	—	ASSOCIATION – GENERAL
PDKB/A/12	—	ALLOTMENT
PDKB/A/13	—	ADVICE - FORWARDING (STATE)
PDKB/A/14	—	ADVICE - FORWARDING (FEDERAL)(JILID 5)
PDKB/A/15(A)	—	ADVANCE PERSONAL
PDKB/A/15(B)	—	WELFARE ASSISTANCE
PDKB/A/16	—	AFFAIR - KAMPUNG RAJANG
PDKB/A/17	—	AFFAIR - KAMPUNG PALOH
PDKB/A/18	—	AFFAIR - KAMPUNG JERIJEH BARU
PDKB/A/19	—	AFFAIR - KAMPUNG BELAWAI
PDKB/A/20	—	ASSOCIATION – FOOTBALL
PDKB/A/21	—	ASEAN BINTULU FERTILIZER SDN. BHD.
PDKB/A/22	—	ASSOCIATION - LAWN TENNIS
PDKB/A/23	—	ASSOCIATION - SEPAK TAKRAW
PDKB/A/24	—	ANNUAL CONFIDENTIAL REPORT/SSB
PDKB/A/25	—	ASSOCIATION - BADMINTON
PDKB/A/26	—	ASSOCIATION – SILAT
PDKB/A/27	—	AMANAH SAHAM SARAWAK
PDKB/A/28	—	ASSOCIATION - BOY SCOUTS
PDKB/A/29	—	ASSOCIATION - RAKAN SARAWAK
PDKB/A/30	—	ASKAR WATANIAH (PSTD)/ ATM
PDKB/A/31	—	AKTIVITI/PROGRAM JABATAN (JILID.2)
PDKB/A/32	—	AMALAN 5S

Sample Index File (PF)

PDKB/PF/1	-
PDKB/PF/2	-
PDKB/PF/3	-
PDKB/PF/4	-
PDKB/PF/5	-
PDKB/PF/6	-
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PDKB/PF/38	-

FAIL AKAUN JKKK KAMPUNG Daerah KECIL BELAWAI

SENARAI JKKK KAMPUNG KAWASAN MELANAU / MELAYU
DI DAERAH KECIL BELAWAI, DARO BAHAGIAN MUKAH

- 1 JKKK KAMPUNG BELAWAI, DARO [JKKK/DAR/3/02]
No. Akaun :
Nama Bank :
Pengerusi :
Setiausaha :
Bendahari :
- 2 JKKK KAMPUNG JERIJEH BARU, BELAWAI, DARO (1998) [JKKK/DAR 7/02]
No. Akaun :
Nama Bank :
Pengerusi :
Setiausaha :
Bendahari :
- 3 JKKK KAMPUNG RAJANG, BELAWAI, DARO (28.12.1997)
No. Akaun :
Nama Bank :
Pengerusi :
Setiausaha :
Bendahari :
- 4 JKKK KAMPUNG PALOH, BELAWAI, DARO (1996-1999)
No. Akaun :
Nama Bank :
Pengerusi :
Setiausaha :
Bendahari :
- 5 JKKK KAMPUNG KEDANG, BELAWAI, DARO (2000) [JKKK/DAR 8/02]
No. Akaun :
Nama Bank :
Pengerusi :
Setiausaha :
Bendahari :
- 6 JKKK KAMPUNG JKKK KAMPUNG SERDENG, DARO
No. Akaun :
Nama Bank :
Pengerusi :
Setiausaha :
Bendahari :

Data Banci Daerah Kecil Belawai Tahun 2015

BANCIL DAERAH KECIL BELAWAI TAHUN 2015												
N o .												
Nama Kampung / Rumah Panjang :												
Nama Ketua Kampung / Tuai Rumah :												
Bil	Nama Ketua & Isi Rumah	No.KP. Baru / Tarikh Lahir Ada Sijil Lahir (v)	Bangsa	Umur	Jantina L/P	Hubungan Dengan KIR	Pendidikan	Pekerjaan	Pendapatan (RM)	Tempat Tinggal	Tempat Bekerja	
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2		v			P							
		v			L							
3		v			L							
4		v			P							
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6		v			P							
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10												

No.Telefon Rumah / Telefon Bimbit :	084 -	/	013-8088422	Bilangan Telefon Bimbit :							
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v <input type="checkbox"/> Air Hujan <input type="checkbox"/> Air Telaga <input type="checkbox"/> Air Sungai <input type="checkbox"/>				Tandas Curah []							
Bilangan : TV [1] Astro <input type="checkbox"/> Parabola <input type="checkbox"/> Video/VCD/DVD <input type="checkbox"/> Radio/Hi-fi <input type="checkbox"/> Komputer <input type="checkbox"/> Komputer Riba <input type="checkbox"/> Internet <input type="checkbox"/>											
Bilangan : Dapur Masak Gas / Elektrik [1] Ketuhar Gelombang Mikro <input type="checkbox"/> Mesin Basuh [1] Peti Sejuk [1] Freezer <input type="checkbox"/> Alat Hawa Dingin <input type="checkbox"/>											
Bilangan : Lori <input type="checkbox"/> Bas <input type="checkbox"/> Pick-Up <input type="checkbox"/> Van <input type="checkbox"/> Motokar <input type="checkbox"/> Motosikal <input type="checkbox"/> Basikal <input type="checkbox"/> Bot Laju <input type="checkbox"/> Bot Pukat Tunda [1] Sampan Enjin Sangkut <input type="checkbox"/>											
Tanah Kebun <input type="checkbox"/> Sila nyatakan Keluasan				Jenis Tanaman :							