

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



PRACTICAL TRAINING REPORT

**LOCAL GOVERNMENT AND COMMUNITY
DEVELOPMENT (LGCD)
BAITUL MAKMUR MEDAN RAYA, PETRA JAYA**

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DECEMBER 2013

ACKNOWLEDGEMENT

Assalamualaikum W.B.T. & greetings. Alhamdulillah and praise to Allah S.W.T. for his blessing all of us. To have the opportunity for internship at Local Government and Community Development (LGCD) truly is a great and wonderful experience. It had taken my thoughts to a great level far beyond my perceptions. Above all, it is in line with my course which is Bachelor in Administrative Science (Hons).

I wish to register my lofty gratitude to the management of LGCD, in particular with our permanent secretary YBHG Dr. Penguang Manggil for the guidance, opportunity and the freedom of expression from the formal training in UITM with the reality of practical experience. Moreover, I would like to express my appreciation to my supervisor Encik Muhammad Ali Imran Bin Abdullah Kair for the advice and support that has been given to me. Your choice for accepting me in this organization was definitely perfect.

My thanks and gratitude is also extended to my lecturer, En. Fairuz for manage this practical training from the beginning to the end and Puan Sarehan for guiding me to construct this report. Their support and encouragements had indirectly cultivated perseverance and dedication to me. To my colleagues, I really appreciate their presence. The cooperation and the sharing knowledge we had been together is really teach me on working experience and how to have a team in workplace and how to be a better person in the future that can bring a successful to an organization.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.0 Background of Local Government and Community Development (LGCD)

The Ministry of Local Government and Community Development (LGCD) is entrusted with the responsibility to ensure that the Local Authorities exercise their powers within the provisions of the relevant laws and to ensure sufficient funding from both the State and Federal Governments to assist the Local Authorities to implement development programs. Moreover, it is also the responsibility of LGCD to ensure that local authorities prepare realistic budgets and that their expenditures are audited and within their financial capabilities.

LGCD is under the charge of Senior Minister, Y.B. Dato Sri Wong Soon Koh and ably assisted by three (3) Assistant Ministers, namely (i) Y.B. Datuk John Sikie Tayai (Rural District Council), (ii) Y.B. Datuk Peter Nansian Ngusie (Community Development), and (iii) Y.B. Dr Jerip Susil (Public Health). Dr Penguang Manggil, the Permanent Secretary is assisted by a Legal Adviser, Encik Francis Johen Ak Adam, three (3) Principal Assistant Secretaries, Puan Susan Loh (Development), Encik Shariman Faizul Abdullah (Community Development and Public Health) and Puan Norleha Haji Shariff (Administration, Finance, HRM (PBT) and ICT)

The Ministry is currently in-charge of 23 Local Authorities which include Miri City Council, Padawan and Sibu Municipal Councils and 20 District Councils. The Local Authorities is the third (lowest) level of the 3-tier Government System, acting as front liners and to enforce 6 Main Ordinances and 39 Rules, By-Laws, Regulations and Orders.

Furthermore, there are four core functions of LGCD which is provision of services to targets groups where there will provide support to the Local Authorities in the provision of service delivery. Second, policy making and monitoring which is to identify and create policy relevant to the needs of the current time in fulfilling the Ministry's roles and objectives and advice the Government on issues related to local authorities. Third, regulatory monitoring which is review, update and introduce relevant Local Authorities legislation and coordinate and monitor the enforcement of relevant Local Authorities legislation. And fourth is in Development Planning and Monitoring which is coordinate and monitor State and Federal Government funded development projects.

1.1 Local Government and Community Development (LGCD) Vision and Mission

1.1.1 LGCD Vision

Leading the transformation of the local authorities to be a five (5) star organisation.

1.1.2 LGCD Mission

We are committed to ensure sustainable development and active community engagement through efficient and effective local authorities.

1.2 LCGD Objective

- Ensuring Effectiveness of Policy Formulation and Implementation And Rules
- Increase Effectiveness And Efficiency In LGCD Project Management Development Division
- Increase Efficiency And The Terms of Reference (TOR) for the Public Health Section
- Increase Efficiency and Effectiveness of Financial Management Ministry and its agencies
- Improving Community Participation In Local Activities Community Development Section
- Increase Efficiency and Effectiveness of the Quality of Library Services
- Transforming Human Capital To Enhance Competency

1.3 Division of Local Government and Community Development (LGCD)

1.3.1 Administration, Human Resource and Finance

The function of this division is to register acceptance and recording of Incoming mails then same goes the Outgoing mails. Other than that, delivery of Internal mails, File Collection and delivery, Housekeeping and Recording of Administrative Files.

Moreover, this division also involve in the duties of Quality Control, Office Management, and Human Resources Development such as Recruitment, Selection, Confirmation, Service Record Safekeeping, Yearly Leave / Unrecorded Leave, Retirement / Resignation, HRMIS, Acting / Responsible of the seat, Training / Seminar, Performance Evaluation / Efficiency Level Evaluation, Promotion and Disciplinary Action. Lastly this division responsible to the management of transportation and parking lot for the ministers.

1.3.2 Development

This division is divided into three departments.

First, Infrastructure Development. This departments will be responsible to Prepare and coordinate application development projects and local ministry programs / projects Malaysia Plan (RMK) State and Federal provisions, Preparation of Annual Budget Development Budget Allocation to the Ministry of State and local government, Annual allocation application Coordination Small Infrastructure Projects LA (BP.1), Environmental Health Program (BP.3), Local Agenda Program (BP 8) Department of Local Government, Ministry of Housing and Local

Government (MHLG), Malaysia, Opening Quotation Federal Allocation Committee, Quotation Evaluation Committee, Review claims payment programs / projects made by local authorities for payment, Managing production applications development budget State to local authorities, Preparing Monthly Report Projects Ministries of Housing and Local Government, Malaysia, Management and Monitoring of Urban Poverty Eradication Programme , the provisions of the Ministry of Federal Territories and Urban Wellbeing Malaysia, Management and Monitoring Safe City Program , Department of Town and Country Planning Peninsular Malaysia.

Second, Rating and Valuation section. This section is to act as professional witness in all objection and rating appeal cases for the 20 Local Authorities in the state, to supervise 20 Local Authorities in valuation and rating works such as inspection and referencing of properties, filling and recording, preparation of building site plans, preparation and publication of councils yearly valuation lists and levying of rates, to check and scrutinize the annual submission of claims of contribution in lieu of rate in respect of all State Government buildings for 24 Councils in the states. (The claim to be paid by State Government through LGCD). To check and scrutinize the annual submission of claims of contribution in lieu of rate in respect of all Federal Government buildings for 24 Councils in the states (The claim to be paid by Federal Government through KPKT) and To provide in-service training for the staff of Local Authorities in valuation and rating works.

Moreover, this section also involve in advising the legislative aspect of rating and subsequent amendments. Then, oversee and responsible for 23 councils on submission and preparation of annual prescription of rates for the approval of Minister and subsequent publish in the Sarawak Government Gazette. These are among the duties of rating and valuation section.

Third, landscape section. This section are responsible to Plan, Coordinate and Monitor Physical projects / programs related to the development landscape, the need for open spaces, green areas and recreational facilities for the State of Local Authorities. Other than that, this section act in Enforcement / legal and Coordination, implementation of policies, guidelines and policies related to the development landscape and provide input / advice on physical projects / programs related to the development landscape for Local Authorities State. Then, it raises awareness about the importance of landscape in physical development among local authorities in the State.

1.3.3 Community Development and Relation

This division is divided into three departments

The first department is community development, this section will responsible to coordinate between LGCD with ministries / agencies in community affairs, standing committee reports to monitor Local Authorities in Sarawak. Other than that, this division involve in coordinating between LCGD for communication affairs NCLG for Local Government and the matters related to development of activities and community relations at the local level. Then as a secretaries for secretariat Local Authorities and their transformation Programme.

Second department is Public Health and Environment Section. This section responsible in Policies Planning and secretariat to awareness and education programs which is related to Public Health. This section also has to monitor and regulate food quality control and sanitation in the Local Authorities. Other than that, monitor and coordinate the activities of vector control, infectious disease, and the conservation and hygiene standards in the Local Authorities which is owned by the public.

This section of Public Health and Environment Section also has to Monitor and ensure solid waste management system and liquid waste in perfect order in all local authorities then ensure that local authorities adopt hygienic public toilets owned by local authorities using the governance of the Public Toilet Hygiene Guidelines became more effective. Moreover, this section also involves in Coordinate environmental activities together under the supervision of local authorities and relevant agencies LGCD and manage Local Star Rating System program under operating MHLG.

As a member of the External Review Panel for Environmental Impact Assessment (EIA) Committee Working Group on Greenhouse Gas Inventory (GHG) , State Geographic Naming Committee (JPGN) , Halal Certification Assessment Committee Sarawak Islamic Council , the Environmental Awards Committee Chief Minister (CMEA) and other committee members in connection with the Public Health and Environment .

The last section in this Community Development and Relation division is library section. This main function of library section is to supports, give an advice and coordinate the collections development of all the libraries in local authorities. There also has to supervise the training for library personnel in local authorities under the purview of LGCD. Then, LGCD have to provide mobile libraries services in co-operation with the local authorities to the rural areas throughout the state.

1.4 The Organization Chart of Local Government Community Development (LGCD)



<http://www.kktpk.sarawak.gov.my>

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

I undergo my practical training at Ministry of Local Government Community Development which is known as LGCD and located at Second Floor of BaitulMakmur, Medan Raya Petra Jaya, Kuching. I am doing my practical training since 22nd July 2013 until 30th August 2013. I was assigned to Development Section and Human Resource Departments section to assist the Principal Assistant Secretaries, Puan Susan Loh. Throughout my five weeks internship at LGCD I was exposed to a several daily tasks. My daily tasks are including assisting the officer to organize the event of 50 Years Sarawak Merdeka, attending the meeting with related minister and local authorities that involved with the 50 Years Sarawak Merdeka event, to prepare minute of meetings, reviewing budget system of local authorities, making out phone calls to contractors that involved directly in this event, arranging and compiling related files on the shelf, assist in managing all the related files, prepare and fax related letters to each and every local authorities.

2.1 Summary of Schedule of Practical Training

2.1.1 Week 1 (22nd July 2013 – 26th July 2013)

On the first week of my practical training I was introduced to all the staff at the LGCD which is at the different departments so that it will be easier for me to ask questions or seeking for help during my practical training. I had also being explained by Encik Ali Imran on the responsibility of every department. Then, I was instructed by one of the development officer, Encik Ali Imran Abdullah Kair on how to prepare a minute of meeting, he teaches me on how to use the format of minute of meeting used in LGCD. There are two types of format minute of meeting which are standard minute of meeting and tender minute of meeting. These two type minute of meetings have a different style of format. Standard minute of meeting involving more on details compared to the tender minute of meeting because tender minute of meeting is usually to discuss on the Pre-tendering, nominating contractors and the milestones of the project. Meanwhile, standard minute of meeting will involve in all general matters. These minute of meetings is quite important because it comprises the objectives, real time discussions, and ways to obtain end results for the organization to keep for the future.

Furthermore, on the first week of my practical training I was introduced by one of the development staff, PuanMagret on how to handle the fax machine, and I had fax all of the letters to the 25 councils regarding on the event of 50 Years Sarawak Independence. I had also being instructed to review the budget system that already has being confirmed by the ministry for the local government. I have to go through the budget and it is recorded properly. This budget is very important to be recorded properly as it is limited and government has already decided on the

amount that should be given to every local authority followed by their priority. I am using Microsoft excel in order to complete this task.

On the first week also, I had attenda general meeting with state secretary, YB Tan Sri Datuk Amar Haji MohamadMorshidi Bin Abdul Ghani alongside with the Principal Assistant Secretaries Puan Susan Loh for the meeting on the Closing Ceremony of 50 Years Sarawak Independence in Malaysia. In the meeting, the state secretary discussed about the objective of the event, and the responsibility of every department that has being involved in organizing the event. These are to ensure the smoothness of the event. The department which involved in this 50 Years Sarawak Independence areJabatanKerja Raya (JKR), DewanBandaraya Kuching Utara (DBKU), MajlisBandaraya Kuching Selatan (MBKS), JabatanKetuaMenteri (JKM), Kementerian Pembangunan Social (KPS), Unit PerhubunganAwam Dan Hal EhwalKorporat (UPAK), and so on. And our department Local Government Community Development (LGCD) has been inquired to set up the Closing Ceremony of 50 Years Sarawak Independence in Malaysia and our suggestion is to set up the Closing Ceremony at Borneo Convention Centre Kuching (BCCK). This suggestion was approved by the state secretary. Oncethe general meeting end, the Principal Assistant Secretaries asking me to prepare minutes of meeting based on what has been discussed and I have to issueout the report of the meeting to her. I am doing the minutes of meeting based on the format that had been given to me, which are standard minutes of meeting. At first, I have to insert and arrange the list of attendees accordingly based on their rank on the first page. For example, N52 must be in the first row before N41 and the list goes on. I have to collect all the data of the people

that came to the meeting and to enclose with their phone number and position because in the list of attendance, phone number and position is a priority.

So, this first week I have been trained to go for a meeting and I have been taught on how to record a minutes of meeting. It is not everything that I have to collect but only certain data that involves with our organization only as for a reminder and record. In my first meeting, I have been introduced to the other local authorities. The higher ranks in local authorities for example, the assistant director of DewanBandaraya Kuching Utara (DBKU) and the assistant director of JabatanKerja Raya (JKR), my supervisor asking me to know them very well in order for me to make it easier to organize and to mention them just in case for the 50 Years Sarawak Independence Event. In order to achieve successful and smoothness of the Closing Ceremony of 50 Years Sarawak Independence in Malaysia, our organization must have a good cooperation among them. DBKU is needed for the decoration of the BCCK halls where the Closing Ceremony of 50 Years Sarawak Independence in Malaysia being held. Then, the JKR is responsible in preparing the pyro works on the event.

Moreover, I have been introduced to the filing system that has being used in Local Government Community Development (LGCD), where there are 25 councils under LGCD and each councils will have a different files and the file will be mark down by the year. I have been introduced to the filing room which is in different section and different types of file. In LCGD, there are quite a few closed rooms that only certain people may enter the room because of the confidentiality and priority of the files which is being stored.

2.1.2 Week 2 (29th July 2013 – 2nd August 2013)

On the second week of my practical training, I have been continuing my minutes of meeting on the Closing Ceremony of 50 Years Sarawak Independence in Malaysia. The report will be updated and checked from time to time by Principal Assistant Secretaries Puan Susan Loh as there will be a lot of amendment which need to be updated due to the new information and extra point. This minute of meeting is really important for references in the future and to be filing for record. The perfect and final finishing of the minute of meeting will be submitted to the minister of LGCD to be check and sign.

On the second week also, I have being informed by one of our officer regarding the Construction of One River Float on Design and Build Basis for the Ceremony of 50 Years Sarawak Independence in Malaysia. Our organization combine with 25 councils have to present and construct one of River Float. This River Float is for presentation to the public at Sarawak River on the 16th September 2013. So, my task is to collect all the data about the budget of one River Float and coordinatethe letter for opening the Tender of one unit River Float on Design and Build Basis.

Then, I have been attending the meeting with the LGCD's staff and the contractor that has bid for the tender but there is only one tender have been received which is CVE Construction Sdn Bhd. The tender received is being rejected due to lack of information regarding to the River Float that would be built by this contractor, there is only a price of one unit river float without mentioning any technical proposal, drawing and design of the river float. Our technical board could not evaluate the

tender that has been presented by the CVE Construction Sdn Bhd. At last, our Tender Board and Technical Board has been agreed to reject the tender.

After all, all-together has decided not to open a tender again because of the limited time, the nature of the scope of work river float is very specific. Then, our minister YBHG DatuDr.PenguangManggil as a chairman has decided to open a tender for five companies and the companies have to come out with the drawing and design of one unit river float with the price of RM 170,000. And my task is to prepare a letter and distribute to these five companies regarding to the construction of one unit river float and inquiring them to come to the LGCD to present the drawing and design of one unit of river float on 5th August 2013. After collect all the data from the officer I have send the letter by fax and I have been call these five companies to make sure they received the fax. This part is very important because sometime the letter that we have been faxed is not accepted by the company or councils. So, I need to follow up with the following companies in order to make sure they received the fax.

The letter that has been faxed must be located into files, so that it easy for our organization to refer in the future. The date and time must be put down on the top of the letter. Thus, in this second week of practical training, I have been do two minutes of meeting which is for Closing Ceremony of 50 Years Sarawak Independence in Malaysia and minutes of meeting on Tender Construction of One Unit River Float. These two types of minutes of meeting have different types of format. The format of tender board of meeting is more simple compared to the standard minutes of meeting. The tender minutes of meeting is having less explanation as it is more toward the price, detail and specification of the project.

The detail of the contractor that has been involved must be complete in order to make sure the capability of the contractor to finish the project on time and perfect.

Moreover, on the second week I have been informed regarding the decorating lighting box that has to be display in all councils, I have been prepare the letter to inform all councils secretary regarding to the decorative lighting box on the ceremony of 50 Years Sarawak Independence. This letter is important for the information of all 25 councils so that their going to prepare and inform all the staff regarding to this matters. The format of the letter that I have been use is official letter that has a letter head of our organization. And this letter will have references number in order to make sure the letter is running. The references number also imperative to be use in filing system because in first page of files will have file content list. So we have to put the reference number of the files, then the number folio, description of the letter and pages. These are to assured that easy for the organization to refer and look into the file in the future.

Once the minutes of meeting for the event of 50 Years Sarawak Independence in Malaysia has finish. I have been submit to the Principal Assistant Secretaries Puan Susan Loh to check weather all my content is complete and perfect or weather there has an amendment that have to be put on. On the second week also, I have been instructed to prepare the slide for presentation in the meeting of event Closing Ceremony of 50 Years Sarawak Independence in Malaysia. This slide will content everything regarding the Closing Ceremony and will be presented by our officer in front of the minister and all departments that involve in the Closing Ceremony event during the next meeting. And this preparation of slide is important in order for our organization to get ready a meeting will be more organize.

2.1.3 Week 3 (5th August 2013 – 7th August 2013)

On the third week, I have been attending general meeting alongside with the officer for the budget of Closing Ceremony of 50 Years Sarawak Independence in Malaysia. The concept that has been chose is Gala Dinner with the performance of Generation Y and the launch of special edition Pictorial Booklet of Sarawak Independence and Symbolic Closing Ceremony by TYT. This Closing Ceremony concentrates on the strength and ability of the nation on which Generation Y will inherit and launch of Pictorial Booklet of Sarawak Independence. In the meeting, our officer has used the slide show that prepared by me, this slide show for presentation is really help and important in order to make sure all aspect has been discuss and everything is clear. I have been used Microsoft Power Point in prepare the slide. One of our senior staff from the development hastaughtme on how to use Microsoft Power Point very well. This is important for me in order to be more expert in using Microsoft Power Point because it is useful for me in the real workplace in the future. So, from here I have gained a new knowledge. I have learnt also the way to participate in the meeting, how to give an idea, how to talk nicely, how to present to get the people attention and how to deal with many peoples. All of this is really useful for me after finish my study.

On the third week also, I have been instructed to open a new file for the River Float. Before this the files of Closing Ceremony of 50 Years Sarawak Independence in Malaysia was assorted with the River Float files. Then, we found that it could be a problem in the future because too many things put in one files can make people confuse and it is complicated. The number of folio also too much then this two type of event is dissimilar. So, I have to bring out all the letter or issues regarding to River Float and put it into new file. I have also made a new folio number to the files of Closing Ceremony.

The files that has more than 1 inch can be compile and save to the filing room. Thus, the Closing Ceremony file has been saved in the filing room and I have been tutoring to open a new file and register the files into the system. Registered files number in the system is important because if we want to issue a letter we must have the reference number and the reference number is running follow the folio number inside the files. Every letter will have the reference number. This week I have extra time in human resource department because there are many letter of River Float was kept in this department. I have been open many files in order to make sure all the letter regarding to the River Float is completely saved in one files. I also had been thought on how to use a Photostat Machine because some letter there must be kept into officer files for her/his references then I have to get a copy to save in a new files. I have used Microsoft Excel in order to register the files into the system.

Moreover, in the third week I have learnt more on how to use the Microsoft Excel very well. Our senior officer has taught me very well because in order for me to record the budget system and record the files number, I must use the Microsoft Excel. This Microsoft Excel also important for me in the future for real work environment. Besides, I'm also have been continue in doing minutes of meeting on the tender of Construction of One Unit River Float on Design and Build Basis and submit to the Principal Assistant Secretaries. After finish the minutes of meeting, our organization has conduct a new meeting that is to invite the companies that have been selected to carry out Construction of One Unit River Float on Design and Build Basis, on the meeting the five companies will be present their design on River Float and our organization will choose the best one. I have been record the minutes of meeting and the final decision is our organization haschosenBL Consultant Team because of the beautiful and perfect design.

2.1.4 Week 4 (12th August 2013– 18th August 2013)

On the fourth week, I'm still on Hari Raya Aidilfitri holidays.

2.1.5 Week 5 (19th August 2013 – 23rd August 2013)

On the fifth week, I have to follow up the information regarding the decorating lighting box from the local authorities. I have to know whether they had received the new information, the measurement, and specification of the decoration of lighting box. This is important because all the local authorities must build the same measurement and specification. Thus, in order to complete the task I have to always contact the secretaries of the local authorities. From here, I have learnt on how to negotiate with others.

Besides, on the fifth week I have been continuing in doing my minutes of meeting on Tender River Float because our Principal Assistant Secretaries have some amendment. Then, I have received the design drawings for decorated boat from the contractors BL Consultant Team, I have been scanning the drawing for safekeeping and save into the system and files. This is important for future references. I have learnt on how to use the Scan Machine very well.

Furthermore, in this week I have been record and coordinate all incoming letter from all the councils into specific files which is different file every councils. They are many time of incoming letter which is regarding to the project of 2013and coming 2014. This task of failing is really important because the

incoming letter must be safekeeping very well to make sure it was systematic and dynamic.

The entire letter is important in order for the LGCD calculate the budget, record all the activities, for the auditor and for the future references. All budgets that LGCD have used have to be presented by the minister to the parliament.

In this fifth week also, I have been monitor and keep on contact with the local authorities to follow up information regarding to the lighted box weather they have receive the specification and measurement of lighted box that should be built in their place because the measurement and specification before have some amendment. This was important because all the councils must build the same specification and measurement and the budget must be recorded properly to be presented in front of state secretary.

Other than that, I have been compile development estimation for each council in files. This estimation is regarding to the budget that they wanted and the amount that has been approved by the ministry. The entire project price has been state in the estimation. I'm also have been inquire to open up the new files for budget 2014, the budget of 2013 cannot be save together with the same files of 2013 to avoided confuse in the future. Moreover, by having different type of files is more systematic and dynamic follow by the 5S. Additionally, I have been prepared the letter to PL General Services regarding to upgrading road junction, this letter is to inform that their quotation works in the lump sum of RM 130, 875.00 has been accepted. So from here, I have to learn on how to prepare a formal letter regarding to the quotation.

In this fifth week, again I have to fix the minute of meeting on Tender River Float because there are some amendment request by Principal Assistant Secretaries regarding to the duration of presentation of the River Float at the night of 17 September 2013. The state secretary have censored the time for the presentation of river float. This is due to the limited of time on that night.

In this fifth week too, I have been instructed to prepare a letter for this company regarding the acceptance of proposal for the Construction of One Unit River Float on Design and Build Basis. This letter is imperative in order to be a proof that our organization has choose this company then to be recorded into files. This letter also content the exact amount of the tender and inquiring the companies to write a letter regarding for acceptance the tender. The letter I have made has to follow the ISO guidelines and has been certified to ISO 9001. Thus, I has learn on how to prepare a formal letter that certified by ISO.

2.1.6 Week 6 (26th August 2013 – 30th August 2013)

On the sixth week which is my final week, my job is to calculate the volumes of lighted box needed for each and every council including unit price and the total amount for entire collection. This is imperative because the budget needs to be presented in front of the state secretary to get an approval and to show the budget is not beyond the limitation. Before this the budget is being rejected due to the higher cost so the architect that design the light box for the decoration need to decrease the specification and price. So I have been calculated unit price and the total amount for entire collection and record into files.

On this final week also, I have learned on how to open up new files which is using the Alphabetical-Numerical or Alpha-Numerical Classification of the files. This system is very noble because it is a combination of the alphabetical system and the numerical system. In this system each letter or sub-letter is given its own number and an index card is placed behind the guide card for each alphabetical section. So it will be easy to the employee to find out the files when needed. After learned on how to open up new files, I have been compiling and filing for new entries for the entire councils in the year of 2014. For example, summary of contents for state programme and project of the year 2014 including their budget. At that time, I have also compiling and state the number of folio in the content of files. The number of folio is important to make sure it easy to know the content of the file and to differentiate the letter of incoming or outgoing letter.

Thus, in this final week I was full with the compiling and filing the entire letter that has been received and distributed. Then segregate and compile the Ceremony of 50 Years Sarawak Independence in Malaysia files and River Float files so that the files can be as reference and guidance for years to come.

There are lots of new experiences that I gained from one month internship at Ministry of Local Government Community Development (LGCD). They have many sections that having the different responsibility and duty then some section having a multiple task. One month of internship is a short period of time to gain more experience at LGCD. One of the practice that caught my attention at LGCD is they have their briefing every week and all of the employees are required to attend the briefing to keep them update on the current situation happening around and the teamwork is very tough and good . The experiences that I gain from this place will be a good guidance for preparing me to be a better person and a noble employee in the future work environment.

CHAPTER 3

ANALYSIS OF TRAINING

3.0 Introduction

Chapter 3 describes the analysis of the practical training. This chapter specifically focuses on one area of task as covered in the practical training handbook. And it should content the definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and summary of schedule of practical training given under chapter 2, clearly shows, my practical training experience was more focused on human resource practices and how to organize an event very well at Local Government Community Development (LGCD).

3.1 Task Analysis

During the course of my five weeks internship at LGCD which is 22nd July 2013 until 30th August 2013. I have complete a number of task and responsibilities which is assisting the officer to organize the event of 50 Years Sarawak Independent, attending the meeting with related minister and local authorities that involved with the 50 Years Sarawak Independent Event, prepare minute of meetings, reviewing budget system of local authorities, making out phone calls to contractors that involved directly in this event,

arranging and compiling related files on the shelf, assist in managing all the related files, prepare and fax related letters to each and every local authorities.

As for this chapter, I will highlight on the part of filing because I found that filing is one of the most numerous tasks that I had been done in LGCD. I choose filing as the part to be analysed because in my opinion, LGCD needs an effective filing system. Filing is under the records management topic in Office Management. Without proper filing, the whole process in LGCD will not run efficiently and effectively as it needs a proper and systematic way to keep and records all the incoming and outgoing letters, files and others type of documents. As a student of Administrative Science, I had learnt that filing system is one of the most important aspects in record management in the scope of Office Management. Hence, by performing the filing tasks, it will able to reinforce and relate what I had learnt in the field of Administration Science, particularly Office Management to the real workplace. I believe that theory and practical complement each other as by only being noble or admirable in theory will not make oneself as a good employee. The principles of systematic filing should be practice in every office according to the appropriateness.

3.2 Definition of Filing

Office records have to be preserved for the present and future reference. Filing refers to the system of keeping records in proper order. Papers and documents filed properly ensure their availability for the possible users or references at some future date. Filing provides means of preserving records of business transactions. It involves keeping of records in systematic manner.

Filing as stated by Dr. R.C. Bhatia in his book Principles of Office management said that filing may be defined as the process of arranging and storing records so that they can be located whenever required. It means placing of the records of different categories systematically that is, classifying, coding, arranging and placing the records in storage, so that they may be found and delivered when needed for future reference.

3.3 Qualities of Good Filing System

According to J.N. Jain and P.P. Singh (2007) the efficiency of an office depends on the quality of filing system. A good filing system should possess the following qualities:

3.3.1 Indexing

If there are a large number of files, the filing system should be supplemented by a well-designed index system. The index will help in quick location of files.

3.3.2 Proper classification

Proper classification helps in putting the document in proper files. It also facilitates in locating them in case of need. Systematic classification of records reduces the chances of misfiling. Number of miscellaneous files should be restricted to minimum.

3.3.3 Ease of location

It is better to place current records at some nearby place and old records at obscure place. In many big offices, a separate room or a hall under the charge of a supervisor is allocated for storing old records in a systematic manner. To know about the whereabouts of files take out should be placed in the racks / shelves from where the files have been take out.

3.3.4 Economy

According to M.A. Shewan (2008), the filing system should not be too expensive to install or too costly to operate. The cost of installing and operating the filing system should match with benefits from it. There is no use of having an elaborate and expensive system of filing when a simpler one can be used. As a measure of economy, old records which are no longer in use should be destroyed. Space is quite costly, so big department should use such equipment with less space.

3.3.5 Elasticity

The system should be capable of expanding and contracting with the needs of the organization. An elastic filing system is costly when the needs of business increase. So it has to be substituted by a new filing system (M.A. Shewan, 2008).

3.3.6 Accessibility

Quick accessibility to records is very essential. Records should be within the reach of users. Required information should be available within reasonable time. Filing system should allow writing on the papers contained in a file without disturbing their arrangement (J.N. Jain and P.P. Singh, 2007).

3.3.7 Safety

According to J.N. Jain and P.P. Singh (2007), it is necessary that records should be kept in such a manner that they remain safe from dust, insects, weather, theft, and fraud and mishandling. Certain documents – like title deeds of the property have to be preserved throughout the life of the organization, stored in fire proof cupboards.

3.3.8 Cross Reference

A good filing system should permit cross referencing. Sometimes one letter may be concerned with different files, so arrangements should be made to place a copy of such letter in every relevant file.

3.3.9 Simplicity

The filing system should be simple to understand and easy to operate. An office should adopt a system suitable for it but efforts must be made to make it simple.

3.3.10 Adequacy

It is essential that the filing system should be adequate for the purpose it is to be used for. The system should meet the requirements of the organization. An over-elaborated filing system and sophisticated filing equipment may lead to waste for a small office. Overcrowded drawers or cabinets or shelves indicate clearly about inadequacy of existing system of record keeping in the organization.

3.4 Classification of Files

In order to make files promptly available, it is necessary to give a proper title and classified or grouped according to some fixed basis. Classification is the process of selecting headings under which documents are grouped or classified on the basis of common characteristics before filing takes place, the following are the chief methods of classification of files.

3.4.1 Alphabetical Classification

Under this system letters are filed in the alphabetical order of the names of parties. This classification is the most commonly followed of all. The telephone directory is an example, whereby all of us are familiar to this system.

This is good when the headings of files can be expressed in one word, name of people or products, etc. Files containing letters are arranged; according to the alphabetical order. The first set of files may contain the papers of employees whose names begin with A; those having their names beginning with B, in another file and so on. If there are more names under A, dictionary method will be followed.

3.4.2 Numerical Classification

In this system, a number is allotted to each customer and the same number is put on all papers or documents relating to transactions with him. For this organization, the customer is the employees. The file is also numbered and the papers are filed on the basis of numbers. Thus, the number allocated to each correspondent becomes his file number. If one file contains records of more persons, decimal system may be used e.g., 1.1 denotes one person; 1.2 denotes another and so on. And these are file No. 1. To locate a particular file, it is necessary to refer to an index.

Therefore index cards are prepared and the file numbers are written on them and arranged in alphabetical order in a safe place or drawer. Whenever a file is needed, one will consult the index card, obtain the number of the files and then take out the file required.

3.4.3 The Alphabetical-Numerical or Alpha-Numerical Classification

This system is very popular nowadays. It is a combination of the alphabetical system and the numerical system. In this system each letter or sub-letter is given its own number and an index card is placed behind the guide card for each alphabetical section.

The names and numbers of all the folders are mentioned in numerical order behind each card. The colour guide cards are used to sub-divide for folders into groups to facilitate their speedy location.

For instance, all files are arranged alphabetically and the first group is Aa-Ag. The folders of ABC process, Claim are first and second in order within this group; the first folder will bear the number C/1 and the second folder will bear the number C/2 and so on.

3.4.4 Geographical Classification

Geographical filing is an arrangement of countries, towns, other areas in an alphabetical order. It is convenient to use the geographical system for major groupings and then introduction of alphabetical order.

This is a good system and is being adopted by the concerns. The area over which the activities of a firm are spread may be divided into a number of regions and the papers are filed on the basis of locality. This is a good system, when a firm has many branches or business throughout a country.

The files which contain the correspondence of one locality are arranged state wise, city wise, etc. This system is generally profitably used by banks, insurance, departmental stores, etc.

3.4.5 Subject wise Classification

In this, records are filed according to the nature of their subjects or contents. This system can be profitably adopted by a concern which may classify correspondence into well-defined groups. Papers are first arranged subject wise and then in alphabetical order.

There may be order file, invoice file, complaint file, etc. Papers on a particular subject are arranged and put together, rearranged alphabetically or numerically and filed accordingly. This system is more important where subject-matter will be given more weight than the name of the correspondence.

3.4.6 Chronological Classification

Various records are identified and arranged in strict date order and sometimes even according to the time of the day. For examples, newspapers, current prices, market reports etc. It is a useful system if dates are known.

3.5 Filing Method in Local Government Community Development

At Local Government Community Development, there are using different filing method in every section because every section will have their own traditions to save their files. In development section, the filing method that they implemented is Alphabetical-Numerical or Alpha-Numerical Classification. It is a combination of the alphabetical system and the numerical system. The cabinet will have their own alphabetical and each alphabetical will represented the level of cabinet then every cabinet will have the number of files to know their order of files. All files also contents the shorts form of development section to make sure they is no misplace to others filing section. Then following by the name and code every division as for example, Simunjan City Council no.41 cabinet A (KAS/DEV/25/U), Sri Aman City Council no.42 cabinet A (KAS/DEV/25/V), Subis City Council no.43 cabinet A (KAS/DEV/25/W) and others. The examples of filing cabinets at the development section are shown at figure 1.0.



Figure 1.0 Filing Cabinet at the Develop Section

This filing method using by development section is very good and clear to make their staff easy to find the files although there are many councils in Sarawak. This type of filing method makes me easy as a trainee to identify the files and learn on how to compile the files and search for the desired files. As this is my daily task to collect all the incoming and outgoing letters that related to all councils.

Besides, in development section, the filing method that they are using is based on area or division as for example filing for tendering projects. Only the Development staffs have the authority to monitor the incoming and outgoing of any project file and every file that has been received or sent will be updated in the file database. I was given the task to gather all the previous and latest project files and to key in it into the database. Sometimes, I was given a task whereby I have to record the minute of meetings and I was taught the exact procedure on creating a new minute of meeting based on what has been discussed on the meeting with councils on that day. It was important to know the key points of what has been discussed and so I also need to follow the Principal Assistant Secretaries attend the meeting. I am advised to make the minute of meetings promptly since there is always going to be a follow up meeting on the following week. The efficiency of filing for the minutes of meeting is the key to an effective service whereby the records can easily be found and can be easily to be used as aid for any related or pending matters. The organization keeps updating the records and they have one specific employee as a head and assistant to the Principal Assistant Secretaries that keeps the records updated. En. Ali Imran is the one who is responsible to keep the records updated. His experiences in handling the entire project had guide him to give an efficient service and all of the employee will go through him to access the file.

The filing equipment used at the organization is file folders, file boxes, drawer filing, shelf filing, and much more. They exactly follow the theory in filing system whereby the uses of this specific equipment are practiced. My usual task are involving filing system and in five weeks internship I get used to the filing system at LGCD. From my experience, they manage to practice it successfully and it helps doing their job accurately. There are cases of misplace of records due to certain reason by the employees. Although there are problem occurred, but it is solved in a very effective way. They did search for the records in all of the filing equipment and the previous procedure before filling the records are being revised. The success of a business largely depends on the good filing system because it acts as a tool in the hands of the management. A good filing system is not only concerned with storing of records but also concerned with their systematic arrangement so that these can be used for future reference. A good filing system increases efficiency in operation, helps in formulating company policies and provides a protection to valuable records. LGCD did well in their filing system and of course it needs to be improved by the future. One of the most used filing equipment at the organization is black lever arch folder as shown at figure 2.0.

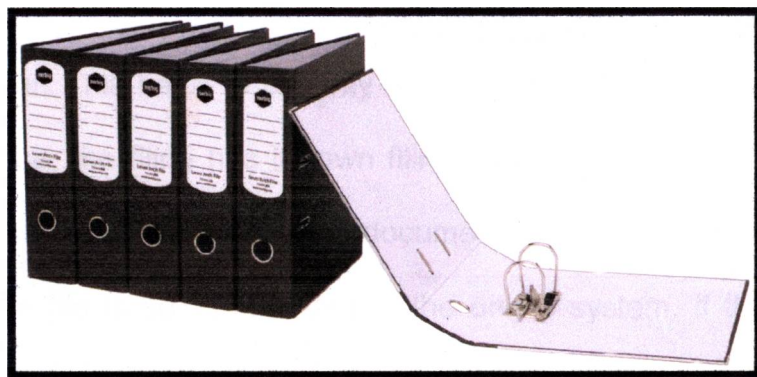


Figure 2.0 Black Lever Arch Folder 1

CHAPTER 4

RECOMMENDATIONS

4.0 Introduction

This chapter highlights the strength and weaknesses of job or task assigned during training as discussed in chapter three that is filing system. Additionally, this chapter also will provide solution for improvement in the future. Based on training at Local Government Community Development (LGCD) the filing system has many rooms for improvement. They also has shown that they also trying their best in following the filing procedure. The employee willing to learn the filing process and they did not refuse to learn or accept the new things.

4.1 The Strength of Filling System at Local Government Community Development (LGCD).

The first strength of filing system at the organization is it uses the manual filing system. A manual filing system cannot be destroyed by an accidental power loss. Also, the computer hackers cannot access a manual filing system from another computer. This helps in security issue of the company. According to the setup in the office, the filing has its own filing room whereby it can be locked to prevent any person to steal the private document such as personal records. The example is if the file is being recorded in the online system, if there are power losses such as the electricity down at certain time, it may lead to the loss of the information and the employee has to redo their data recording. It may consume much time and it lead to low employee motivation to do their work. If they are using manual filing system, they can easily continue their work even though there is power loss happened. The manual filing system also did not require any internet

connection whereby if they are using internet connection, any interruption such as server down can affect their work. If they are server down happened, it will disturb the whole employee task. Certain employees might not be able to do any work because his or her job may require internet connection such as filing work. Manual filing system also teaches the employee the actual filing system that will give them a very worthy experience. They need to learn the manual filing system because theoretically, filing system is based on manual technique that requires hard copy of all documents. The example of manual filing system is keeping the records in hard copy whereby they need to keep all the records in filing room and keep them updated. By using this way, the employee will always need to deal with the records and keep them familiar to the jobs done. Even though the technology keep evolving nowadays, the manual filing system still a very preferred methods chosen by all of the organization.

The second strength of filing system at LGCD is they have the limit of authority to view the document in filing room. Only the certain staffs have the authority to enter to the filing room. Before other staff want to view the records in filing room, they have to consult the Department Head staff to access the records. This is to prevent any of the records are missing or used for other purpose. For example if human resource staff want to view the specific records for their work at development section, they need to consult to the Officer of Development section. They might do not know where the records are located and they might misplace the records after using it. Limit of authority also deal with financial limit whereby certain position or authority are responsible for dealing with the certain limit of financial approved. With the dedicated staffs at the organization, they are always aware on this matters because any misplace of the records will brings trouble to

them. En. Ali Imran is also the people who are responsible to keep the filing room are in neat and tidy condition. The limit of authority to view the document is also to protect the private and confidential document form outsider and any other threat.

The third strengths are they are also using colour code filing system whereby the file is clearly distinguishable and easily retrieved. By using this methods, filing process is fast and easy and the work environment more pleasant. It creates efficient and well-organized filing system for the Development department. Color-coding systems provide a variety of labels that make it easy to organize and consistently maintain file order, identify special sub categories, and create a uniform system. The connection between colour and letters and numbers makes it easy for anyone to use. At LGCD, they assign a colour for each number 0 through 9, and a colour for each letter A through Z, to aid in filing and retrieval of all types of hard copy files. By putting these colours letters, numbers and designators in a particular position on a file folder, file pocket, etc., a colour or block pattern is formed. When these patterns of colour are broken, misfiles has occurred. In retrieving a file, colour recognition reduces look-up time. It also saves resorting time and reduces filing time. In fact, colour coded filing can reduce filing and retrieval time by up to 50%. Colour coding can save money that is spent on non-colour coded files. Misfiles are virtually non-existent in colour coded files because of the ease of spotting a file when it is out of order. Memorization of colours is not necessary; the colour works as a flag which identifies position or meaning in a file sequence. A good colour code system can work for the files and in most cases pays for itself in less than a year due to the time saved in filing and retrieval without misfiles. Most of the employees at LGCD are familiar to the filing system that is being practiced here and they understand well on their organization policy

to keep all of the records updated and private and confidential documents are always preserved. Colour coding is now used in any organization since it give enormous impact on filing system and it is easy to be practiced and suit in any business of organization.

Finally, the employees at LGCD are very familiar to the filing methods that they use. They are the senior employees that have very preferable experiences at filing methods. They know exactly what should they do to keep the records updated. With the training that they undergo, they have good skills at keeping the records safely and updated. For example is Madam Magret. She has a very good memory at where the records located and she exactly know what are the procedure needed to be taken before filing process can take place. From my personal experience, before doing the filing process at the organization, the first step is to differentiate the letter according to department. Second step is to differentiate it according to the type of letter which means weather it related to the councils, projects, tender and other categories. Each of the categories has their own number to locate which drawer or locker is needed to keep the letter. Categorizing the letter is not an easy way because we need to read the letter carefully because any misplace of the records will lead to missing of records. During my training, I was asked to find the missing records with the help from the employees. With their expert skills, they manage to find the missing records. Encik Kaslan is the one who responsible to keep the records according to categories and he also have the good filing skills. The employees at LGCD have the good skill at filing system and they also willing to learn new skill because they are fully motivated by the environment of the office.

4.2 The Weaknesses of Filing System at Local Government Community Development (LGCD).

The first weaknesses is the organization did not have the e-filing system that might help them to locate the file more accurately and reduce time consume to find the records. It is considered as technological globalization whereby the organization should be up to date to current technology. E-filing system is using of technology to speed up the process of finding file. The records are being recorded into the e-filing system in order to locate where exactly the file is located in the filing room. For example tender document by development department. The employee just need to key-in the number of letter and the system will give you where the file is located in the filing room. By using this system it cut the finding time in filing room as used in many government agencies nowadays. At LGCD, they have to remember where the certain types of document are located and it requires high experience on filing at the organization. They need to learn to remember where the certain file is located. Currently at LGCD, the staffs already remember where the file is but if they employ new employee, it might cause longer time for the new employee to get use to the environment. For the senior employees, they would also need to teach the new employee and this might cause work overload to them. Based on my personal experience, it is hard to remember all of the records and where it is located. It takes a lot of time to get use to the filing room because it is considered big and many files located at the room. Every day, they also need to keep the records in the filing room and they need to take the required records for their job requirement. It takes a little longer time compare to the senior employee there because I have to read where the file is located at the filing room. Perhaps on installing e-filing might help to reduce the time for searching the records.

The second weaknesses are the unnecessary documents are still being kept at the filing room. For many years, the unnecessary records are not yet sent to archive and this cause the filling room is full of pointless documents. It also cause the file is harder to find because the room is full and getting smaller and might not have the space to keep the updated records. According to the company policy, the documents that are older than seven years can be sent to archive except for personal file. The problem is the document is not yet sent to archive and the department should take this as serious problem. In the near future, the current documents are more important and it keeps the room neat and tidy. The organization should be selective on what they should keep. Besides, the employee that responsible to the filling room takes the great workload and this might lead to dissatisfaction in term of jobs done. Even though the task is not done by one person, but the person who are responsible to take care of the filing room taking heavy workload to ensure the file are in correct order and tidy.

The third is the condition of the filing equipment. The condition of the equipment is not satisfying whereby it looks a little bit old and out dated. For example are the file folders. The file folders are very old and certain of the file already broken. Some of the file folders need to be tied up with nylon rope. What concern me here is if the audit is on-going, it may be difficult to open up the file folders and search for the records. Some of the file folders are also worn out with tear and it is still used for the filing equipment. The records in the filing room are kept in old fashioned filing equipment. Apart from the condition of the filing equipment, the filing room also is not in tidy condition. It is not in a clean and tidy condition because the room is full of filing equipment and the old records. The person responsible to keep the room clean and tidy is waiting for the old records are being sent to archive to ensure the

room can be clean up. Instead of the filing room, the room is also used to keep the unnecessary office things such as unused books, chairs and other thing. It makes the room look untidy and it is give the room becomes smaller and harder to find the records. They need to do something about this mess to ensure the effective and efficient filing room is produced.

Fourth is the file may me misplaced. It is the disadvantages of alphabetical filing system whereby the human may misplace the records. It cannot be prevented because all humans might make mistakes. This issue is related to the type of filing system chosen by the organization. In order to prevent this from happening, they need to use combination of filing system such as the use of colours to differentiate the files. Yet the problem still occurred because this problem cannot be avoided. It takes a good and efficient employee to prevent this problem. It also can lead to easier untrained employee to access and manipulate data. Anyone can look at through alphabetical filling cabinets to find a file. But for locating and manipulating an electronic database may require technical training and user errors can result in unintended alteration or data loss. Another weakness is in term of editing the records. The organization use hard copy to keep the records and send information to others. Paper files cannot be edited directly, forcing users to make new copies to update old file. This might lead to waste of paper and waste of money. The organization need to stock up their paper in the inventory store for future use. This will also lead to waste of money whereby a lot of papers are required to update these records. Their expenses will also increase due to the high usage of paper. Not yet to be considered the printing machine such as photocopy machines, printers, and scanners. Instead of money, the employee job are also increased because of the updating the file might take longer time and longer procedure.

During my training, each of the department is allocated with certain amount of papers and they are advised to reduce the amount of paper used.

4.3 Recommendation

The first recommendation that I would like to suggest is they should invest in proper filing cabinet. A filing cabinet is office furniture used to store paper documents in file folders. In the simplest sense, it is an enclosure for drawers in which items are stored. At LGCD they are using lateral files cabinet whereby all of the equipment are stored in filing room. They might consider enhancing their filing equipment to ensure the filing system look proper and neat. It is also to ensure that the records can easily be find and it reduce the percentage of misfiling whereby the records are visibly clear and easy to track. The equipment such as filing cabinet in LGCD is not enough to keep all the records safe and all of the important documents are sealed. The main problem here is the organization has short of filing equipment and they should consider upgrading their filing equipment. For example is to use the filing equipment that is fireproof and waterproof from potential hazards like fires and floods.

The document such as personal file should be placed into locked cabinet to ensure the potential hazards can be avoided. Lateral cabinets quantity should be added because it takes up less vertical space. Besides, it can stand firmly against the wall. Filing equipment that they should consider to upgrade is the use of paper file folder. The paper file folder are easily worn out or torn if the files are full or handle by rough employee. They should standardize their file folder to black lever arch folder because this file folder is tough and can keep more documents than paper file folder. This black lever arch folder also can easily be arranged at the

cabinets. It can be labelled in colours to enhance the filing system. This is to ensure all of the file can be kept according to its categories and enhancing their filing systems.

The second recommendation is integrate more proper records management system such as using of e-filing. This technology can be integrated into filing system whereby the technology is easy to use and increase the accuracy and prompt service by the employees. The e-filing system that can be applied is the use of software to find the records in filing room. The most important things to fulfilled in this types of filing system is to ensure all the records in filing room are correctly arranged into categories and LGCD's already arrange all of the file according to its categories. They just need to hire contractor to do the software installation or internally develop the software to make this system works. This system operate in which the employee of the organization just need to key-in the number of reference of the letters and the software will show where the file is located at filing room. They do not need to manually find the required documents or records and it encourages prompt service and save much time. The employees just need to maintain the filing room in neat and proper condition.

E-filing also increases the security of the document whereby only the trained employees are the one who can access the file or records. They are the one who know how the software works and the records are much safer. A study by Missouri Department of Revenue says that, electronic field returns have 13 per cent fewer errors than paper returns. It shows that the employee can reduce the misplace problem and this is very crucial to effective filing system. The employees will be given the authority to certain document depends on his or her position and only certain people will have full access to locate all of the documents or records. In

this measure, it can increase the security of the private and confidential document because when it deals with tender document, it is very highly sensitive to the competitors.

The third recommendation is to get rid of the useless records in the filing room. The filing room at the organization is nearly full and they should do something to deal with these matters. The filing room of development department should be differentiated from other department to avoid security issue. From my observation, the organization seems to share the filing room between department and this make the filing room look untidy and full of other office equipment. This should not be happening because some of development file is highly confidential and so does other department. In the future, they should have differentiate their filing room to avoid any unwanted situation happened. For every department to have their own filing room, maybe it need longer time to implement due to the shortage of space. But what is the most important is to get rid of any unwanted equipment in the filing room.

Another crucial issue is on the old records that need to be sent to archive. At LGCD's filing room, it is full of old because they still keeping the records and this make the room full of unwanted document. They are also lack of attention to the filing room cleanliness whereby the file are not arranged well even though it is already been categorized. The old records should be sent to archives to ensure they are having enough space to keep the new records which is more relevant. In addition, the employee cannot do anything to send the file to archive because the order comes from top management. They are the one should be aware of the filing room that are getting smaller in term of its space.

CHAPTER 5

CONCLUSION

5.0 Introduction

This internship was very fruitful, profitable, and useful for me because I had to cover many different fields of task and responsibility. I have learned the new concepts and skills in working environment. Moreover, I have learned and gain experience in doing the tasks that I never been taught in the classroom and in any subjects that I have been taken during my study. This is the best ever experience that I had in my life. Below are the conclusions that I've made during my internship.

5.1 Chapter 1

During my internship, I learn that The Ministry of Local Government and Community Development (LGCD) is entrusted with the responsibility to ensure that the Local Authorities exercise their powers within the provisions of the relevant laws and to ensure sufficient funding from both the State and Federal Governments to assist the Local Authorities to implement development programs. Moreover, it is also the responsibility of LGCD to ensure that local authorities prepare realistic budgets and that their expenditures are audited and within their financial capabilities.

LGCD is under the charge of Senior Minister, Y.B. Dato Sri Wong Soon Koh and ably assisted by three (3) Assistant Ministers, namely (i) Y.B. Datuk John Sikie Tayai (Rural District Council), (ii) Y.B. Datuk Peter Nansian Ngusie (Community Development), and (iii) Y.B. Dr Jerip Susil (Public Health). Dr Penguang Manggil,

the Permanent Secretary is assisted by a Legal Adviser, Encik Francis John Ak Adam, three (3) Principal Assistant Secretaries, Puan Susan Loh (Development), Encik Shariman Faizul Abdullah (Community Development and Public Health) and Puan Norleha Haji Shariff (Administration, Finance, HRM (PBT) and ICT)

The Ministry is currently in-charge of 23 Local Authorities which include Miri City Council, Padawan and Sibu Municipal Councils and 20 District Councils. The Local Authorities is the third (lowest) level of the 3-tier Government System, acting as front liners and to enforce 6 Main Ordinances and 39 Rules, By-Laws, Regulations and Orders.

5.2 Chapter 2

Chapter two describes the flow of tasks that had been done during the five weeks of practical training. The chapter consists of description of tasks done day by day and summary of the tasks by week. By viewing to the table in the chapter, we can see whether the tasks that had been given relates to the subject learn in class. We can see in the chapter that most of the tasks that had been done are mostly related to the subjects learned in class. This is because there are four core function of LGCD which is provision of management services to targets groups, involve in policy making and monitoring which is to identify and create policy relevant to the needs of the current time, regulatory monitoring which is review, update and introduce relevant Local Authorities legislation and coordinate and monitor the enforcement of relevant Local Authorities legislation, and lastly is in Development Planning and Monitoring which is coordinate and monitor State and Federal Government funded development projects. In providing management

services, most of the models and approaches used are related to the subjects learned such as in the subject of management and office methodology.

Through the schedule, we can also detect whether the organization misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas and Photostatted. These types of tasks are called clerical works which are not suitable for the practical student. Practical training is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analysing to the schedule in this chapter, we can see that the organization fully utilizes the practical students by giving me the tasks which are suitable with my capabilities. The organization does not take advantage from the practical student. Then, the company does bring me to the real management environment for my experience.

5.3 Chapter 3

Chapter three shows the relationship between the theories learned in classroom and the tasks that were given to me. In this chapter, we identify which area of the tasks that had been done related with the tasks given. The relationship can be in various fields of subjects.

During the practical training, the task that I have done is much relates to the procedures learned in records management that is filing system. The procedures used are more towards preparing the document or records and it is dealing with filing system because each time I need to prepare a document, filing system element is not missed whereby I need to access to the filing cabinet to take the required records.

At LGCD the filing method that they implement is alphabetical system. It is the use of traditional filing systems where paper documents are filed in filing cabinets. The organizations also use numerical filing system. The uses of numerical filing system are being used to differentiate the file between Operations. The most department using filing system is Development Department and Human Resource Department. In the organization, certain staffs only have the authority to view all of the files in filling room.

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.

5.4 Chapter 4

In everything that we do, there are always a strengths and weaknesses. The strengths need to be strengthened and the weaknesses need to be eliminated. Recommendations also need to be identified to help the organization improving the weaknesses of the system. This chapter gives me the opportunities to list the strengths and weaknesses in delivering the task given and to recommend ways on how to strengthen and eliminate it.

The strength of filing system in the organization is they have used the manual filing system, employee at LGCD are very familiar to the filing methods that they used, they have the limited authority to view the document in filing room and the use of colour code filing system whereby the file is clearly distinguishable and easily retrieved. This will become the key to a successful organization because filing system is not an easy task and need extra attention by the employees.

The weaknesses are the unnecessary documents are still being kept at the filing room, the organization did not have the e-filing system that might help them to locate the file more accurately and reduce time consume to find the records, the condition of the equipment is not satisfying and the file may be misplaced. These kind of weaknesses need to be improved from time to time. Perhaps the organization may implement new strategies to help in improving these kinds of weaknesses.

The recommendation that I can give is to invest in proper filing cabinet, integrate more proper records management system such as using of e-filing and get rid of the useless records in the filing room. These may help in term of organizing the proper filing system and accurately give what the customer need promptly.

All in all, the experience of working and learning at the same time in such a reputable organization is awesome. The flexible working environment makes the employees love working at the organization. The working environment that is relaxing and the friendly employees makes the organization more fun to work at. It will be an unforgettable experience of my life where I learnt the way to behave and polish my abilities and skills at the organization level had the experience and exposure of performing and handling tasks, supervisor and subordinate relation. This experience has made me fully utilize my knowledge.

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APPENDIX



Figure 3.0 Filing process

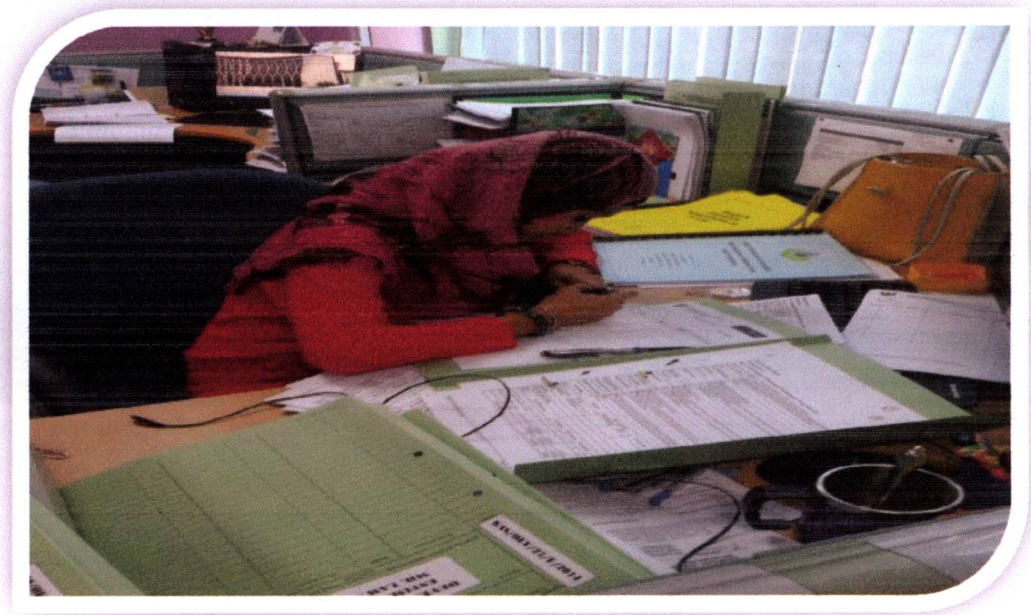
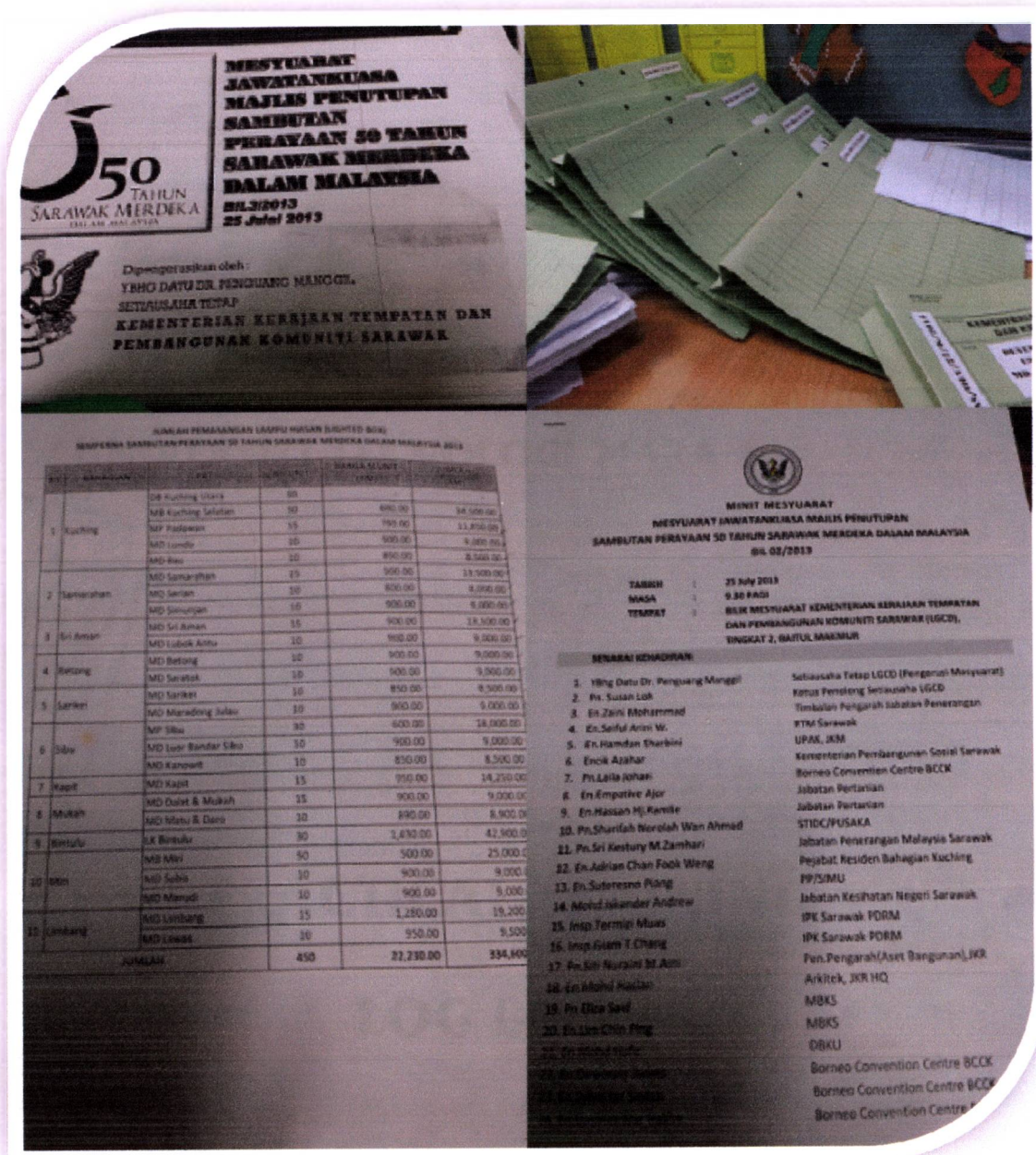


Figure 4.0 Number of folio in the content of files in the process



50
TAHUN
SARAWAK MERDEKA
1963-2013

**MESYUARAT
JAWATANKUASA
MAJLIS PENUTUPAN
SAMBUTAN
PERAYAAN 50 TAHUN
SARAWAK MERDEKA
DALAM MALAYSIA
25 Julai 2013**

Dipengeratkan oleh:
YBHG DATU DR. PENGUANG MANGGI,
SETIAUSAHA TERAP
**KEMENTERIAN KERAJAAN TEMPATAN DAN
PEMBANGUNAN KOMUNITI SARAWAK**

NOMOR PEMBAIANAN LAPISAN MUTAN BUKHIT BUKI
MESYUARAT SAMBUTAN PERAYAAN 50 TAHUN SARAWAK MERDEKA DALAM MALAYSIA 2013

NO	KAWASAN	LOKASI	LOKASI (PK)	BARANG MUTAN (RM)	Jumlah (RM)	
1	Kuching	DB Kuching Utara	80			
		MB Kuching Selatan	50	800.00	38,000.00	
		MP Padawan	15	700.00	11,000.00	
		MD Lundu	10	900.00	9,000.00	
2	Sarikei	MD Irai	10	800.00	8,000.00	
		MD Samarahan	15	900.00	13,500.00	
		MD Serian	10	800.00	8,000.00	
		MD Simunjan	10	900.00	9,000.00	
3	Sri Aman	MD Sri Aman	15	900.00	13,500.00	
		MD Lubok Antu	10	900.00	9,000.00	
4	Betong	MD Betong	10	900.00	9,000.00	
		MD Seratok	10	900.00	9,000.00	
5	Sarikei	MD Sarikei	10	850.00	8,500.00	
		MD Maradong Julai	10	900.00	9,000.00	
		MP Sibau	10	600.00	18,000.00	
6	Sibu	MD Lurah Bandar Sibu	10	900.00	9,000.00	
		MD Kapit	10	850.00	8,500.00	
7	Kapit	MD Kapit	15	950.00	14,250.00	
		MD Dalat & Mukah	15	900.00	9,000.00	
8	Mukah	MD Ibtisu & Dana	10	890.00	8,900.00	
		MD Bako	30	1,630.00	42,900.00	
9	Miri	MD Miri	30	900.00	25,000.00	
		MD Sibu	10	900.00	9,000.00	
10	Miri	MD Miri	10	900.00	9,000.00	
		MD Marudi	10	900.00	9,000.00	
11	Limbang	MD Limbang	15	1,280.00	19,200.00	
		MD Lawas	10	950.00	9,500.00	
JUMLAH				450	27,230.00	334,400.00

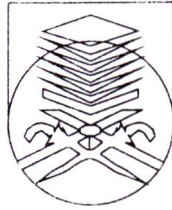
**MINIT MESYUARAT
MESYUARAT JAWATANKUASA MAJLIS PENUTUPAN
SAMBUTAN PERAYAAN 50 TAHUN SARAWAK MERDEKA DALAM MALAYSIA
25 Julai 2013**

TARIKH : 25 July 2013
MASA : 9.30 Pagi
TEMPAT : BUKI MESYUARAT KEMENTERIAN KERAJAAN TEMPATAN
DAN PEMBANGUNAN KOMUNITI SARAWAK (LGCD),
TINGKAT 2, BATUL MAJNUM

SENARAI HADAPAN

1. YBhg Datu Dr. Penguang Manggi	Setiausaha Tetap LGCD (Pengerusi Mesyuarat)
2. Pn. Susan Luk	Kotus Penyelenggara Mesyuarat LGCD
3. En. Zaini Bhoohammad	Timbalan Pengerah Jabatan Penerangan
4. En. Saiful Anis W.	RTM Sarawak
5. En. Hamdan Sharbini	UPAS, IKN
6. Enik Azahar	Kementerian Pembangunan Sosial Sarawak
7. Pn. Laila Johari	Borneo Convention Centre BCCB
8. En. Empatirve Ajar	Jabatan Pertanian
9. En. Hassan Hj. Rewite	Jabatan Pertanian
10. Pn. Shurifah Noroliah Wan Ahmad	STDC/PUSAKA
11. Pn. Sri Kestury M. Zamhari	Jabatan Penerangan Malaysia Sarawak
12. En. Adhlan Chan Fook Weng	Pejabat Residen Bahagian Kuching
13. En. Suteressa Piang	PP/SIMU
14. Mohd. Iskender Andrew	Jabatan Kesihatan Negeri Sarawak
15. Impi Termpin Muas	IPK Sarawak FORM
16. Impi Giam T. Chang	IPK Sarawak FORM
17. Pn. Siti Nurulaini St. Am	Pen. Pengerah (Aset Bangunan), IWR
18. En. Mohd. Husein	Arkitek, JKR HQ
19. Pn. Eliza Saad	MBKS
20. En. Lim Chin Ping	MBKS
21. En. Lim Chin Ping	DBKU
22. En. Lim Chin Ping	Borneo Convention Centre BCCB
23. En. Lim Chin Ping	Borneo Convention Centre BCCB
24. En. Lim Chin Ping	Borneo Convention Centre BCCB

Figure 5.0 Among the jobs done at LGCD



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

This book is issued to you to provide a history of your training and to act as a weekly record by the work on which you are engaged.

Student' s responsibilities for keeping log book up-to-date

Immediately this book is issued to you, you should, in consultation with your Training Officer, complete the details required on the previous page.

It is your responsibility to make the main entries of the log book and keep it up to date. Entries must be regularly initialled by your Supervisor. You must ensure that;

1. It is available at your place of work during your training.
2. All entries, except sketches, are made in ink.
3. Entries are made within a week of the work to which they refer.
4. The book is handed to your Training Officer for retention on your return to UiTM and this will later be handed to the Faculty for grading.

Recording

The log book should contain the following information:

1. A neat concise description of each of your training locations and the work on which you are engaged.
2. Relevant sketches, data and circuit diagrams.
3. References to textbooks, standards and other technical information related to the work being under taken.
4. Constructive comments on the work being undertaken and your considered opinion as to its value as training.

1. Student's name: Khatijah Binti Mostapha
2. Date & Place of Birth: 27 February 1991 / Hospital Umum Sarawak
3. UiTM No.: 2011190041
4. Program: Bachelor of Administrative Science (Honours)
5. Year: 2011 Part: 5
6. Home address: 1415, Kpg Semerah Padi, Jln Cenderawasih, Semariang, Petra Jaya.
7. Address during practical training: "
8. Place of training: Tingkat 2, Baitul Makmur Medan Raya, Petra Jaya 93050 Kuching.
9. Name of Supervisor in-charge: Muhammad Ali Imran Bin Abdullah Kair
10. Duration of training: From: 22 July 2013 to 30 August 2013

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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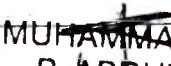


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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 13	<p>1) Introduction to the organization:</p> <ul style="list-style-type: none"> - Mision - Vision - Function of the organization - Framework - core business of the organization <p>2) Briefly explain on how to make minute meeting.</p> <p>3) Fax a letters.</p> <p>4) Being introduced to all the staff and section.</p>	<p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p> <p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p>
July 13	<p>1) Reviewing budget system (Draf anggaran Perbelanjaan Pembangunan yang Terpetinci)</p> <p>2) To assist the officer to organize the 50 years Sarawak Merdeka event.</p> <p>3) Attending general meeting with state secretary (TB Tan Sri Datuk Amar Haji Mohamad Morshidi Bin Abdul Ghani) alongside with the officer for closing</p>	<p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p> <p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p> <p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p>





DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
	Ceremony of 50 years Sarawak Independence in Malaysia, And my task is to write a minutes of meeting.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
July 2013	1) My duties, call all the departments that involve in the meeting at my workplace to record their attendance. 2) Reviewing budget system 3) Failing	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
July 2013	1) Attending general meeting, alongside with the officer for closing Ceremony of 50 years Sarawak Independence in Malaysia, And my task is to write a minutes of meeting. 2) Prepare minutes of meeting and write the report of the meeting.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41  MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
6 July 2013	<p>1) Prepare a minutes of meeting on Tender Evaluation Report.</p> <p>2) Learn on how using the format writing minutes of meeting about Tender.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
9 July 2013	<p>1) Prepare a minutes of meeting on Tender (Kapal Berhias) construction of one unit River Float on Design and Build Basis.</p> <p>2) Coordinate the letter of Tender (Kapal Berhias)</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
11 July 2013	<p>1) Continue in typing a minutes of meeting on Tender construction of one unit River Float on Design and Build Basis.</p> <p>2) Record the information by calling the parties that involve in Tender Kapal Berhias</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41

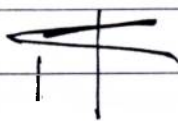

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
July 2013	1) Submit the minutes of meeting and do correction about the minutes of meeting on Tender Construction of one unit river float on design and Build Basis.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	2) Call all the council secretary to confirm that they are has received our fax about Pemasangan Lampu Hiasan (Lighted Box) sempena mempromosi Sambutan Perayaan 50 Tahun Sarawak Merdeka dlm Malaysia 2013.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
August 2013	1) Do the minutes of meeting for the event of closing Ceremony of 50 years Sarawak Independence in Malaysia, 2) Call the council to confirm they received a fax about lighted Box.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41


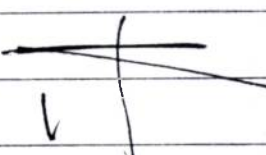
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August 2013	1) Do the minutes of meeting for the event of Closing Ceremony of 50 years Sarawak Independence in Malaysia.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	2) Updated the slide for presentation of in the meeting of event of Closing Ceremony of 50 years Sarawak Independence in Malaysia.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
August 2013	1) Attending general meeting, alongside with the officer for the budget of closing Ceremony of 50 years Sarawak Independence in Malaysia. And my task is to record a minutes of meeting.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41

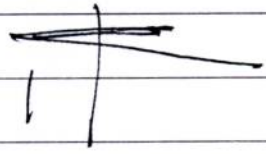
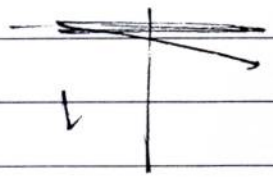
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
August 2013	1) Coordinate, collect the letter of event "Kapa' Berhias" and put it in one file.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	2) Write a minute of meeting on the tender of construction of one unit River Float on Design and Build Basis.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
August 2013	1) Review all the minutes meeting that I've type to make sure everything is correct then submit to the officer.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	2) Fax the letter of lighted box to 25 councils under LEED Ceremony of 50 years Sarawak Independence in Malaysia.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	3) Prepared a letter on acceptance of proposal for the construction of one unit River float.	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August 2013	<p>1) Follow up information about the lighted box from the local authorities.</p> <p>2) Continue doing the minutes of meeting of Tender Kapal Berhias.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	<p>3) Record the incoming letter from all the councils into the specific file.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
August 2013	<p>1) Coordinate the incoming letter from the local authorities into one files to make sure it was systematic and dynamic.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	<p>2) Calling the local authorities to follow up information about lighted box whether they have received the specification & measurement of lighted box that should be build in there place.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August 2013	1) Compile development estimation for each councils in files.	
	2) Amendment minutes of meeting on Tender Kapal Berhias.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	3) Make sure all the local authorities will be install the lighted box with the same measurement and make sure the budget is not beyond the estimation by the ministry.	
2 August 2013	1) Prepare the letter to PL General Services regarding to "Menciptakan Persimpangan Jalan Kempas / Lorong Song 3, Kuching. This letter is to inform that their quotation works in the lump sum of RM 130,875.00 has been accepted.	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>2) Recently today I've received the design drawings for the decorated boat from the contractors that is interested in this bid and I have to inform my superior on it. The drawing is ready for scanning and safekeeping.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
3 August 2013	<p>1) Prepare a minute of meeting on the received tender of construction of one unit River Float on Design and Build Basis.</p> <p>2) Prepare a letter of acceptance of proposal for the construction of one unit River Float on Design and Build Basis</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
August 2013	<p>Calculate the volumes of lighted box needed for each and every councils, including unit price and the total amount for the entire collection.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	<p>2) Compiling and filing for new entries for the entire councils year 2014.</p>	
August 2013	<p>1) Compiling all the data of the for councils for the year 2014. For example, summary of contents for state programme and project. Then, the budget for the year of 2014 for each councils.</p>	 MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41
	<p>2) Compiling and state the number of folio. The number of folio is important to measure it easy to know the content of the file and to differentiate the letter is</p>	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	incoming or outgoing letter.	
8 August 2013	<p>1) Amendment the price of one unit lighted box needed for each and every councils to measure the budget estimation has been follow.</p> <p>2) To segregate and compile the Ceremony of 50 years Sarawak Independence in Malaysia files and river float files so that the files can be as reference and guidance for years to come.</p>	 <p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p>
9 August 2013	Continue compiling and state the number of folio each and every councils files.	 <p>MUHAMMAD ALI IMRAN B. ABDULLAH KAIR Arkitek Landskap J41</p>

