



**UNIVERSITI TEKNOLOGI MARA
FACULTY OF ADMINISTRATIVE SCIENCE & POLICY
STUDIES**

PRACTICAL TRAINING REPORT (ADS 666)

**MINISTRY OF DOMESTIC TRADE, CO-OPERATIVE &
CONSUMERISM (MDTCC) IN KUDAT, SABAH**

**RELLYN NEENA ALLEN JAMES
2011402652**

SUPERVISOR

MADAM NOOR FADHLEEN BINTI MAHMUD

PART 6

CLEARANCE FOR SUBMISSION OF THE PRACTICAL TRAINING REPORT BY THE SUPERVISOR

Name of Supervisor: Madam Noor Fadhleen binti Mahmud

**Place: Ministry of Domestic Trade, Co-Operative & Consumerism (MDTCC) in Kudat,
Sabah**

Name of student: Relyn Neena Allen James

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

.....
(Madam Noor Fadhleen Binti Mahmud)

Declaration

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

Signed

A handwritten signature in black ink, appearing to read 'Relyyn Neena Allen James', written over a horizontal dashed line.

(Relyyn Neena Allen James)

Acknowledgement

First of all I would like to thank the almighty God for his blessings that gave me a chance to finish my practical training in Ministry of Domestic Trade, Co-Operative & Consumerism (MDTCC) and giving me a good health along this training. With his blessings and consent, I have managed to complete my internship successfully in this organization.

Secondly, I would like to express a million thanks to MDTCC for giving me an opportunity to do my practical training there. Besides that, I would like to express my appreciation to my supervisor, Mr. Geoffrey Gumalang as the head officer and also to other staffs for giving me a lot of support and cooperation. I would also like to express my appreciation to Mr. Fairuz Hidayat Merican Wan Merican, Coordinator of my practical training program.

To Madam Noor Fadhleen binti Mahmud, I would like to show my appreciation for being my supervisor who gave me support, guidance and advice for me to complete this industrial training. Lastly, I would like to show my appreciation to my parents and friends for giving me moral and financial support. With all the support from them I manage to finish my practical training with more value.

Table of contents

Clearance for Submission	ii
Declaration	iii
Acknowledgement	iv
Chapter 1 Introduction	1
1.0 Introduction of MDTCC	1
1.1 The scope of work for the Ministry	2
1.2 Logo definition of MDTCC	3
1.3 Vision and Mission	4
1.4 Client Charter	6
1.5 Organization Policy	9
1.6 Organizational Structure	12
Chapter 2: Schedule of practical training	16
Chapter 3: Analysis	26
Chapter 4: Recommendations	42
Chapter 5: Conclusion-summary	46
Appendices	

Chapter 1

Introduction to the organization

1.0 Introduction of Ministry of Domestic Trade, Cooperative and Consumerism

The Ministry of Domestic Trade, Co-Operative & Consumerism (MDTCC) was formerly known as the Ministry of Domestic Trade and Consumerism Right. It was a Ministry of Malaysia which was established on 27 October in 1990 to encourage the development of domestic trade as well as to increase the effective protection to consumer right. The latest minister of the Ministry of Domestic Trade, Co-Operative & Consumerism is Dato' Haji Hassan Malek. These were followed by the changing in the government fundamental leader of Dato' Sri Najib Tun Razak on Mac 2009 and since 11 Jun 2009, KPDNHEP now known as The Ministry of Domestic Trade, Co-Operative & Consumerism. This is regarding the elimination of the Ministry of Business Development and Co-Operative.

The Ministry of Domestic Trade, Co-Operatives & Consumerism (MDTCC) (Malay: *Kementerian Perdagangan Dalam Negeri, Koperasi Dan Kepenggunaan*) is a ministry which established under the Malaysian government, and led by the incumbent Minister of Domestic Trade, Co-Operatives & Consumerism. MDTCC formulates policies, strategies and reviews matters related to the development of domestic trade and consumerism.

1.1 The scope of work for the Ministry:

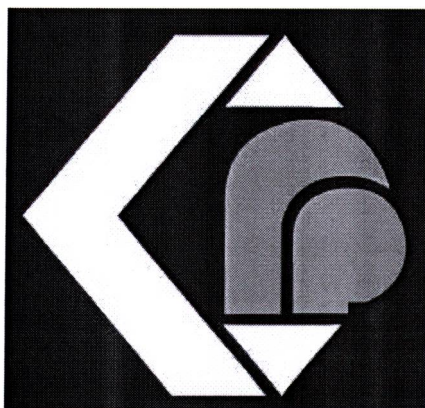
1.1.1 Domestic Trade

Under the Domestic Trade, there are a few scope of work for the ministry such as to determine and monitor prices of essential goods; issue licensees for the sale and distribution of essential goods; issue licensees for the sale and distribution of petroleum and petrochemical products; coordinates policies, regulations and activities related to the safety of the petroleum, petrochemical and gas industries; Issue licensees for the direct selling trade; Implements the regulation on metric weights and measures; regulates matters pertaining to companies and businesses based on the related acts; encourage good corporate governance practices; and also develops and administers the intellectual property protection system.

1.1.2 Consumerism:

Meanwhile under the consumerism, the scope of work for the ministry are to carry out consumer education programmed; enhance programs on consumer awareness and consumer protection; and encourages and assists consumer movements.

1.2 Logo definition of Ministry of Domestic Trade, Cooperative and Consumerism



PICTURE	A square with blue colour inside and has 3 symbols which are; K, P(large) and P (Small)
SQUARE	A symbol of development
BLUE	Symbolize consumer trade environment that promotes harmony
WHITE	Symbolize the Ministry and the white colour symbolize a clean, efficient and trustworthy government department
LETTER'P'	Large P symbolizes trading (<i>Perdagangan</i>)
LETTER'P'	Small P symbolizes consumer (<i>Pengguna</i>)
	Both in golden colour background represent a certain of value

(Sources: <http://www.kpdnkk.gov.my>)

1.3 VISION AND MISSION

Towards achieving a developed country status by 2020, Malaysia envisions a vibrant domestic trade sector and the need of support by empowered consumer community. Tripartite cooperation will transcend all boundaries.

Based on this, the Vision of the Ministry has been formulated to ensure the Ministry is between the investors, business operators and consumers. The Ministry will be the driver for domestic trade and a champion of consumerism.

1.3.1 Ministry's Vision

Leader in the development of domestic trade, co-operatives and consumerism

1.3.2 Ministry's Mission

- To provide a conducive business environment for the development of domestic trade;
- To steer the nation towards a consumer community who are more conscious about their rights and an empowered consumer community;
- To develop competitive, progressive and resilient co-operatives; and
- To foster creativity and innovation through an effective IPR regime.

1.3.3 Ministry's Motto

Thriving Trade Blessed Consumers

1.3.4 Ministry's Core Values

- Co-operation
- Trustworthy
- Committed
- Just

1.3.5 Ministry's Seven (7) Strategic Thrust

STRATEGIC THRUST 1	Enhance contribution of the domestic trade sector towards Gross Domestic Product (GDP)
STRATEGIC THRUST 2	Nurturing a consumer conscious nation
STRATEGIC THRUST 3	Creating a conducive business environment
STRATEGIC THRUST 4	Moving towards market liberalization
STRATEGIC THRUST 5	Striving for organizational excellence emphasizing on human capital development, prudent financial management and efficient operating administrative
STRATEGIC THRUST 6	Foster / enhance / cultivate internationalization
STRATEGIC THRUST 7	Strong legal infrastructure and effective administrative regime on intellectual property

(Sources: <http://www.kpdnkk.gov.my>)

1.4 Client Charter

This ministry is committed in giving a quality and effective service according to the provided charter as follow:

No.	Matters	Result period (working day)
1.	License of Direct Trade	
	1.1 New Application	7
	1.2 Renew Application	7
2.	License of Scale and Measure	
	1.1 New Application	
	i. Making, repairing and selling	7
	ii. Repairing and selling	7
	iii. Selling	7
	1.2 Renew Application	
	i. Making, repairing and selling	5
	ii. Repairing and selling	5
	iii. Selling	5
3.	PDA License	
	3.1 New Application	
	i. PDA 1- handling petrol station	1
	ii. PDA 2-bunkering	1
	iii. PDA 3-transportation	1
	iv. PDA 4-retailing	1

	v. PDA 5-medical	20
	vi. Local Brand, import and fertilizer	20
	3.2 Renew Application	
	i. PDA 1- handling petrol station	10
	ii. PDA 2-Bunkering	10
	iii. PDA 3- Transportation	10
	iv. PDA 4- Retailing	10
4.	Licenses Optical Disc	
	4.1 New Application	14
	4.2 Renewal Application	14
5.	Approval of Distribute Trade	
	5.1 hypermarket	16
	5.2 Approval of opening a business with foreign equity	10
6.	Application OF permission under the Exclusive Economic Act 1984	14
7.	Subsidized Diesel for Skid Tank Approval	3 (3 months application before expire)
8.	Controlled Items License	
	8.1 New Application	

i. Retailing	7
ii. Manufacture	7
iii. Wholesale	7
8.2 Renewal application	
i. Retailing	7
ii. Manufacture	7
iii. Wholesale	7
8.3 License amendment application	7
8.4 Revocation License Application	7
8.5 Certified copy License Application	7

(Sources: <http://www.kpdnkk.gov.my>)

1.5 Organization Policy

1.5.1 DOMESTIC TRADE DIVISION

The Domestic Trade Division is involved in formulating the policies and strategies related to the development of distributive trade in the country. This division also strives to improve competitive ethical business practices for the benefit of consumers.

OBJECTIVES

- To encourage the development of the distributive trade;
- To increase the level of safety in the petroleum industry;
- To encourage the development and growth of the direct selling industry;
- To create stability in price and in the supply of essential goods;
- To encourage the use of e-Commence in trade and distributive sector;
- To encourage the development and growth of the optical discs industry;
- To encourage the development and growth of the downstream activities in petroleum industry;

FUNCTIONS

- To administer and monitor foreign participation in the distributive trade sector in line with the Guideline on Foreign Participation in the Distributive Trade Services (December 2004);
- To process and issue direct selling licenses in line with the Direct Selling Act 1993;
- To administer and monitor prices of essential goods in line with the Price Control Act 1946;
- To administer and monitor the supply of essential goods in line with the Control Supplies Act 1961;
- To administer and monitor the optical disc industry via the issuance of licenses in line with the Optical Discs Act 2000;
- To administer monitor and increase awareness on petroleum safety under the Petroleum (Safety and Measures) Act 1984 and the regulations there under;
- To administer and monitor the applications for oil excavation activities under Section 21(1) and 22 of the Economic Exclusive Zone (EEZ) Act 1984;
- To administer and monitor the marketing and distribution of petroleum products in the downstream sector via the issuance of PDA licenses in line with Section 6(3) of the Petroleum Development Act 1974;

- To process applications for weight and measures licenses as required by the Weights and Measures Act 1972;
- To process application for licenses as required by the Control of Supplies Act 1961;
- To administer and monitor the distribution of subsidized diesel to road transportation and river passenger boat (Sabah and Sarawak) sectors;
- To administer and encourage the use of e-Commerce; and

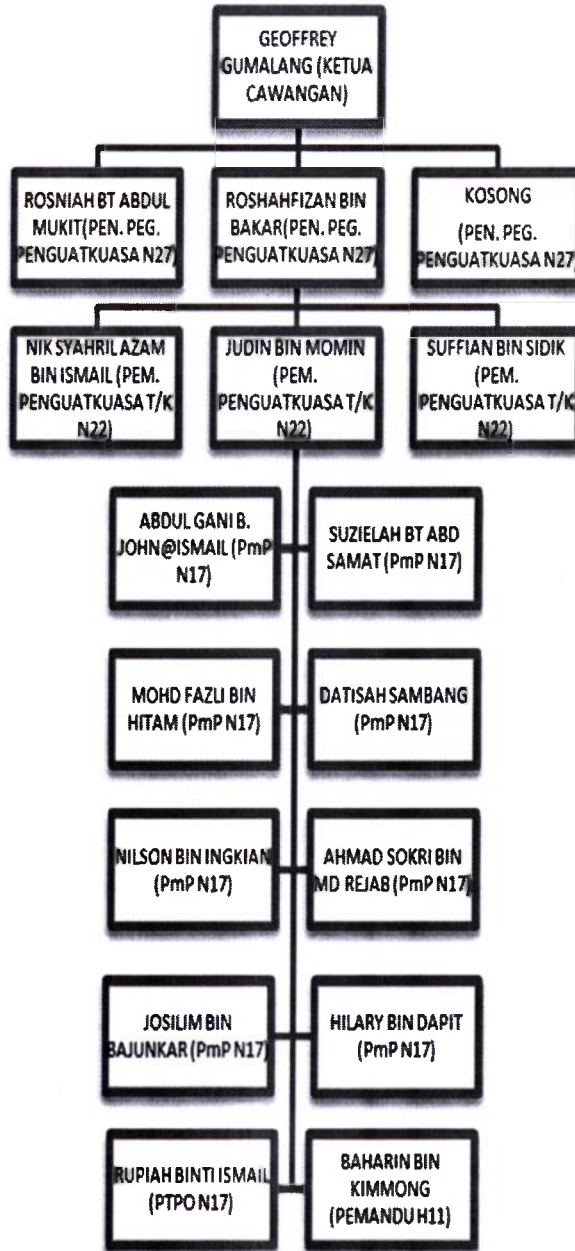
To conduct price analysis and analysis of production cost of controlled item governed under the Price Control Act 1946 and Control Supplies Act 1961.

(Sources: <http://www.kpdnkk.gov.my>)

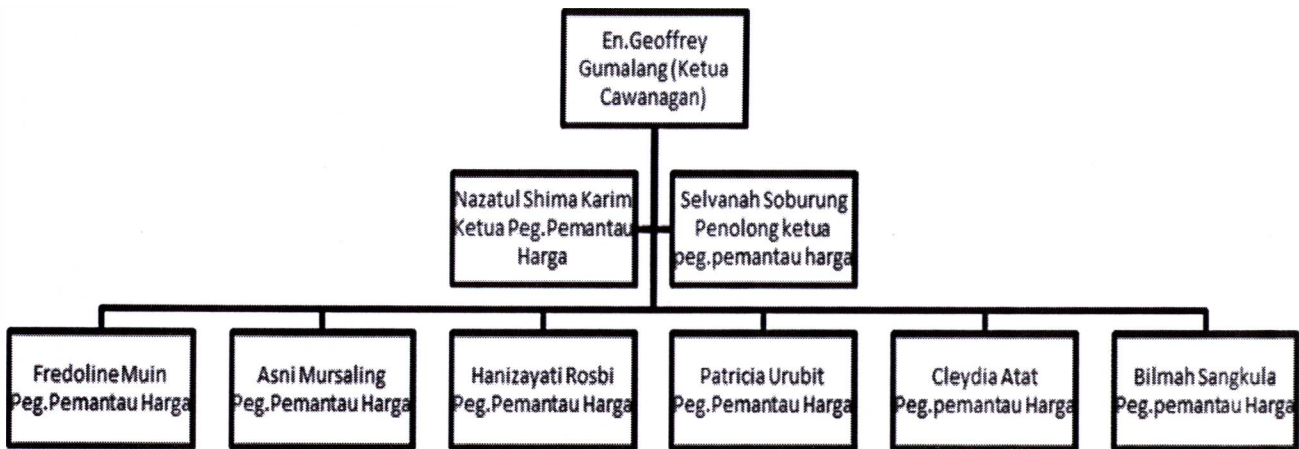
1.6.2 MDTCC Organizational Chart in Sabah



1.6.3 MDTCC organizational Chart in Kudat, Sabah



1.6.4 Organization Chart for the Price Monitoring in Kudat



Chapter 2

Schedule of practical training

2.0 Introduction

The internship student had been given a period of time to complete the internship in the organization that they had chosen. The duration given were around 6 weeks, started on 22nd of January 2014 to 28th of February 2014. The internship student had also undergone their practical training according to the work days in the office hours, which is from Monday to Friday. On the first day of practical training, the internship student had to make self-registration to the chosen organization.

2.1 Below is a report and summarization of daily training extracted from the log book

Week/date	Job Description
Week 1 (22 Jan- 25 Jan 2014)	On the first day, 22 of January 2014, I went to the Ministry of Domestic Trade, Co-operative and Consumerism (MDTCC) office in Kudat branch to report for duty. I met the Head of Branch, Mr.Geoffrey Gumalang. He introduced me to all the staffs in office. Then, I was given a brief description of the work in the office of MDTCC. The MDTCC Kudat branch had 22 staff including the Head Officer (KC). The working hours in office: i. WB1: 7.30am-4.30pm ii. WB2: 8am-5pm

	<p>(in every month, the working hours can be changed depending on the staff)</p> <p>Visiting the whole place in office with the administration in MDTCC Kudat branch, Miss Rupiah bt Ismail. After that I have been helping the administration giving note books and calendar to all the staffs. Then, she ask me to read the newsletters about the MDTCC such as “RINGGIT”, “<i>generasi pengguna</i>”, and “<i>Buletin kelab pengguna sekolah (KPS) negeri sabah</i>” to get a more understanding on the functions of MDTCC to consumers. I also got my punch card for my 1st week in MDTCC. Then, I helped tag files with the price monitoring officers, miss Asni Mursaling. The files are about BP-<i>barang perlu</i>; CD-<i>community drumming</i>; LPC-<i>gas petroleum cecair</i>.</p>
<p>Week 2 (27 Jan-31 Jan 2014)</p>	<p>In the second week, I had been assigned to the front counter in the office MDTCC with officer Mr.Abd Gani B.John@Ismail. During the time, one of the consumer complaints about the POS in his place in Kapitangan, Banggi where the problem is that he does not know who the supplier for the place is. So, Mr.Abd Gani checked the list of supplier for the place and then gives an explanation to the consumer. Most people that came to the office to renew their licenses and permits. After lunch time, I key in data in computer about Point of Sale (POS). This task was to help me understand the price monitoring officer jobs. On the</p>

	<p>other hand this job helped me to familiarize myself with the working area for monitoring price. I continued keying in data for POS directions from miss Nazatul Shima Karim, the head of price monitoring officers. I had learned more using micro soft excel to key in data about the POS. I have included those documents in the appendix.</p> <p>On 29 January, I have been assigned to the complaint counter in Kudat from 8am to 11am with the staffs, Mrs Selvanah Soburung the assistant of officer monitoring price and Mr.Nik Syaril Azam bin Ismail the enforcement officers. The function of opening the complaint counter is for the consumer to voice out their dissatisfaction and to get to know their rights as consumers. During that time, most of the consumer wanted to know is about the date to renew the license of weights and measures (<i>timbangan & sukatan</i>) because they are having business in fishing or retail in village. After that, I continued keying in data for POS and helped miss Nazatul Shima do re-checking the detail of data for POS. On 31 January is the holiday for Chinese New Year.</p>
<p>Week 3 (3 Feb-7 Feb 2014)</p>	<p>The third week, I still continue key in data about POS in area Pitas, helped Miss Nazatul Shima again to checking the listed POS in BP,LPG & CD. After that i have been ask helping PPH teams (Madam Patricia, Miss Cledyia & Mr. Fredoline) to do the price watch in 3 restaurants in Kudat;</p>

	<ul style="list-style-type: none"> i. Restaurant Sri Sikuati 2 ii. Restaurant Kudat Curry House iii. Restaurant Senya <p>What the PPH do is, re-checking the price food which is already cooked and asked the owner about the listed menu's in the restaurant. This time I learned about the responsibility as a seller should do business must consider about the price and quality of the foods as well as the quantity.</p> <p>Then, I assign the task to help open counter for the consumer to complaint about their dissatisfaction in consumerism with the officer Mrs.Suzielah bt Abdul Samat and PPH Mrs.Selvanah Soburung in Kudat town. After that, helping Mr.Nik transfer photos cases in Milimewa, Kudat. Thus, i learn more about the micro soft excel 2010 with help from Ms.Asni Mursaling and continue key in data POS in Kudat area. On 7 Febuary, I have been helping to open counter for consumer complaint with PPH Ms.Cleydia Atat and officer Mr.Mohd Fazli in Kudat market. After lunch time, I had been helps the staff to compile the document in the closet for the each POS supplier.</p>
<p>Week 4 (10 Feb-14</p>	<p>In this week, I manage to go outstation with PPH Mrs.Selvanah Soburung, Ms.Asni Mursaling and Mrs.Bilmah Sangkula for checkinnng</p>

<p>Feb 2014)</p>	<p>the POS (BP & CD) in Kanibongan,Pitas. There are 5 POS we checks;</p> <ul style="list-style-type: none"> i) KR Malupin (LPC/BP) ii) KR Intan Majura Ent. (BP) iii) KR Molyiem (LPC/BP) iv) Kanibongan Marketing (BP) v) Kedai Runcit Sri Nasah (BP) <p>Then I continue key in data POS in Pulau Banggi area about the BP and CD and helping PPH Patricia Urubut give document to PPH Cledyia Atat the listed for checking the price monitoring in Pitas area. After that, Mrs.Selvanah assigns me to writing the report for the checking POS in Kanibongan, Pitas yesterday (11.02.2014). This week also I finish do key in data POS in all place in Kudat, Pitas, Matunggung, Sikuati, Pulau Banggi etc. As a practical training student, we need superior to train us and helping us to do works and when we do mistake we learn from that mistake because every day is a learning process. I'm also learning to work with others makes work easily when get help from others.</p> <p>Then I helping PMP Nelson tagging photo cases in Milimewa market and helping tagging file with PPH Asni Mursaling about the</p>
-------------------------	---

	<p>LPG, CD and BP for all area that Kudat branch taking care. During this week also I helping PPH Asni Mursaling do 5s compiles the entire file last year 2013. Then continue do it in year 2014 for early month. The files include;</p> <ul style="list-style-type: none"> i. The holiday/sick leave etc ii. The 205 item iii. The price watch file iv. The SKH(<i>Skim Kawalan Harga</i>) v. The 400 item vi. The MSM(<i>Masakan Sedia Masak</i>) vii. The SPH(<i>Skim Potongan Harga</i>) <p>Then, I was helping the PPH Selvanah Soburung in front line counter in office. They are consumer complaint about the oil problems in village which is don't enough for them. Then I continue helping PPH Asni Mursaling tagging the file and do the tagging using micro soft words. Then print it out to helping finishing compiling all the files. Lastly in this week I do the revise and update the POS data LPG, BP and CD.</p>
<p>Week 5 (17 Feb-21 Feb 2014)</p>	<p>This week I was done the 5s work where I helping tagging file with PPH Asni Mursaling and organize files in the cabinet. The files about the item 205, item 400, price watch, SKH, MSM and SPH.</p>

Then, I was given a brief explanation of the work as an enforcer in the investigation report or investigation paper (IP) by Mohd.Fazli Hitam. He gave look at me the files case specifically in item on seller good branded shirts "NIKE". The IP happen when customer makes complaint about the production on that shirts and the enforcer check it on the ground and impose compounds to against the trader. This process using court to settle the cases because it needs all the detail information on that case.

Then, reading and understand the old cases file about the oil cases where this case on oil smuggling case. The traders buy the oil more than it should be. This case was settling and the file had to get the head quarter (HQ) signature to show that the cases already settle down. What I learn is learning about to use all what we have to learn on something we need to hear from other people who had more experience and expert about their works and we learn from it.

Then, helping PPH Hanizah photo copies the document and then compile it and I helping PPH Bilmah in front line counter, the reception office phone and hear what customer want in the services. The customer wants to get permit, renew license etc. Others customer also made call and make complaint about the POS LPG and the enforcer Nelson deal

	<p>with the problems because it is their jobs.</p> <p>Besides, I learning from the oldest to do works and how to deal with people without hesitate to get to know the customer right and I feel more comfortable with people around me and to work together in one office. We need to respect each other even though I'm the younger in the office. All staff helps me much better for every day. They also help me to do the task given and gave me description and explanation more when I don't understand about their works. This is show how they want me to know more on their work.</p> <p>This week also I go to outstation with PPH with Selvanah Soburung, Hanizayati Rosbi & Bilmah Sangkula. We going out to do the price watch in Pitas and Kota Marudu area and I learning to know what is the work of PPH when do price watch. Check the "Barang Keperluan Harian Pengguna" for example such as listed item 205; Milk, Sugar, Flour, Rice, etc. This item from supermarket in Kota Marudu and Pitas area where included in price watch area.</p>
<p>Week 6 (24 Feb-28 Feb 2014)</p>	<p>In early morning on Monday I have been helps Mohd. Fazli in front office counter and see how to do the renew license for the LPG item (oil license). The already set up and prepare the letter in PC to easily they want to change the name of person. The letters were directly prints out</p>

and then the officer in charge will give their signature for the confirmation.

Then, lecturer from UiTM Sabah Dr.Haijon was visiting me in office to look what I already do in office and check my log book. He also meets my supervisor Mr.Geoffrey Gumalang in office. Thus I have more confident to talk about my work here in office because all the staff give me an advice and help me to understand what an officer do in their work and in counter office work. Dr.Haijon also gave me advice to write more information about the office in the log book and asking about my planning after graduated my degree either to continue my study or work.

What I'm learning today is to listen well and heard someone will help me more mastered in communication skill and gain trust from people. And learning also to deal with communication problem should require a high level of patience because in front counter office we need to face all people behaviors. The situation when someone who need us in hurry or someone who are angry for something we must need to be patient and always smile when consumer need our services.

After that I continue to do my daily routine to fill my log book about the information of MDTCC and this information I find it more on MDTCC official portal in so I knew what the links, ministry policies, act

and enforcement in MDTCC. The background of Kudat branch PPDNKK opening by the former chief minister Dato' Chong Kah kiat on 1st april 2002.

Then, I helping PT Rupiah binti Ismail to do the administration works where I need to update the staff leave application and help PMP Suzielah review back the letter to postpone the meeting with the supplier.

Chapter 3

Analysis

3.0 Introduction

Analysis of training specifically focuses on one area of task as covered in the Practical Training Handbook. This chapter also should reflect definition of concept. Demonstration of practical and theoretical aspects as how student relates all concepts learned in classroom at work place; and how student transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom.

3.1 Ethic in Administration Theory (ADS 452)

According to Richard Paul and Linda Elder, 1998, ethics is a branch of philosophy which seeks to address morality. In other words, it is the moral justification and consideration for decisions and actions made during the completion of daily duties when working to provide the general services organizations. Ethic is the study of the general nature of morals and of the specific moral choices to be made by a person; moral philosophy. Ethic is no right and wrong. Ethic is the rules or standards governing the conduct of a person or the members of a profession. Decisions are based upon ethical principles, which are the perception of what the general public would view as correct.

During my internship in MDTCC, I have learnt to act in ethical manner. I have learnt to dress according to the dress code that is set by the organization. I must wear

appropriate attire when go to the office during my internship period. As I was assigned in Public Relation, my task is mostly in counter services which means I need to see people every day so I need to dress properly to make my confidence level to communicate with people. During my course study I have learnt Ethic and I have to practice it during my internship. For example, I have to greet in early morning to say “Good Morning”. I also have to say thank you as the employee help in doing my task. When deliver my service also I need to communicate very well and mostly consumer was people in villages who talk *Bahasa Melayu* and its make me easy to communicate with them. When I answering or receiving phone calls also I need to greet people in a proper ways.

3.2 Policy Analysis (ADS 654)

According to William Dunn, 1994 Policy analysis is determining which of various alternative policies will most achieve a given set of goals in light of the relations between the policies and the goals. In other word policy analysis involves the systematic comparison and analysis of a set of policy alternatives to determine which option is most likely to achieve a set of objectives whether political, economic, social, or otherwise.

The Unit of Supply and Price in MDTCC is unit that responsible to monitor the supply and the price of controlled goods such as fuel, oil and gas. Every supply of controlled items will be monitor by the enforcement units and ensured that the entire transporter provides a sufficient supply for the items. Besides, every sale will be recorded

for every operation hours either in litre and the total up of every sale for every operation hour will be counted in Malaysian currency.

Therefore the punctuality in the office very strict, in early morning we need to be punctual to come. If not the punch card will become red and need to give reason why come late to the office. In MDTCC, others policies that must be followed by the employees is to follow the dress code must use proper attire dress like *baju kurung*, for break time policy I need to be punctual because the time to break time is only 1 hours. This is compulsory for every employee in MDTCC.

3.3 Organizational Behaviour (ADM501)

Organization behaviour (OB) is the study of what people think, feel, and do in and around organizations. It looks at employee behaviour, decisions, perceptions and emotional responses. The Greek philosopher Plato wrote about the essence and leadership. In 1776, Adam Smith discussed the benefits of job specialisation and the division of labour. Max Weber wrote about rational organisations, the work ethic and charismatic leadership. Then, industrial engineer Frederick Winslow Taylor proposed systematic ways to organise work process and motivate employees through goal setting and rewards. Australian-born Harvard professor Elton Mayo and his colleagues establish the 'human relation' school of management, which emphasised the study of employee attitudes and informal group dynamics in the workplace. In the late 1930s, Chester

Barnard wrote insightful views regarding organisational communication, coordination, leadership and authority, organisations as open system and team dynamics.

OB helps us to make sense of and predict the world in which we live not just what goes on inside organisations. OB knowledge helps people to get things done in organisation, everyone in business, government and non-profit company works with other people and OB provides the knowledge and tools to interact with others more effectively. Building a high-performance team, motivating co-workers, handling workplace conflicts, influencing boss and changing employee behavior are just a few of the areas of knowledge and skills offered in organizational behaviour. OB concepts play an important role in performing job and working more effectively within organizations.

In MDTCC I need to know the organizational behaviour where I need to understand the organizational work culture when they come in office when they go out to breakfast or lunch. During my internship I had been asking to follow their staff to lunch together with them this shows that they want to be close to me and guide me more on their jobs. In fact, they tell me about how to get to know their work such as in counter services how to greet people how to answer phone calls. In office, their staffs guide me to key in Point of Sale (POS) data under program *Majlis Harga Barang Negara* (MHBN). What I had learnt is the teamwork in organization, we need this culture to do the jobs easily because we get help from others.

3.4 Human Resource Management (ADM551)

According to Snell and Bohlander (2010) defined HRM as the process of managing human talents to achieve an organization's objective. Meanwhile Gary Dessler (2009) stated that HRM is the policies and practices involved in carrying out the "people" or human resource aspects of a management position including recruiting, screening, training, rewarding and appraising.

According to Maimunah (2008), she defined Human Resource Management (HRM) as a development and implementation of the systems in an organization which designed to attract, develop and retain a high performing workforce. Besides that, HRM can be considered as an activity found in an organization whether they are business or service-oriented, large or small. According to Onn (2006), the purpose of HRM is to ensure that the employees or personnel of the organization are being used as effectively as possible. Moreover, HRM is purposing that the employees are able to contribute towards achieving the organizational goals.

Therefore, HRM is the design of formal system in an organization to ensure effective and efficient use of human talent to accomplish organizational goals. HRM focuses on managing the workplace in order to take care of employee and employer relations especially in using employees productively to reach the organization's strategic business objectives and to fulfil employee needs. HRM also becoming more important in today's organization, especially in knowledge based industries. The success or failure of an organization most of the time relies on the knowledge, skills and ability of its

employees. Many expect feel that an organization is able to achieve greater advantage if it has valuable human resource which is difficult to acquire, imitate and is well-managed. HRM is one of the most important management functions in an organization as it is able to obtain and develop dynamic and qualified employees.

Human resources (HR) officers develop advice on and implement policies relating to the effective use of personnel within an organization. Their aim is to ensure that the organization employs the right balance of staff in terms of skills and experience, and that training and development opportunities are available to employees to enhance their performance and achieve the employer's business aims.

In MDTCC, I learn about how to develop self-confidence where I need to face with people every day neither in counter office nor in open counter. The personality in counter office very important because it is influence the costumer to gain trust from what I will said. When customer comes to me I need to prepare myself with that knowledge I knew to make them clearly define what they needs. I also learning to comfort customer who need the services because as human being we are given the feeling to comfort or make people comfortable.

3.5 Total Quality Management (ADM 510)

Total Quality Management (TQM) definition is 'wide performance excellence rather than based on one discipline only'. Which means quality must adopted widely in organization not just to one department or group of people only. HRM also is a

management approach which seeks to establish zero defects in any part of an organization, and which uses teams, worker empowerment and creative problem solving to accomplish this aggressive goal. Originally developed for the manufacturing sector, TQM programs are now found in many different types of organizations, including marketing, production, finance and customer support.

A TQM program encompasses all aspects of an organization's operations, including its hiring and promotional practices, the way the company itself is structured, and the culture that the company develops. In some cases, TQM programs are implemented in organizations that already have some quality emphasis; in other cases, TQM programs are laid into organizations totally lacking a commitment to quality. The way in which TQM is implemented can be critical in whether the program is an eventual success or failure. This research considers the advantages and disadvantages of TQM and its applicability to the public sector.

During my internship in MDTCC mostly I was in counter services. Counter services function in organization is to responds to inquiries or complaints from customers of the organization. Customer may communicate in person or via written correspondence or telephone. Customer services are a process for providing competitive advantage and adding benefits in order to maximize the total value of the customer. Good public service delivery leads to satisfied customers, job satisfaction for public officers and promotes a positive image of public organizations. Ministries / Departments need to improve their service delivery provided to citizens and businesses in terms of quality, timeliness and

courtesy. It is therefore imperative to renew efforts to sustain quality Counter/Customer Services so as to meet the growing expectations of citizens and businesses.

These guidelines aim at assisting public sector organizations to constantly improve their Counter/Customer Services. A Counter/Customer Service is a front-line service where customers deal with public officers and are provided with various types of services such as issue of licenses, permits passports, identity cards, and civil status certificates. The impression one gets from a Counter/Customer Service is thus of crucial importance as it reflects the efficiency and effectiveness of the organization which are perceived through the attitude of front-line officers, the response time and the services delivered.

In MDTCC mostly of the time I was in the counter service. There are many conditions I need to face such as during give service when customer making complaint I need to had the listening skill to make those customers confident with my services. Therefore I need to prepare myself with to be punctual, have someone replace oneself at the Counter in case of lateness, maintain a smart and neat appearance, receive customers pleasantly, smile and make customers feel at ease, offer a seat when appropriate, be polite and courteous at all times, always be ready to help and assist, maintain the same positive attitude with each and every customer, if the service is not delivered at the Counter, redirect customers to the respective schedule officers and listen with empathy and pay attention.

3.6 Management Information System (CSC 208)

Management information systems (MISs) and decision support systems (DCSs) are the information systems that support middle managers of the organization. MISs provides managers with periodic reports that summarize the organization's performance. MISs is designed primarily to summarize what has occurred and point people toward the existence of problems or opportunities.

These systems are generally not flexible and have little analytical capability. Furthermore, MIS reports rarely tell someone why a problem exists or offer solutions. In many MISs, information is available on demand to facilitate to monitoring exception conditions and to monitor moment-by-moment activities if desired. However, unanticipated reporting requirements and unusual operating conditions are not typically well supported by the systematic, structured nature of a traditional MIS.

Data processing is, broadly, the collection and manipulation of items of data to produce meaningful information. In this sense it can be considered a subset of information processing, the change (processing) of information in any manner detectable by an observer. The term is often used more specifically in the context of a business or other organization to refer to the class of commercial data processing applications. (Sources: Wikipedia). There are two types of data processing that usually used by the people in the organization, manual data processing and Computer data processing, in other words computer processes that convert data into information or knowledge.

Although widespread use of the term data processing dates only from the nineteen-fifties, data processing functions have been performed manually for millennia. For example bookkeeping involves functions such as posting transactions and producing reports like the balance sheet and the cash flow statement. Completely manual methods were augmented by the application of mechanical or electronic calculators. A person whose job it was to perform calculations manually or using a calculator was called a "computer."

The 1850 United States Census schedule was the first to gather data by individual rather than household. A number of questions could be answered by making a check in the appropriate box on the form. From 1850 through 1880 the Census Bureau employed "a system of tallying, which, by reason of the increasing number of combinations of classifications required, became increasingly complex. Only a limited number of combinations could be recorded in one tally, so it was necessary to handle the schedules 5 or 6 times, for as many independent tallies. Historically, it took over 7 years to publish the results of the 1880 census using manual processing methods.

This method was still being use at the organization where I have been done my practical training. From what I have experienced, most of their system of recording data still using the paper based for the record keeping. For examples in MDTCC, the book in front line office they use the paper and writing by hand to record the customer list who come to the office during that day. This method maybe effective, but it is not really efficient as it occupies more space for the file record and time consuming.

3.7 Public Relation (PRO 458)

Public Relations (PR) is the practice of managing the spread of information between an individual or an organization and the public. Public relations may include an organization or individual gaining exposure to their audiences using topics of public interest and news items that do not require direct payment. The aim of public relations by a company often is to persuade the public, investors, partners, employees, and other stakeholders to maintain a certain point of view about it, its leadership, products, or of political decisions. Common activities include speaking at conferences, winning industry awards, working with the press, and employee communication.

Strong communication and interpersonal skills are key when servicing customers. It is important to effectively communicate with the customers so that they are able to clearly understand the explanations and responses. With the good communication and interpersonal skills include written and verbal communication, as well as body language and unspoken responses. To effectively serve the customers and respond to their concerns, I must have superior listening skills. I should be able to listen to what the customer is saying and decipher what they have requested. At times, customers do not always ask for exactly what they want, so I must sometimes read in between the lines to determine the exact request. A combination of listening and product knowledge will help me to determine what the customer's needs.

In MDTCC I need to had this communication skills to deal with customers. Everyday when I in open counter or in counter service in office I will face with new people so without good communication I can't deliver the service smooth to the customer. So I need to understand the situation to deal with those emotional customers especially in cases which is they make complaining. Under the Unit of Licensees, the internship student was monitored by a staff, Ms.Datisah Sambang . Licensees unit is a unit that is functioning as giving the transporter the license for every goods that was fall under a controlled item. So, the licensees unit will give out the license to every transporter that willing to kept the goods for their own self or kept it in their store or warehouse to be distributed outside to the consumer. This licensees unit is responsible to give a restriction to every controlled goods if the transporter refused to apply for a licensee or requested for the new license after the expired date. There are three types of approval letter to each of the controlled goods; which are the permit for the fuel, oil and gas, power of attorney letter, and license. So I need to know what kind of permit the customer want or needs.

3.8 Principles of Public Administration (ADS404)

Public Administration is the development, implementation and study of branches of government policy linked to pursuing the public good by enhancing civil society and social justice. In the past public administration was synonymous to government management, however, with increased vigour in participation of private sector into public

matters some NGO'S committed to serve the public have joined the public sector. Public administration has gained credibility over time owing to change in governance and management process.

Moreover, due to the sensitivity of the activities carried out by Public administrators and the participation of private sector change in quality of the services offered by the government became inevitable. The public servants attain knowledge and skills of executing duties in a program through trained policy analysts who are thoroughly founded with the background information on how to manage the public resources. Through public servants, interests of the general public are served in a satisfactory cost-effective manner the public servants are mandated to oversee each implemented activity on daily.

Generally, public administration gears its efforts towards understanding public entities and how they interrelate with others and the immediate world. Organizations that work under public administration are organized and managed to realize deliberately structured goals in the near future. Through public policy programs the government responds to the needs and interests of the Nation through satisfying them with the available resources.

Principles of Public Administration is a complex process, it involves social, economic, legal and political matters al interwoven together. Due to the complexity of its nature, management and regulation of the public sector becomes a hurdle. In order for the

public administration to be well regulated and governed bracket laws had to be implemented to cover all spheres and aspects of the sector. A unifying common law to govern public sector has been a very controversial issue in the U.S, this could be accrued to the governors' reluctance to be restricted by statutes which could tether the added advantages associated with the public sector. With time however, due to emerge of democratic tendencies elements that initiate good management and governance have been embraced. Political evolution has led to accord on the key principles that can be implemented to ensure that the services delivered to the public by the government are excellent. The key identified principles are:

3.8.1 Reliability and predictability: This principle declares that in order for the government initiative in form of services or practice to be deemed as satisfactory it must be reliable by being consisted and accurate in meeting the potential needs for which it was intended for. The government programs should be predictable a factor that can only be attained through consisted effort whereby the government agencies in charge of the programs don't fluctuate in executing their duties in a systematic manner. On the same note the programs implemented by the government to serve the needs of public should have legal certainty or judicial security.

3.8.2 Openness and transparency: The government serves the society through tax levies and other customs exerted on them through added costs. In return, the government is supposed to govern the obtained resources, plan and allocate them to various public programs in order to satisfy the public needs better. The public is aware that the

government derives its funds from their resources, so it becomes increasingly important for the public to know how the government is using their resources to sponsor public programs. In order for the public to trust the government of the day, the government avails all the necessary details concerning the programs so that the government doesn't appear to have creepy motives

3.8.3 Accountability: The government sponsored programs are normally accountable for all activities and procedures carried out in their programs which are geared towards public satisfaction. Accountability, per se is whereby the government justifies the actions it pursues in its endeavor to serve the public and at the same time taking responsibility for the actions it pursues in achieving its objectives whether they have positive or negative implications.

3.8.4 Efficiency and effectiveness: Efficiency is a principle employed by the government sponsored programs to ensure that all the resources at the disposal of the government are utilized without wastage of time, increased expense or effort wastage. When the government embraces efficiency in its procedures it becomes effectual in meeting public needs without wasting time or effort or expense.

Public administration ideals and doctrine principles have enhanced better performance in public sector creating union amongst the many areas that need to be administered properly in order to serve the public better. In the U.S the government has been able to embrace the key principles vital for ensuring that all the programs that serve

public interest run coherently and are able to meet the desired needs of the public. Each sector served by the government becomes effective in meeting the social needs by embracing the principles of public administration.

In MDTCC, I need to apply those principles in administration. Under Unit of Administrative and Financial was monitor by Ms.Rupiah bt Ismail, one of the staff in the Ministry of Domestic Trade, Co-Operative and Consumerism. The student was being told off about the use of punch card for the everyday attendance. Even though the Administrative and Financial were under the same unit, however, to make the internship student to undergone their internship with more effective, the unit was separated for a weeks.

Therefore, the internship student was assigned with a task which is related on how to managing the finance in the Ministry of Domestic Trade, Co-Operative and Consumerism (MDTCC). The tasks were such as; reviewing the claim letters of the transporter and bank in the money. Meanwhile under the Administrative part, the task were such as; recording the incoming letters and outgoing letter inside a provided files and arranged the files accordance to its 'urgent' and 'immediate' classification using a number or alphabet. The letter should be stamp accordance to the receive date and sending date.

Chapter 4

Recommendations

4.0 Introduction

This chapter will highlight and discuss the strengths and weakness of tasks that been given by the department. Here we also suggest some of solution in order to making improvement and overcome the obstacles of task. There are several strengthens and weakness during implement new policies in MDTCC. In other words, here conducting the internal and external analysis whereby we analyze about strengths, weakness, opportunity and threat (SWOT).

4.1 Strengths of Jobs

The first strength of jobs given by the organization is learning in managing the administrative works. As MDTCC providing task is managing the store inventory. I have learns how to use the stationeries in more efficiency and effectively ways. This is because every purchasing of the stationeries of the department, it has its own process which is needs to check it detail. If the checking process is not in detail, the balance of the stationaries will not be tally.

Secondly, the strength of the job given is I can improve my communication skills and interpersonal skills. During the internship training in MDTCC, the department is emphasizing on the communication skills. It means that the students are required to deal with the employees and the customers of MDTCC. Meanwhile, for interpersonal

skills, MDTCC has given some project to students. Thus, though the project given, the supervisor can evaluate on the interpersonal skills especially the leadership skills and the teamwork of the student.

Thirdly, I have learnt on the effective management in the administration works. As MDTCC is very concerning to the 5s policy, all the filing systems are being arranged according to the 5s requirement. Thus, through the task given I have learnt that well-arranged and systematic arrangement will make the record management of the organization easy to be managed.

Lastly, I have learnt to respect the time and the superior. Besides that, the superintendent also gave specific time period to finish the key in POS data. This challenge capable to gain motivation and spirit in order to finish the tasks that been given. Thus, the tasks given make me to fight for time and fight for the successful.

4.2 Weaknesses of Jobs

The first weakness of the job is lack of guidance from the superior and staff. In MDTCC, we are given the task but we are not been guide on how to perform the tasks. Thus, it will lead to several mistakes in services delivery. Moreover, it shows there is a lack of communication between the staff and the students.

Secondly, lack of appreciation given to the students. After finishing done the task no words such as good job or great or whatever which make me less motivated. Thus, I feel not getting appreciated for what jobs I already finish it. Furthermore, the other staff keep given me task but not give me feedback for the jobs I already done.

Thirdly, the MDTCC has lack of data management. All the data still recorded in manual book and slowly to update the data especially regarding the POS. The data not recorded into computer system for store and manage purposes. The latest update data was difficult to find because no automatic data be recording. The problem be arise when customer come to making question. They do not sure which one the supplier was going to be in their place.

Lastly is not enough knowledge regarding the data processing because a lot of data not managed in well manner and not congruence with current needs. The staffs still not well trained with how to tackle the management of information system. The current data were unorganized and difficult to make use it for the purposes of analysis decisions, recommendation and conclusion. The data regarding the customer services, customer permits or licenses and the supplier still recorded manually in the book.

4.3 Recommendation

Throughout the first month of my practical training, I have experienced industrial working condition which is develops my interpersonal skills. Even though I gained information of office work from MDTCC, there is some improvement in administration

that should be done for future benefits not only for the organization but also for the industrial trainees.

Firstly, it is about the communication among the student and their advisor. I found out that it uneasy to contact them because of their commitment in other works. If student need guideline immediately, sometime I cannot get the response at that time. Therefore to settle down this problem, maybe they can use email to the student if they cannot response through telephone.

Secondly, I would like to recommend the services in counter where we need to give a better services for make them feel satisfy such as greet them first to comfort them. In this services we need to control emotion therefore it is very important to have a good mentality. The problem occur when customer to emotional when saying what the dissatisfaction. When customer making complaint they cannot control emotion so it is good when someone who had good skills in facing the customer stay in customer services.

Thirdly, I suggest that the organization can allocate the necessary equipment or material such as computer and other stationeries to perform easily our task. We are allowed to use staff computer but sometime they also busy to do their work. So I have to wait them completed their work.

Lastly, I want to suggest the organization gives allowance for the practical student. This can be a motivation for the student. This allowance is for food allowance so the student doesn't worry about what to eat and can work very pleasantly.

Chapter 5

Conclusion

Practical training is the best way for students in the higher education to know and so improve their skills. Besides that, the student can apply their theory in the practical ways, so they can know their own strength. In conclusion, after a month undergoes my internship in MDTCC I've got a lot of experience and gain more knowledge how to deal with a real working environment. The whole training period was interesting, instructive and challenging. Thus, I would conclude the report based on each chapter.

Chapter 1

In chapter 1, I have explained the background of Ministry of Domestic Trade, Cooperative and Consumerism. The scope of work for the Ministry which is Domestic Trade and Consumerism; the logo definition of Ministry of Domestic Trade, Cooperative and Consumerism; the vision and mission; the ministry's vision, mission, motto, core values and seven (7) strategic thrust; client charter; Organization Policy; the domestic trade division; Organizational Structure; MDTCC Organizational Chart in Sabah, in Kudat and for the Price Monitoring in Kudat.

Chapter 2

In chapter 2, I have explained on the schedule of training. In this schedule I have explained on the task that I have been done in each week which is from week 1 until

week 6. For my tasks, I have doing tasks key in Point of Sale (POS) data in using microsoft excel. Then, photostat documents, tags file also doing the price monitoring officer works such as update the 400 items, 200 items etc. Besides that, most of the time during morning I always be in counter office and open counter services. During the period of my internship, I have sharpened my interpersonal skills, communication skills and teamwork. This is because of certain task given I work with many of staff in office. Moreover this make me improve my communication with others people around me.

Chapter 3

In chapter 3, I have explained on the analysis of the tasks given by the organization. Thus, based on the requirement, I have related those tasks that I have done in the organization with the subjects that I have been learnt in classroom. The subject that I have relate with my task is Ethic in Administration Theory (ADS 452); Policy Analysis (ADS 654); Organizational Behaviour (ADM501); Human Resource Management (ADM551); Total Quality Management (ADM 510); Management Information System (CSC 208); Public Relation (PRO 458) and Principles of Public Administration (ADS404). I have applied those subject in do my tasks.

Chapter 4

In chapter 4, I have applied SWOT analysis to identify the strength and weakness of the organization. In every organization, there will be a strength and weakness of the company. Therefore, through this SWOT analysis the organization can improve better in

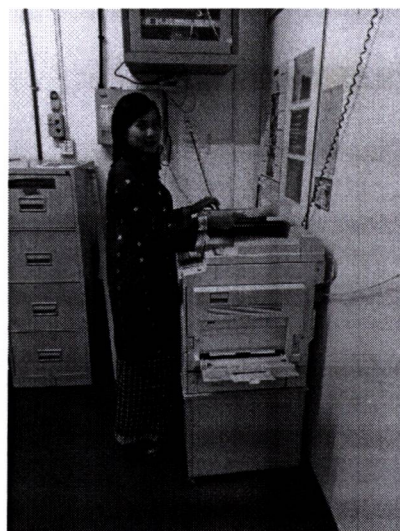
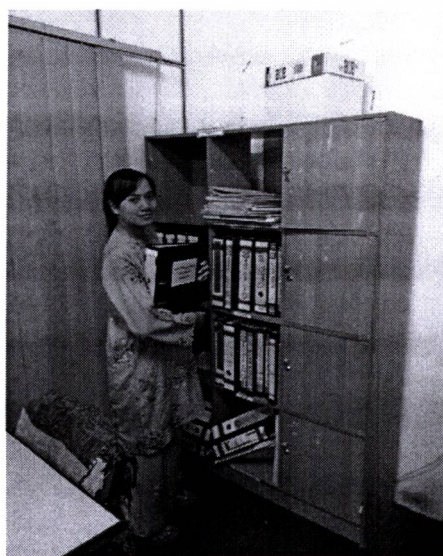
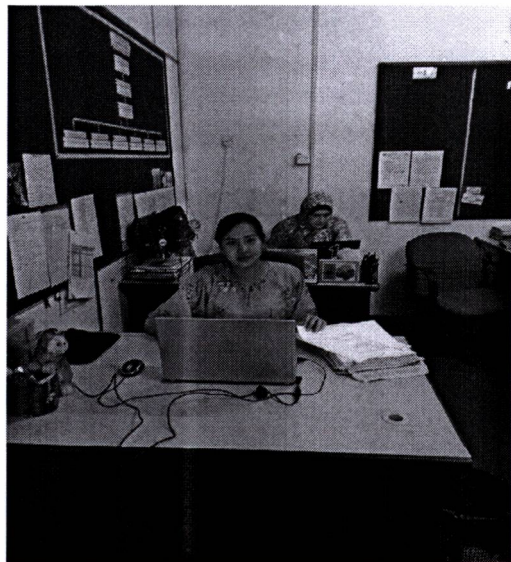
the future in order to become a competitive organization in Sabah. Moreover, after the analysis I provide the recommendation for the better improvement in the future.

Chapter 5

In chapter 5, I have concluded all the report by each chapter. From this chapter, we can understand the scenario of the organization in workplace. From the understanding we can experience the real workplace situation.

APPENDICES

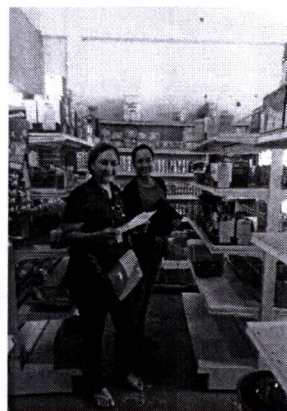
Photo in office

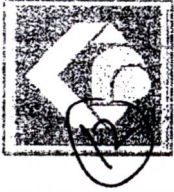


Photos in open counter service



Photos when outstation with the PPH





PEJABAT PERDAGANGAN DALAM NEGERI,
KOPERASI DAN KEPENGGUNAAN
TINGKAT BAWAH & SATU, LOT 10 & 11,
KUDAT MAJU SHOPPING CENTRE,
PETI SURAT 5, 89058 KUDAT, SABAH

NO. RQM 2532/2013

TEL : 088-615311 / 615306

FAKS : 088-615312

E-mail : kudat@kpdnkk.gov.my

LEMBARAN PENGHANTARAN

(1) TARIKH	9.12.2013
(2) NOMBOR FAKSIMILI	082-677300
(3) KEPADA	PENYELARAS LATIHAN PRAKTIK (AMALI) UNIVERSITI TEKNOLOGI MARA SARAWAK
(4) UNTUK PERHATIAN	FAIRUZ HIDAYAT MERICAN BIN WAN MERICAN
(5) JUMLAH MUKA SURAT TERMASUK LEMBARAN INI	2 MUKA SURAT
(6) DARIPADA	PEJABAT PERDAGANGAN DALAM NEGERI, KOPERASI DAN KEPENGGUNAAN CAWANGAN KUDAT, SABAH
(7) RUJUKAN KAMI	
(8) PERKARA	KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI RELLYN NEENA ALLEN JAMES
(9) NOTA	JIKA TIDAK DITERIMA KESEMUA LEMBARAN SEPERTI YANG DINYATAKAN SILA HUBUNGI : RUIPIAH BINTI ISMAIL DENGAN SEGERA 088-615306

Faxs diterima / dihantar

9/12/2013

2013 13:00
17:57 082-677320
082 677320
13/2013

TFHEA

No. 6662 P. 2

Ketua Pusat Pengajian Sains Sosial
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA Sarawak
Kampus Kota Samarahan
Jalan Meranek
94300 Kota Samarahan
Sarawak
(u.p: Encik Fairuz Hidayat Merican Wan Merican
Penyelaras Latihan Praktikal Program AM228)

Tel: 082-677275
Faks: 082-677320

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

NAMA PELAJAR: RELLYN NEENA ALLEN JAMES
NO KAD MATRIK: 2011402652
KOD PROGRAM: AM228

Dengan hormatnya permohonan tuan menerusi surat bil 100-UITMKS (FSPPP)/14/10 bertarikh 30/9/2013 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan teliti diberikan terhadap permohonan tersebut maka pihak kami **BERSETUJU / ~~TIDAK BERSETUJU~~*** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai **22 Januari 2014** hingga **28 Februari 2014** berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar



Tandatangan Pegawai dan Cep Organisasi

* Potong mana yang tidak berkenaan

**BAHAGIAN PENGUATKUASA
PEJABAT PERDAGANGAN DALAM NEGERI, KOPERASI DAN KEPENGGUNAAN,
LOT 10 & 11, TNGKAT BAWAH & 1,
KUDAT MAJU SHOPPING CENTRE, PETI SURAT NO. 5,
89058 KUDAT, SABAH**

Tel (Am) : 088-615311 Hotline : 1-800-886-800 Aduan SMS : 32255
Laman Web : www.e-aduan.kpdnkk.gov.my

BORANG ADUAN

SUMBER ADUAN

Tarikh :

No. Aduan :

<table border="1" style="width: 100%; height: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>											<table border="1" style="width: 100%; height: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>											<table border="1" style="width: 100%; height: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>											<table border="1" style="width: 100%; height: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> <tr><td style="height: 20px;"> </td></tr> </table>										
Badan Pencegah Rasuah	Hadir Sendiri	Persatuan Pengguna	Tuan Punya Hakcipta																																								
Timbalan Menteri	Ketua Pengarah	E-Mail	Ibu Pejabat Penguatkuasa																																								
Faks	FOMCA	Surat	Menteri																																								
TKSU	KSU	NCCC	Keratan Akhbar																																								
Aduan Web	Bilik Gerakan	Cawangan Lain	Bhg. Dim Kementerian																																								
Agensi Kerajaan Lain	Peti Surat 8000	SLIP	BPA																																								
SMS	Telefon	Tuan punya TBO																																									

MAKLUMAT PENGADU

*Nama :

No.K/P : **Tel.(R) : **Tel.(P) :

Tel.(H/P) : Faks :

*Alamat :

Poskod : Bandar : Negeri :

MAKLUMAT YANG DIADU

*Nama :

No.K/P : **Tel.(R) : **Tel.(P) :

Tel.(H/P) : Faks :

*Alamat :

Poskod : Bandar : Negeri :

BUTIRAN ADUAN

Kategori Aduan :

BK-Perkhidmatan Bekalan Air	BPDN-Sektor Pelesenan Petroleum	BPGK-Penipuan Harga
BK-Utiliti	BPDN-Sektor Perdagangan Pengedaran	BPGK-Penipuan Perkhidmatan
BK-Perkhidmatan Bekalan Elektrik	BPGK-Tiada Tanda Harga	BPGK-Barang Tiruan
BK-Perkhidmatan Telekomunikasi	BPGK-Cetak Rompak	BPGK-Tanda Halal Palsu
BK-Perkhidmatan Perbankan	BPGK-Aktiviti Menyorok Barang Kawalan	BPGK-Jualan Muraah
BK-Perkhidmatan Pengangkutan Awam	BPGK-Penipuan Alat Timbang & Sukat	BPGK-Jualan Bahan Petroleum
BK-Perkhidmatan Kesihatan	BPGK-Skim Cepat Kaya	BPGK-Bengkel Kenderaan Bermotor
BK-Perkhidmatan Majlis Perbandaran	BPGK-Penipuan Perjanjian Sewa Beli	BPP-Pembangunan Perniagaan
BK-Insuran	BPGK-Berurusan Barang Kawalan Tanpa Lesen	BPP-Masalah Dengan Hypermarket
BPDN-Jualan Langsung	BPGK-Gagal Mematuhi Award TTPM	

Premis :

Kedai Tekstil	Pasar Tani	Kilang
Pasaraya	Kedai Barang Logam	Kedai Barang Terpakai
Pasar Basah	Kedai Elektrik	Perabot
Pasar Malam	Stesen Minyak	Pengimport
Bengkel Kereta	Rumah Kediaman	Pemborong
Bengkel Motorsikal	Pasar Raya Besar (Hypermarket)	Kedai Runcit
Gerai Makan	Farmasi	Lain-lain
Pasar Borong	Restoran	

JADUAL

AKTA PERIHAL DAGANGAN 1972

PERATURAN-PERATURAN PERIHAL DAGANGAN (HARGA JUALAN MURAH) 1997

(Peraturan 3)

NOTIS

Kepada :

* Pengawal/Timbangan Pengawal/
Penolong Pengawal Perihal Dagangan,
Bahagian Penguatkuasa,
Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan

.....

Tuan,

*Sila ambil perhatian bahawa * Saya /Kami.....

.....
(Nama Perniagaan/Syarikat)

bercadang untuk membekalkan atau menawarkan untuk membekalkan barang-barang dengan harga jualan murah.

Saya/Kami dengan ini mengemukakan butir-butir berikut:

(Nota:

Jika ruang yang disediakan tidak mencukupi untuk memberikan perincian , sila kepilkan lampiran . Setiap lampiran mestilah ditandatangani oleh pemohon.)

1.BUTIR-BUTIR PEMOHON

(a) * Nama Pemohon /Perniagaan/Syarikat:

.....
.....

(b) No. Pendaftaran:
dan

Tarikh Pendaftaran:

(c) No. Lesen Perniagaan:

(Dewan Bandaraya/Majlis Perbandaran/Pihak Berkuasa Tempatan)

(d) Alamat Berdaftar :

.....

(e) No Telefon

(f) Alamat Surat-Menyurat :

.....

(g) Alamat Cawangan/cawangan-cawangan dan No telefon :

.....

(h) Taraf Perniagaan: *Tuan Punya Tunggal/Perkongsian/Persendirian Berhad/lain-lain.

(i) Jenis Perniagaan yang Didaftarkan :

(j) Perniagaan Utama dan Bidang Operasi:.....

2. TEMPAT JUALAN DENGAN HARGA JUALAN MURAH

- (a) Nyatakan alamat premis perniagaan (termasuk cawangan) tempat jualan dengan harga jualan murah akan diadakan :
-
-
-
-

3. BUTIR-BUTIR JUALAN

- (a) Nyatakan jangka masa jualan dengan harga jualan murah hendak diadakan:
 Dari.....hingga.....
- (b) Nyatakan berapa kalikah * anda/syarikat anda telah mengadakan jualan dengan harga jualan murah dalam tahun semasa dan tarikh-tarikh berkenaan:
-
-
- (c) Nyatakan peratusan barang-barang yang hendak dibekalkan atau ditawarkan untuk dibekalkan dengan harga jualan murah dalam premis itu:.....peratus (%).
 (Perhitungan peratus harus berdasarkan kepada jumlah keseluruhan barang yang dipamerkan dalam premis tersebut).

4. BUTIR-BUTIR BARANG-BARANG YANG DICADANGKAN UNTUK DIBEKALKAN ATAU DITAWARKAN UNTUK DIBEKALKAN DENGAN HARGA JUALAN MURAH

Butir-butir barang-barang yang dicadangkan untuk dibekalkan atau ditawarkan untuk dibekalkan dengan harga jualan murah semasa jangka masa yang dinyatakan dalam perenggan (a) butiran 3 adalah seperti yang berikut:

(Sila kemukakan butir-butir semua barang bagi setiap premis perniagaan (termasuk cawangan). Jika ruang yang disediakan tidak mencukupi untuk memberikan perincian, sila kepilkan lampiran.)

Butiran	Alamat perniagaan	Butir-butir barang-barang (sebutan sebenar, jenama dan berat/jumlah/kuantiti/kapasiti)	Harga barang-barang yang dibekalkan atau ditawarkan untuk dibekalkan sebelum ini	Harga jualan murah

5. PENGAKUAN

*Saya/Kami dengan ini mengaku bahawa semua butir yang dinyatakan dalam Notis ini dan apa-apa lampiran adalah benar dan tepat. * Saya /Kami faham bahawa apa-apa pernyataan palsu yang dibuat dalam Notis ini adalah suatu kesalahan di bawah Peraturan-Peraturan Perihal Dagangan (Harga Jualan Murah) 1997.

.....
(Tandatangan)

.....
(Meterai syarikat)

Nama :
 Jawatan :
 No. K.P. :
 Tarikh :

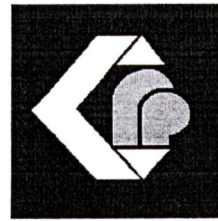
* Potong mana yang tidak berkenaan

PENGESAHAN PENERIMAAN NOTIS OLEH PEJABAT PERDAGANGAN DALAM NEGERI, KOPERASI DAN KEPENGGUNAAN : _____	
TARIKH DITERIMA :	NO. PENDAFTARAN JUALAN MURAH
<p style="text-align: center;">..... (PENGAWAL/TIMBALAN PENGAWAL/PENOLONG PENGAWAL PERIHAL DAGANGAN)</p> COP RASMI PEJABAT:	

**BORANG PENGESAHAN MENJALANKAN AKTIVITI PERTANIAN
OLEH AGENSI DI BAWAH KEMENTERIAN PERTANIAN DAN INDUSTRI ASAS TANI
BAGI PERMOHONAN PERMIT KHAS**

BUTIR-BUTIR PERMOHONAN	
1.	NAMA DAN ALAMAT PEMOHON: No. Tel: No. Fax:
2.	BILANGAN JENTERA / MESIN: (jika berkenaan)
3.	(a) Jenis Tanaman: Pekebun Sayur/Pengusaha Sawah/Akuakultur/ Kelapa Sawit/Lain-Lain (sila nyatakan :)
	(b) Alamat Dan Keluasan Tanah
	(c) No. Geran Tanah :
	(d) Umur Tanaman :
	(e) Jangkamasa Tanaman :
PERAKUAN PEMOHON	
4.	TANDATANGAN: NAMA : JAWATAN : COP RASMI:
KELULUSAN/PENGESAHAN	
5.	Adalah pihak kami mengesahkan bahawa pemohon seperti butir-butir di atas telah diperiksa dan diperakui * DISOKONG / TIDAK DISOKONG untuk membeli minyak bagi tujuan pertanian. NAMA : JAWATAN : TARIKH : COP RASMI:

**potong yang mana tidak berkenaan*



KEMENTERIAN PERDAGANGAN DALAM NEGERI
KOPERASI DAN KEPENGGUNAAN

SISTEM KAWALAN DIESEL BERSUBSIDI (SKDS/FLEETCARD)

NAMA PEMOHON :

NAMA SYARIKAT :

ALAMAT SYARIKAT :

.....

.....

.....

NO. TELEFON/FAKS :

- TUJUAN :
1. PENAMBAHAN KUOTA KENDERAAN
 2. PENAMBAHAN KENDERAAN YANG LAYAK
 3. NAMA SYARIKAT/INDIVIDU LAYAK TETAPI TIDAK DISENARAIKAN
 4. TUNTUTAN SURAT KELAYAKAN
 5. LAIN-LAIN (SILA NYATAKAN)

.....

.....

.....

CHECKLIST :

1. SURAT PERMOHONAN/RAYUAN DARIPADA PEMOHON/LETTER HEAD
2. SALINAN PERAKUAN PENDAFTARAN KENDERAAN JPJ
3. SALINAN PENDAFTARAN SYARIKAT/PENDAFTARAN PERNIAGAAN/KAD PENGENALAN
4. SURAT KUASA BAGI WAKIL SYARIKAT/PERTUBUHAN/PERSATUAN
5. BAGI PERMOHONAN TAMBAHAN KUOTA SKDS/FLEETCARD,SILA ISI BORANG SKDS-1 DAN KEMUKAKAN DOKUMEN YANG DIPERLUKAN.

TANDATANGAN :

TARIKH :

UNTUK KEGUNAAN PEJABAT :

DITERIMA OLEH :

TARIKH :



**KEMENTERIAN PERDAGANGAN DALAM NEGERI,
KOPERASI DAN KEPENGGUNAAN**

**PERMOHONAN PEMBAHARUAN PERMIT KHAS UNTUK MEMBELI
BARANG-BARANG KAWALAN BERJADUAL
(PERATURAN-PERATURAN KAWALAN BEKALAN 1974)**

BAHAGIAN I : BUTIR-BUTIR PERMIT

1 NO PERMIT:

2 TARIKH TAMAT TEMPOH PERMIT :

3 TARIKH PEMBAHARUAN DIPOHON SEHINGGA :

BAHAGIAN II : BUTIR-BUTIR PEMOHON

1 NAMA PEMOHON :

2 NO. KAD PENGENALAN :

3 ALAMAT PEMOHON :

POSKOD :

BANDAR :

NEGERI :

4 NO TELEFON :

5 NO TELEFON BIMBIT :

6 NO FAKS :

BAHAGIAN III : PERAKUAN PEMOHON

Dengan ini saya mengaku dan mengesahkan bahawa semua maklumat, butir-butir yang dicatatkan dalam borang ini dan lampiran salinan dokumen yang disertakan adalah benar.

Tarikh : _____

Tandatangan pemohon dan
cop syarikat/perniagaan

Nama : _____

No. KP : _____

Jawatan : _____

Borang Pembelian Bahan Api Untuk Program Community Drumming Di Pulau Banggi

1. Nama Pemohon :

2. Stesen Pembelian :

- i. Stesen Petronas Kudat
- ii. Stesen Esso Kudat
- iii. Stesen Shell Kudat

3. Tarikh Pembelian :

Bil	Destinasi Penghantaran Bekalan	Petrol RON 95 DRUM/200 LITER	Diesel DRUM/200 LITER
1	Pulau Balambangan		
2	Kg. Dogoton		
3	Kg. Nusa-Nusa		
4	Kg. Semayan		
5	Kg. Lakkoan		
6	Pulau Bankawan		
	Kg. Sibogoh (Lok Pondo)		
	Kg. Sibogoh (Lok Centre Point)		
	Kg. Sibogoh (Lok Sibogoh Laut)		
7	Pulau Tigabu		
8	Pulau Malawali		
9	Kg. Sabur		
10	Damaran		
	Kg. Batu Layar		
	Kg. Damaran		
	Kg. Maliyu		
11	Karakit		
	Kg. Laksian		
	Karakit		
Jumlah :			

- Arahan:
- I. Permohonan untuk pembelian bahan api menggunakan borang ini adalah sah kepada pihak yang dilantik oleh KPDNKK sahaja.
 - II. Permohonan pembelian bahan api adalah untuk tujuan Program Community Drumming di Pulau Banggi sahaja.
 - III. Setiap borang permohonan mewakili pembelian bahan api untuk satu stesen sahaja.
Cth: Jika ada dua stesen terlibat untuk dalam urusan pembelian bahan api, sila kemukakan dua borang permohonan

* Untuk kegunaan Pejabat KPDNKK sahaja Diluluskan oleh

Tarikh:

* Untuk kegunaan Stesen Minyak sahaja Disahkan oleh

Tarikh:

**KEMENTERIAN PERDAGANGAN DALAM NEGERI,
KOPERASI DAN KEPENGGUNAAN**

**PERMOHONAN LESEN BARANG-BARANG KAWALAN BERJADUAL
(PERATURAN-PERATURAN KAWALAN BEKALAN 1974)**

ARAHAN PENTING : *Sila baca panduan permohonan sebelum mengisi borang ini.*

BAHAGIAN A : MAKLUMAT LESEN YANG DIPOHON	
(Sila Tandakan X dalam petak yang berkenaan)	
1.	<p>JENIS PERMOHONAN</p> <p>(a) <input type="checkbox"/> Baru</p> <p>(b) <input type="checkbox"/> Pembaharuan (No. Lesen :)</p> <p>(c) <input type="checkbox"/> Perubahan had kuantiti simpanan/ alamat perniagaan/ alamat stor/ jenis barang kawalan (No. Lesen :)</p>
2.	<p>JENIS LESEN</p> <p>2.1 MENGILANG</p> <p>(a) <input type="checkbox"/> Gula (b) <input type="checkbox"/> Tepung Gandum (c) <input type="checkbox"/> Minyak Masak</p> <p>(d) <input type="checkbox"/> Kerosin (e) <input type="checkbox"/> Baja (f) <input type="checkbox"/> Bar Bulat Keluli Lembut</p> <p>(g) <input type="checkbox"/> Simen (h) <input type="checkbox"/> Petrol (RON95) (i) <input type="checkbox"/> Petrol (RON97)</p> <p>(j) <input type="checkbox"/> Diesel (k) <input type="checkbox"/> Gas Petroleum Cecair (LPG) (l) <input type="checkbox"/> Roti</p> <p>2.2 BORONG</p> <p>(a) <input type="checkbox"/> Gula (b) <input type="checkbox"/> Tepung Gandum (c) <input type="checkbox"/> Minyak Masak</p> <p>(d) <input type="checkbox"/> Kerosin (e) <input type="checkbox"/> Baja (f) <input type="checkbox"/> Bar Bulat Keluli Lembut</p> <p>(g) <input type="checkbox"/> Simen (h) <input type="checkbox"/> Petrol (RON95) (i) <input type="checkbox"/> Petrol (RON97)</p> <p>(j) <input type="checkbox"/> Diesel (k) <input type="checkbox"/> Gas Petroleum Cecair (LPG) (l) <input type="checkbox"/> Ayam</p> <p>2.3 RUNCIT</p> <p>(a) <input type="checkbox"/> Gula (b) <input type="checkbox"/> Tepung Gandum (c) <input type="checkbox"/> Minyak Masak</p> <p>(d) <input type="checkbox"/> Petrol (RON95) (e) <input type="checkbox"/> Petrol (RON97) (f) <input type="checkbox"/> Diesel</p> <p>(g) <input type="checkbox"/> Gas Petroleum Cecair (LPG)</p>

BAHAGIAN B : MAKLUMAT PERNIAGAAN/ SYARIKAT

1. NAMA DAN ALAMAT PERNIAGAAN/ SYARIKAT :

POSKOD :

BANDAR : _____

2. ALAMAT SURAT MENYURAT :

POSKOD :

BANDAR : _____

3. NO. PENDAFTARAN PERNIAGAAN/ SYARIKAT:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

4. NO. TEL :

H/P :

FAKS :

5. ALAMAT STOR DAN JUMLAH HAD KUANTITI SIMPANAN YANG DIPOHON

	Nama Barang	Kuantiti (kg/ liter)	Alamat Stor
(a)			
(b)			
(c)			
(d)			
(e)			
(f)			
(g)			

BAHAGIAN C : MAKLUMAT SYARIKAT PEMBEKAL*(Bagi pengilang-pengilang namakan bahan-bahan mentah yang digunakan)*

Nama Barang / Bahan Mentah	Nama dan No. Pendaftaran Syarikat/Pemiagaan serta Alamat Pembekal

BAHAGIAN D : PINDAAN*(Sila tandakan X dalam petak yang berkenaan)***a. PERUBAHAN HAD KUANTITI SIMPANAN**

BIL	JENIS BARANG	HAD KUANTITI SIMPANAN LAMA	HAD KUANTITI SIMPANAN BARU

Sebab perubahan :

.....

b. PERUBAHAN ALAMAT PERNIAGAAN / **ALAMAT STOR**

	ALAMAT PERNIAGAAN	ALAMAT STOR
LAMA		1.
		2.
BARU		1.
		2.

c. PERUBAHAN JENIS BARANG KAWALAN

BIL	JENIS BARANG	HAD KUANTITI SIMPANAN LAMA	HAD KUANTITI SIMPANAN BARU

BAHAGIAN E : BUTIR-BUTIR LESEN/KELULUSAN DARIPADA JABATAN/AGENSI BERKAITAN*(Sila sertakan salinan yang disahkan)*

Jenis Kelulusan

Rujukan

1. Kelulusan Jabatan Bomba dan Penyelamat Malaysia
2. Kelulusan Pihak Berkuasa/Majlis Kerajaan Tempatan
3. Kebenaran di bawah Akta Kemajuan Petroleum 1974 (PDA)
4.

BAHAGIAN F - PERAKUAN PEMOHON

Saya mengaku dan mengesahkan bahawa segala maklumat dan salinan dokumen-dokumen yang diberikan dalam borang ini adalah **sah, betul dan benar**. Pihak KPDNKK **BERHAK** untuk **MENOLAK PERMOHONAN** atau sekiranya lesen telah diluluskan, pihak KPDNKK juga berhak **MEMBATALKAN LESEN** tersebut sekiranya didapati maklumat atau salinan dokumen-dokumen yang diberikan untuk permohonan ini adalah **palsu**.

.....
T/tangan Pemohon & Cap Syarikat/Perniagaan

Nama :

No. K/P :

Jawatan :

Tarikh :

BAHAGIAN G : SENARAI SEMAK DOKUMEN SOKONGAN

Biji	Dokumen	Tandakan (X) sekiranya dokumen disertakan	
		Untuk kegunaan pemohon	Untuk kegunaan KPDNKK sahaja
1.	Pendaftaran perniagaan / syarikat daripada Suruhanjaya Syarikat Malaysia (SSM)/ Perakuan Pendaftaran Koperasi daripada Suruhanjaya Koperasi Malaysia (SKM)/ Dokumen Penubuhan di bawah Akta Parlimen atau Kementerian masing-masing.		
2.	Lesen Perniagaan daripada Pihak Berkuasa Tempatan (PBT)		
3.	Surat sokongan pembekal		
4.	Lesen mengilang atau surat pengecualian lesen mengilang daripada Lembaga Kemajuan Perindustrian Malaysia (MIDA) *		
5.	Permit di bawah Akta Kemajuan Petroleum 1974 (PDA) daripada Lembaga Kemajuan Perindustrian Malaysia (MIDA)*.		
6.	Kebenaran di bawah Akta Kemajuan Petroleum 1974 (PDA) daripada Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan (KPDNKK)		
7.	Surat sokongan Jabatan Bomba dan Penyelamat Malaysia (JBPM) mengenai kesesuaian tempat perniagaan, stor simpanannya dan kuantiti yang dibenarkan dari segi keselamatan		
8.	Salinan lesen asal (CSA)		
9.	Laporan naziran / siasatan (jika perlu)		

BAHAGIAN H : UJASAN KETUA CAWANGAN (UNTUK CAWANGAN SAHAJA)

Permohonan ini disokong / tidak disokong

Catatan (sekiranya ada) :

.....

.....

Tandatangan :

Nama dan cap jawatan :

Tarikh :

BAHAGIAN I : ULASAN PEGAWAI KPDNKK (IBU PEJABAT/NEGERI)

1. PENGESAHAN PERMOHONAN

Permohonan disokong

Permohonan tidak disokong

Catatan :

.....
.....
.....

.....
T/tangan Pegawai Pengesah

Nama :

Tarikh :

2. KELULUSAN PERMOHONAN

Permohonan diluluskan

Permohonan ditolak

Catatan :

.....
.....
.....

.....
T/tangan Pegawai Pelulus

Nama :

Tarikh :

REFERENCES

Groove, J (1995) Management of Organizational Behavioural: *Leading Human Resources*

Maimunah, A. (2008) Human Resources Management: *Principles and Practices*, Oxford

Robbin, J and Judge, T. (2009) Organizational Behaviour. 5th Edition Pearson Australia
Education.

Singh, M.(2007) A Guide to Quality: Total Quality Management

Thiroux, J.P. (2007). *Ethics: Theory and Practice*. New Jersey: Prentice Hall

www.kpdnkk.gov.my