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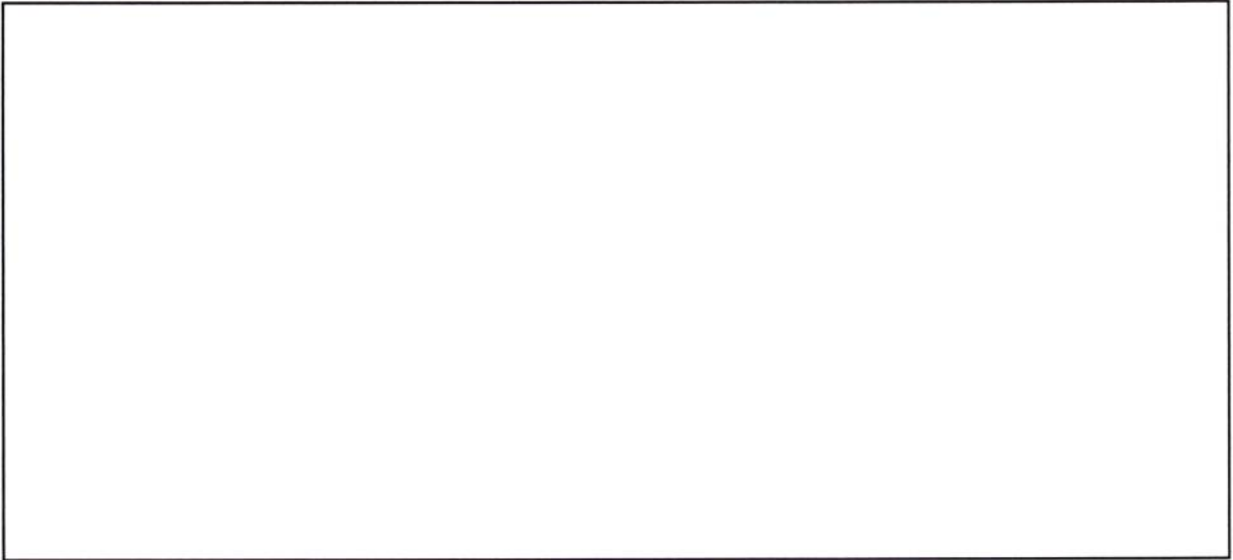
PRACTICAL TRAINING REPORT:  
SAMARAHAN SOCIAL WELFARE OFFICE

NUR FAZIELLAH BINTI SALLEH

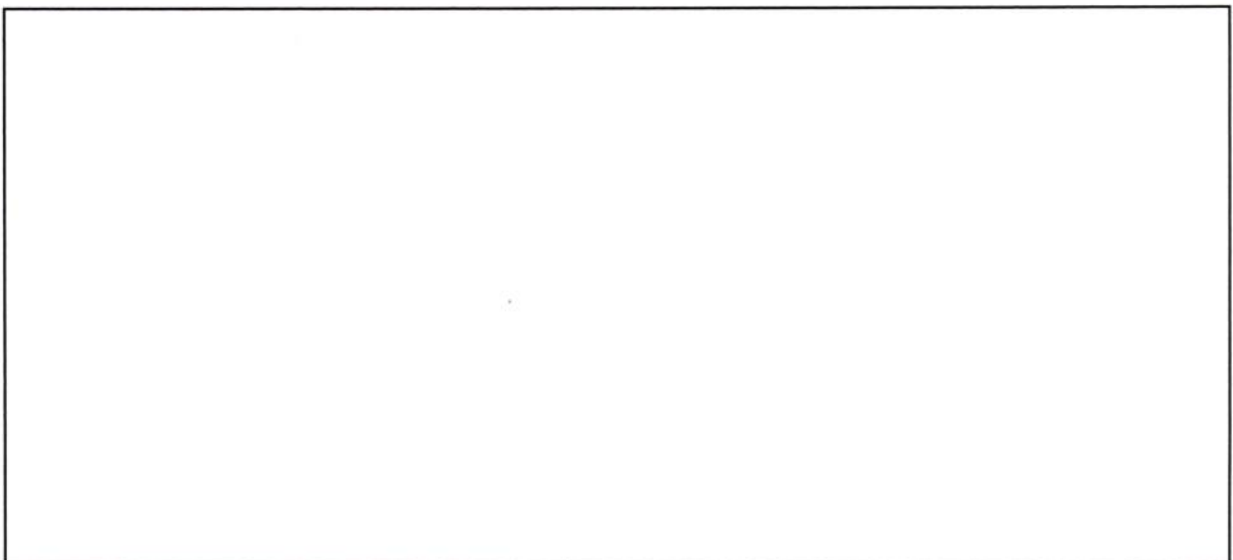
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Supervisor's Comments

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Place: Samarahan Social Welfare Office

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

.....


(Puan Aida Binti Kiplie)

Date:

## DECLARATION

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

Signed



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(NUR FAZIELLAH BINTI SALLEH)



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I had undergone my practical training at Samarahan Social Welfare Office which was located in Kota Samarahan, Sarawak for two months. This practical training is useful in order to fulfil the requirement of the Bachelor Degree for Bachelor in Administrative Science (Hons) under University Technology Mara (UiTM). I would like to thank to everyone who has supported me during my practical training at Samarahan Social Welfare Office.

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## **CHAPTER 1**

### **INTRODUCTION OF ORGANIZATION**

#### **1.1 Introduction**

This chapter will focus on the organization's background which is Samarahan Social Welfare Office which is known as one of the office under the Department of Social Welfare which located in the district of Kota Samarahan, Sarawak. Therefore, in this chapter we will highlighted on the vision and mission of the organization, their objectives and practiced values as well as the organizational structure and the services which been provide in the organization based on the various division.

#### **1.2 Background of Organization**

In March 1993, Sarawak Welfare Department has been updated from Welfare Department in the Ministry of Sarawak Social Development. Their function also had been expanded and has been stated as one of the important agency under the Ministry of Social Development and Urbanization of Sarawak. At first, the purpose of the existence of Welfare Department is to handle all the matters regarding on the welfare by taking over the duty from the Sarawak Welfare Council in giving assistances or aids and helping all the victims that caused by any disasters. Apart from that, Sarawak Social Welfare Department also expanded their activities by giving support duties which is needed by the clients from time to time.

Samarahan Social Welfare Office is one of the branches that we have in Department of Social Welfare in Sarawak. For your information, it was located at the ground floor of the Resident Office of Samarahan. In other words, this office shared the same building with the Resident Office of Samarahan. Samarahan Social Welfare Office was headed by Encik Muhd Guntor Bin Rajaei and this office consists of 36 staffs work in there.

Figure 1.1 Samarahan's Social Welfare Office



Source: Portal of Sarawak Social Welfare

This office is very important and it has becoming the famous department or office due to it cater on various issues and problem regarding on the welfare of the people especially, those who live in Samarahan area. This is because we can see many people will come to the office every day and they come with the various purposes. Mostly of them are the clients of the Samarahan Social Welfare itself, where they come there regarding to the aids that they received from the office which required them to inform the appointed staff about their conditions after they receive the aids from the office and it is compulsory for them to report their conditions to the staff in every six months (twice a year).

Apart from that, Samarahan Social Welfare Office also handles various issues. For example the issues regarding on the poverty, juvenile issue, aids for the disable person (OKU), the rights of the children that become the victims of any crimes and those who become the victims of the any natural disaster (flood, fire, soil erosion and hurricane) whereas they have to take care of three districts regarding on this issue which are Samarahan, Simunjan and Serian. Furthermore, Samarahan Social Welfare Office also conducted many programs that are for the purpose in helping and giving knowledge for their clients in order to help them to improve themselves. For example give talk to the single mother which are their clients, organized any campaigns which useful to increase the awareness of the people including the teens, organized any workshops or give training for their clients which interested in doing business and et cetera. All of this programs are being conducted cooperate

with any non-government organizations (NGO) or from any government ministries and department.

Besides that, Samarahan Social Welfare Office also cooperated with several other welfare institutions such as Rehabilitee Centre of Samarahan, *Rumah Seri Kenangan Kuching*, *Sekolah Tunas Bakti Kuching*, *Taman Seri Peteri Kuching*, *Rumah Kanak-Kanak Toh Puan Hajah Norkiah Kuching*, *Asrama Akhlak Kuching*, *Desa Bina Diri*, *Rumah Kanak-Kanak Datuk Ajibah Abol Sri Aman*, *Sekolah Tunas Bakti (P) Miri* and *Rumah Seri Kenangan Sibu* (Official Website of Sarawak, 2017). All of these institutions are play difference functions in addressing the social issues that occurred among the society and it needs close relationship between both the Samarahan Social Welfare Office and the institutions.

### **1.3 Vision and Mission**

#### **1.3.1 Vision**

Sarawak Welfare Department's vision is to be one of the agencies with higher performance in welfare affairs by the Year 2020. Whereas, they want to help the government in reducing the number of poverty in the society by providing their clients with various assistances in order for them to reduce their burden and to encourage the clients to set up their own business as well as improve their standard of living.

#### **1.3.2 Mission**

The mission that had been highlighted by the Sarawak Welfare Department is they want to improve the standards of socioeconomic among the people who are needed through the professional helping. This is because their aim is to reduce the burden of the poorer by providing them with the suitable assistance as well as helping the victims of any disasters which had happened around them. It is crucial in order for them to take care of the public's welfare and interests in order for them to achieve their objectives.



#### **1.4 Objectives of the Organizations**

There are five objectives that been highlighted by the Department of Social Welfare of Sarawak. The first objective is they want to upgrade or improve on their competency, performance and productivity and innovation capability of the employees. This objective can be evaluated through the capability of the employees in performing their duties and how they are dealing with all the social issues which may occurred. Secondly, the objective is to revitalize the organization capacity. This can be achieve by improving the capability of the organization in managing dynamic social issue and creates more stable administration within the organization. The objective is to improve the efficiency and effectiveness in delivering their service. This objective can be enhance and achieve by giving the employees training and education. So that they can improve their competency and the can handle all the social issues. The next objective is to improve the cooperation or collaboration among the local or international organization. This is where they want to encourage the cooperation from both government and non-government agencies and international organization like United Nation in discussing and solving the social issue which occurred in the nation. The last objective is to enhance the value of patriotism. By achieving this objective, it can prevent the social worker to commit any misconduct during delivery their service and it can help to shape their attitude as public servants.

#### **1.5 Practiced Value**

Hence, there are several practiced values in Sarawak Social Welfare which are “integrity and dignity”, “being good and concern”, “responsiveness and unity”, “teamwork” and “outcome oriented”. All these practiced values must be added among the staffs in the Sarawak Social Welfare. This is because it is necessary in order to achieve their objectives and fulfill the demand and needs of their clients. Apart from that, by practicing all those values, they can create a harmony environment among the staff as well as their clients. This is because all the practiced values can give positive outcome towards themselves and within the office. This kind of environment can motivate them and create more comfortable environment for the clients in order to get the services from the Social Welfare Department. It also can increase their belief towards the capability of the staff to handle the tasks and delivery their service.

## 1.6 Organizational Chart

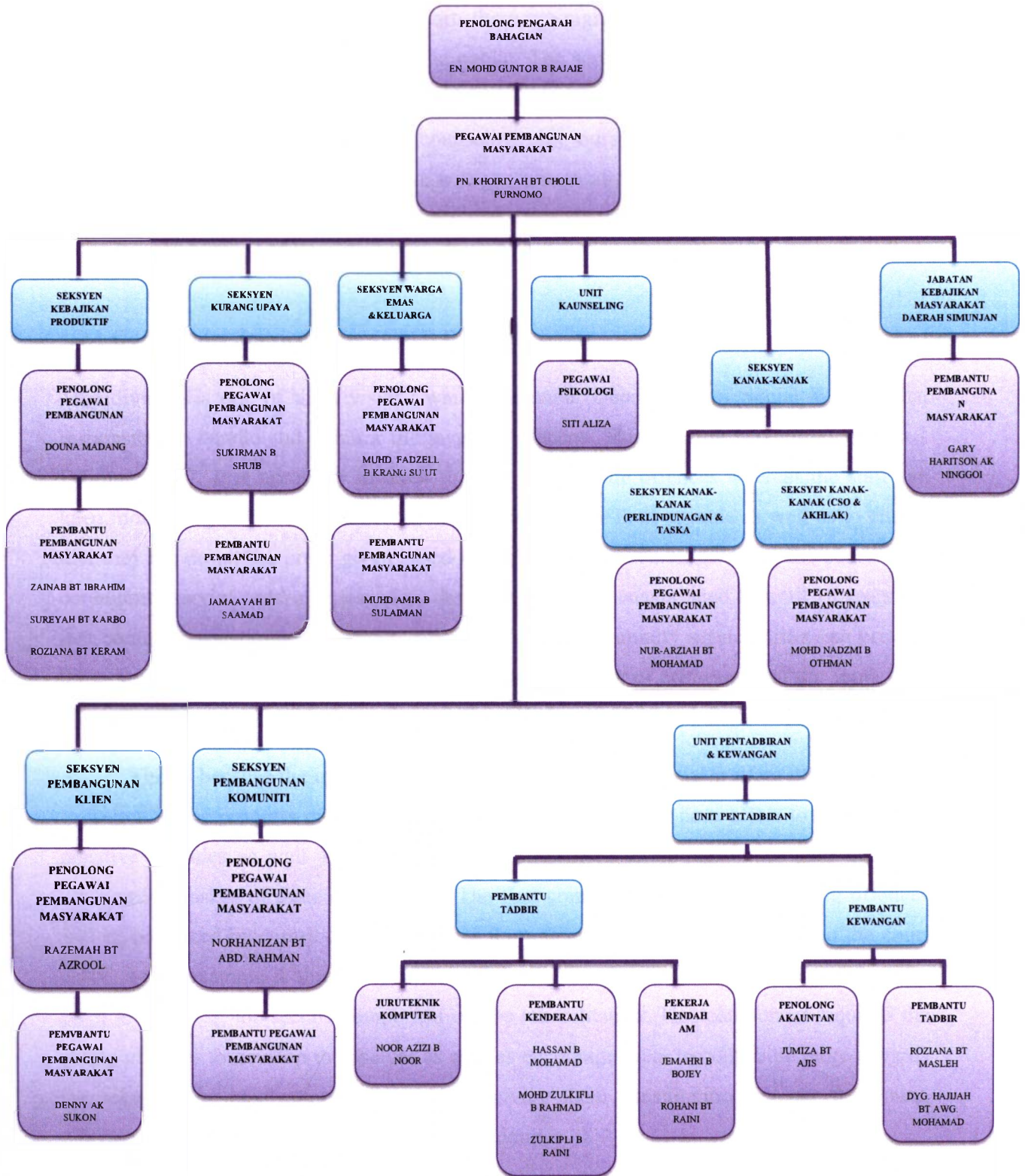


Figure 1.2: Organizational Structure of Samarahan Social Welfare Office

## **1.7 Service Provided in Samarahan Social Welfare Office**

As we can see at the organizational chart, there are eight main services being provided in Samarahan Social Welfare Office for the public. The services are community service order (CSO) division, children division, disabled person division (OKU), community development division, productive welfare division, counseling unit, nurseries division and the last one is family and old folks division. Next, we will go through all the division (section) or services which be provided in that office.

### **1.7.1 Community Service order (CSO) Division**

This division is one of the divisions which are under Department of Social Welfare that responsible to handle and monitor the juvenile offences. This division was introduced on 1 February 2007. It is necessary in order to cater the juvenile offences whereas the staff can keep monitoring them and it easier the staff to watch over their attitude as well as to ensure that they are do all the order given based on the timeframe which given by the court. The community service order was issued by the court to those teenager aged 13 until 18 years old that commit wrongdoings or crimes. Apart from that, community service order can prevent those young offences from repeating the same wrongdoings or crimes and at the same time allow them to socialize with the society (Official Website of Sarawak Social Welfare, 2017).

This is because the monitor from the appointed staff in social welfare office can help to follow up the progress of the young offences and ensure them have effort to change their negative attitudes as well as help them to become more discipline. Other than that, this division is consists of three components. The first component is where the young offences will be penalized by contributing their times through community service based on the court order. As an example is they do cleaning service at any department that been stated in the court order. Next, the second component can be rehabilitation. This component required the young offences to develop themselves as well as encourage them to contribute more towards the society. The next component could be giving them consultation and ask the young offences to do self-reflection on what they had done.

### **1.7.2 Children Division**

This is crucial section that being cater by the Department of Social Welfare. They are dealing with any cases which involve child abuse or any crime that may involve children. It can be the rape cases which involve the underage like the case that had happened few months back in Samarahan which caused traumatize to the child. Therefore, the Department of Social Welfare will dealing and investigating all types of cases that involve children and make sure all the welfare of those children are taking care in a good ways. National Social Welfare Policy also stated that the children should be prevented from any neglects, exploitations, abuse, discrimination, violence and et cetera. Other than that, this section will monitors all the issues that been reported to them which may involving the security of the children as they are not able to protect themselves. The also concern on the development of the children by giving them financial supports for the poor children which still go to school. Those children who come from the problematic family also become this section concern. Those children who come from problematic family usually will be send to children home like *Rumah Kanak-Kanak Datuk Ajibah Abol Sri Aman* and *Rumah Kanak-Kanak Toh Puan Hj. Norkiah Kuching*. Then, for ythose who have discipline problem will be send to *Sekolah Tunas Bakti (P) Miri*, *Taman Seri Puteri Kuching* and *Asrama Akhlak Kuching* for rehabilitation.

### **1.7.3 Disabled Person (OKU) Division**

Disabled person can be considered as a person who has disabilities in term of physical, mental, intellectual or sensory and et cetera. Then, due to their disabilities, they cannot do their normal routine as before. For examples they are unable to move or think like a normal people. Therefore, by having this division, they can help to reduce the burden of the disabled person (OKU) by giving them monthly allowances, give them any special facilities like wheelchair which they may not afford to buy it and they also provide training for them such as in sport. So, they will be able to develop their skills. However, before they can use all the specialties, they must register as OKU and apply the OKU Card from the social welfare office. This is because by that has more than thirty benefits which can be used by them.



#### **1.7.4 Productive Welfare Division**

This division or section responsible to help their clients to improve their productivity by providing them with financial support as well as giving them training which need by them in order to develop their skill and increase their knowledge especially, for those who are interested to jump in business fields. Other than that, the social welfare office also invites them to come and join and workshop or clinic which may use to motivate and encourage them to improve their standard of living. Those who apply for any aids from social welfare office usually will be given monthly allowance that for the purpose to reduce their burden and help them to buy their necessities. Then, by using that money also they can invest it to start up a small business and the social welfare office also can help to provide them with the facilities that they are need such as blender, oven, mixer, freezer and et cetera.

#### **1.7.5 Counseling Unit**

In social welfare office, counseling unit is one of the unit or division where the client will do consultation with appointed staff regarding on any problems that they face and the staff will lend their ears and give them advice regarding on the issues that they had discuss. In Samarahan Social Welfare Office, this unit was known as the psychology unit. The processes which may during counseling are including analyzing, exploring and understanding on the problems that face by the clients. They aim also to ensure that the stability of psychological of the clients which may consists of the staff of the department, trainee in rehabilitation centre, children in the children house, the victims of any crimes or natural disasters and so on. Apart from that, this counseling session can be getting through online system which is in the Department of Social Welfare website.

#### **1.7.6 Nurseries Division**

Nurseries Division in social welfare office play role in registration of the private nurseries and private childcare centre. Besides that, they also provide monitoring service for the child care centre and nurseries whether the place and the operation of the nurseries and child care centre are compliance and follow their standard and rule and regulations or not. Then, by having this measure, they can prevent any cases which may involve the children in the child

care centre such as child abuse and child being neglected by the nurseries. Apart from that, the social welfare's staffs have to ensure that all the child care centre and nurseries give protection and ensure the safety of the children. However, before they can open the nurseries and child care centre, they must get any certificates in this area and follow all the guideline given to them.

### **1.7.7 Community Development Division**

This division plays important role in monitoring the welfare of those in the care centre or help them to improve themselves. The social welfare officer will ensure the centre was managing all the welfare of the clients are taking care and manage properly by them. This will help them to prevent those in the care centre from being abuse, neglected or violence. The social welfare officer also provide them with many activities and assists them so that they can improve themselves as well as help them to become more independent (Official Website of Sarawak Welfare Department,2017). Other than that, this division also cooperates with all the community, agency, department, private sector and volunteers in order to develop the society.

### **1.7.8 The Elderly and Family Division**

The elderly and family division act by giving any protection for the elderly such as give them shelter, basic needs and et cetera. This is due to they are not able to work anymore or they have health problems. This division is concern on those senior citizens aged 60 years old and above. The senior citizens who does not have any children and there is nobody to take care and support them. Therefore, the social welfare office usually will give them monthly allowance in order to help them to buy their basic needs.

## **1.8 Summary**

In the conclusion, this chapter is focusing on the Samarhan Social Welfare's backgrounds which are their vision and mission, objectives, practiced values, organizational chart as well as the service provided by them. The services provided are explaining one by one based on their division like I mentioned above.

## CHAPTER TWO

### SCHEDULE OF PRACTICAL TRAINING

#### 2.1 Introduction

This chapter will consists of the tasks that had be given to me and any programs as well as activities that I have been involved during the period of my internship in Samarahan Social Welfare Office. I have done my internship for 8 weeks which was started on 24 July 2017 and end on 15 September 2017. Therefore, in this chapter I will tell you about all the tasks and programs that been given to me during the internship in the table below:

No.	Date/Day	Exact Nature of Work Done
1.	24/07/2017 Monday	<ul style="list-style-type: none"><li>▪ Came to the office (first day of intern)</li><li>▪ Learned how to use fax machine and Photostat machine with the staff.</li><li>▪ Fax and photostat letters to several departments or office.</li><li>▪ Make a call to each department to make a confirmation whether they have received the letter or not. (Invitation letter for Program Kempen Keselamatan Kanak-Kanak Sahabat B.I.J.A.K)</li></ul>
2.	25/07/2017 Tuesday	<ul style="list-style-type: none"><li>▪ Duty at the counter service – interact with the clients (asking for forms, claim their OKU card, submit their documents, submit their application form.</li><li>▪ Made photocopy of some documents.</li><li>▪ Helped the tasks to complete their tasks.</li></ul>
3.	26/07/2017 Wednesday	<ul style="list-style-type: none"><li>▪ Duty at the counter service.</li><li>▪ Helping my friend to do some filing for some documents where we have to arrange and divide the documents based on the cases such as fire, soil erosion, and hurricane. Each case also has to be put in the file based on its division (Kota Samarahan, Simunjan and Serian).</li></ul>



4.	27/07/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Made photocopy for some documents.</li> <li>▪ Did tagging for each agencies or documents and village that will involve in the programs organized by them – for the program that will be held on 29/07/2017 (Saturday).</li> </ul>
5.	28/07/2017 Friday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Continue with the tagging.</li> <li>▪ Made a phone call for few agencies to make confirmation regarding on the program which will held on the day.</li> </ul>
6.	29/07/2017 Saturday	<ul style="list-style-type: none"> <li>▪ Joined and participate in the Program Perasmian Keselamatan Kanak-Kanak Sahabat B.I.J.A.K – held in Sk. Kpg. Pinang.</li> <li>▪ There were six schools being involved in this program.</li> <li>▪ Launched by Dato' Seri Hajjah Rohani Abdul Karim (Minister of Women, Family and community Development).</li> <li>▪ Also involved many government agencies such AADK, Health Department, JKJR, PDRM, SKMM and Jabatan Bomba dan Penyelamat Malaysia</li> </ul>
7.	31/07/2017 Monday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Made photocopy for some documents.</li> <li>▪ Helping the staff with filing all the documents for OKU section.</li> <li>▪ Learned how to use and log in into the Disabled Person Information System (SMOKU).</li> </ul>
8.	01/08/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Followed our supervisor (Puan Khoiriyah) went to the hospital to some investigation regarding on the child case, went to JPN and PPD.</li> <li>▪ Visited one of the client's houses at Samarahan.</li> <li>▪ Continue key-in details of the OKU in SMOKU.</li> </ul>



9.	02/08/2017 Wednesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Welcoming the Addhope Malaysia to PKMB Samarahan.</li> </ul> <p><b>Purpose:</b> to distribute aids to few families (clients) house together with few staffs from PKMB Samarahan around the village in Kota Samarahan itself.</p>
10	03/08/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Key-in data in SMOKU.</li> <li>▪ Photocopy and print out of some documents.</li> <li>▪ Doing filing and arrange all the forms regarding on the applications of OKU card.</li> <li>▪ Made a call to the clients who apply for the OKU card- those who successful applied for it.</li> </ul>
11.	04/08/2017 Friday	<ul style="list-style-type: none"> <li>▪ Joined and took part in the talk done by the Baitulmal Sarawak regarding on the zakat payment among the PKMB's staff and they also talk about the services that they are offer.</li> <li>▪ Key-in the clients' details in SMOKU.</li> <li>▪ Called the clients regarding on their card.</li> </ul>
12.	07/08/2017 Monday	<ul style="list-style-type: none"> <li>▪ Keeping some files, documents and books to the store – helping our supervisor.</li> <li>▪ Duty at the counter service.</li> </ul>
13.	08/08/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Photocopy of some documents.</li> <li>▪ Dealing with all the clients who came to the office.</li> </ul>
14.	09/08/2017 Wednesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Greet and welcoming those who came to the office.</li> <li>▪ Made photocopy of some documents.</li> </ul>

15.	10/08/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Followed few staffs to the client's houses – at the area of Kota Samarahan which are Sadong Jaya, Asajaya, Kampung Baru, Kampung Iboi, Kampung Semera Hilir.</li> <li>▪ Visited the houses with few volunteers who had registered under JKM.</li> <li>▪ Purpose: -to check on the client who need a home helper to help them at their home. <ul style="list-style-type: none"> <li>-the client must be live alone, an old folks, not able to do heavy job, and most of them are single mother and does not have any fix income to support themselves.</li> <li>-the staff asked them if they agree or not if the volunteer come to their house once a week to help them – for 2 hours only.</li> <li>-this program called as The Home Help Service.</li> </ul> </li> <li>▪ We also checked on house that will use for program called “Ziarah Kasih Bersama Warga Emas”. The house located at Kampung Iboi. She is a single mother and not able to do heavy job. Her husband passed away long time ago and her children never visit her there.</li> <li>▪ We also visited few centers under JKM which known as “Pusat Pemulihan Dalam Komuniti” (PDK). PDK is the place where the OKU learn how to do job properly since there are the volunteers will look up on them and teach them.</li> <li>▪ Those OKU who registered under PDK will receive allowance and foods.</li> </ul>
16.	11/08/2017 Friday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ At 10 o'clock, I went to Asajaya.</li> <li>▪ Followed the staff to find a suitable supplier to supply foods and any basic needs that will use during disaster since every year there is flood disaster happen within this area.</li> <li>▪ The JKM have to be well prepared with all the possible situations which may occur.</li> <li>▪ We had managed to get 3 suitable suppliers for that purpose.</li> </ul>



17.	14/08/2017 Monday	<ul style="list-style-type: none"> <li>▪ Dealing with all the clients at the counter service and try to fulfill all their needs.</li> <li>▪ At the same time, my friend and I learned to use and log in into State Welfare Assistance Management system (SWAM) in order to update the payment lists for each clients who are based on the few areas such as Asajaya, Samarahan, and Simunjan.</li> <li>▪ Our boss was directly taught us to use this system and explained to us what the use of this system is.</li> </ul>
18.	15/08/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Made photocopy few documents needed by the staff.</li> <li>▪ Key in data in SMOKU.</li> <li>▪ Continue updating and checking on the payment lists in SWAM since we need to finish all of it as soon as possible and there is a lot of list name which need to be done.</li> <li>▪ Decorate and design the tentative for the <i>“Kursus Psychological First Aid (PFA) Bagi Pengurusan Bencana Bahagian Samarahan dan Serian”</i> – conducted on 21-22 August 2017at M Hotel Kuching.</li> <li>▪ Involved all the staffs and the volunteers.</li> </ul>
19.	16/08/2017 Wednesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Continue updating the tentative.</li> <li>▪ Get the latest tentative or activities which will conduct during the course in order to easier us to set up and update the tentative lists.</li> </ul>
20.	17/08/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Help the staff to design and decorate the certificate for all the candidates that will join the <i>“Kursus Psychological First Aid (PFA) Bagi Pengurusan Bencana”</i></li> <li>▪ Made some photocopy for some documents needed.</li> </ul>

21.	18/08/2017 Friday	<ul style="list-style-type: none"> <li>▪ Continue with tentative as well as continue decorate the certificates needed for the course.</li> <li>▪ Get the lists name of the committee and the candidates that will join the course from the staff that being appointed.</li> <li>▪ Print out all the tentative and the certificates.</li> </ul>
22.	21/08/2017 Monday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Continue with updating the payment lists in SWAM by checking up on their name, identity card number, account number and their address.</li> <li>▪ Try to finish all by today.</li> </ul>
23.	22/08/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Dealing with the clients came to the office since there is no staff at the office at that time (they joined the PFA course at M Hotel Kuching).</li> <li>▪ Made photocopy of some documents.</li> </ul>
24.	23/08/2017 Wednesday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Help the staff to key in details in SMOKU.</li> <li>▪ Done with SMOKU, I continue with SWAM which is updating the payment lists.</li> </ul>
25.	24/08/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Joined the “<i>Program Ziarah Kasih Bersama Warga Emas</i>” at Kampung Iboi.</li> <li>▪ This program started at 7:30 a.m.</li> <li>▪ Lots of activities we are did such as clean the house, painting, throw away any unused stuffs in the house and many more.</li> <li>▪ We also replaced the old stuffs with the new one.</li> </ul> <p>We finished the program before 2 p.m and heading back to the office again.</p>



26	25/08/2017 Friday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Photocopy of some documents.</li> <li>▪ Joined the meeting which led by the “Penolong Pengarah” of JKMB Samarahan itself.</li> <li>▪ The agenda of the meeting is to discuss and look at the number of cases that need to be revise as soon as possible and he has instruct all the staffs to settle all the cases since he aimed to clear all the redundant cases that appear in the system.</li> </ul>
27.	26/08/2017 Saturday	<ul style="list-style-type: none"> <li>▪ Attended “<i>Majlis Perasmian Hari Wanita 2017 Peringkat Negeri Sarawak</i>” with the theme “Women in Sports”.</li> <li>▪ Organized in Borneo Convention Center Kuching.</li> <li>▪ Many agencies had attended the program.</li> </ul>
28.	29/08/2017 Monday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Continue with updating the payment lists in SWAM.</li> <li>▪ Fax letter to Mahkamah Majistret Sri Aman and made a phone call for the confirmation of acceptance.</li> </ul>
29.	30/08/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Duty at counter service.</li> <li>▪ Continue with updating details in SWAM.</li> </ul>
30.	31/08/2017- 03/09/2017	<b>PUBLIC HOLIDAY</b>
31.	05/09/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Updating the payment lists in SWAM.</li> <li>▪ Made photocopy of some documents.</li> <li>▪ Key in the data of the OKU card receiver into the SMOKU system and made a call to them to ask them to pick the card at the office</li> </ul>
32.	06/09/2017 Wednesday	<ul style="list-style-type: none"> <li>▪ Checked on the report for the children case which needs to bring to the court.</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Made photocopy of some documents.</li> <li>▪ Joined the staffs to interview the parent of the child which had involved in crime cases (drug abuse).</li> </ul>
33.	07/09/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Went to Mahkamah Majistret Bumiputera Serian due to the hearing session for the children cases.</li> <li>▪ Located in Serian.</li> <li>▪ That child has been charged bond for a good attitude and he had to come to the AADK for urine test in every month.</li> </ul>
34.	08/09/2017 Friday	<ul style="list-style-type: none"> <li>▪ Continue with follow up the cases in Simunjan.</li> <li>▪ Check it into SWAM and mark on which is active cases or not.</li> <li>▪ Give back the lists name to the staffs.</li> </ul>
35.	11/09/2017 Monday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Photocopy of some documents needed by the staffs.</li> </ul>
36.	12/09/2017 Tuesday	<ul style="list-style-type: none"> <li>▪ Duty at counter service.</li> <li>▪ Help the staffs to make note on the cases in Simunjan-150 cases.</li> <li>▪ Helped the staff to re-type the “<i>Buku Rekod Pendaftaran OKU 2016-2017</i>” Microsoft excel.</li> </ul>
37.	13/09/2017 Wednesday	<ul style="list-style-type: none"> <li>▪ Continue with re-type the “<i>Buku Rekod Pendaftaran OKU</i>”</li> <li>▪ Continue make a note in the SWAM regarding the case in Simunjan.</li> <li>▪ Duty at counter service.</li> </ul>
38.	14/09/2017 Thursday	<ul style="list-style-type: none"> <li>▪ Helped the staff to key in the data in SMOKU.</li> <li>▪ Went to Sekolah Tunas Bakti to visit one of the children that was sent to that school due to crime that he had done.</li> <li>▪ We went there with Madam Rusik. She is one of the staff that deals with all the cases which involve the teenager or children.</li> <li>▪ I have the opportunity to interview and ask few questions to that</li> </ul>



		children regarding on how he feel and what are his activities in that school.
39.	15/09/2017 Friday	<ul style="list-style-type: none"> <li>▪ Duty at the counter service.</li> <li>▪ Key in data in excel regarding on the OKU data.</li> <li>▪ Photocopy some of the documents.</li> <li>▪ Key in the client's details in SMOKU.</li> </ul>

Table 2.1: Schedule of tasks given

## 2.2 Summary

Therefore, in this chapter, I have been summarize all the tasks given to me during my internship in Samarahan Social Welfare Office and I also had participated in few programs which organized by them and all the programs and tasks given helped me to enhance my soft skills and knowledge as well as it has gave me new experience in dealing with all the public people in order to fulfill their needs.

## CHAPTER THREE

### ANALYSIS

#### 3.1 Introduction

In this chapter I will highlight on one of the task that been given to me during my internship period in *Pejabat Kebajikan Masyarakat Bahagian (Bahagian Samarahan)*. I will explain on how the task given to me in the office can be reflecting to the theory that I learned in the class. Therefore, in this chapter I will stress on the implementation of e-Government which been implemented by the government of Malaysia within the public agencies. This is suitable due to the developing of the technology as well as the advancement of internet in order to ensure the effectiveness of the public servants in doing their tasks. Hence, I will explain more on how e-Government system can operates within the Samarahan Social Welfare Office.

#### 3.2 Description of Task

During my internship period in Samarahan Social Welfare Office, my supervisor did not allocate me to the specific task or department. In other words, there is no specific task rotation were given to me within the internship period there. I did not stick with one specific task or department whereas in that office I was allowed to help staffs in the office to do their job and all the staffs will teach me how to do the task and they will monitor me from time to time. As an intern student, I was having flexibility in doing the task in that office. Hence, as a result, I was able to go through most all of department in that office during my internship period.

Furthermore, most of every weeks, the tasks given to me were the same such as almost every day I was duty in the counter service. If I have no duty in counter service, I will help the other staff to do other task and I will follow them to visit the clients and many more. However, there is one of the task that captured my attention during the internship period is the usage of e-Government system. This is where all the staff is using the online database system and computerizes system in performing their tasks. E-Government also can be includes the information management system in the organization.



### **3.3 Theory in Implementing of e-Government**

#### **3.3.1 What is e-Government?**

E-Government refers to the delivery of national or local government information and services through the internet or the other digital means to citizens or other government agencies (Joseph, 2015). Other than that, he also stated that e-Government is the continuous optimization of service delivery, public participation as well as the governance by transforming the internal and external relationship that occur within the organization through the advancement technology, internet and new media. Apart from that, the government uses the information technology and mostly the internet in order to support all the government operations, engage with the public and provide the government services through the e-Government (Jain and Sharma, 2003 as cited in Joseph, 2015). According to Joseph (2015), e-Government is gradually global marvel that portrays a highly beneficial endeavor and it has grabbed the attention of various governments and people around the world. The usage of e-Government involves using information technology and especially the Internet in order to improve the delivery of government services to public, businesses, and other government agencies. According to Jain and Sharma, e-Government enables citizens to interact and receive services from the federal, state or local governments twenty four hours a day, seven days a week (Jain & Sharma, 2003). Hence, the use of Information and Communication Technologies, and particularly the Internet, to provide information and deliver services to citizens in a more convenient, simple and accessible way, with the aim of facilitating interactions with public administrations and increasing transparency in public sector accountability and, hence, enhancing citizen trust in public institutions

#### **3.3.2 The Adoption of e-Government in Malaysia**

Malaysia has increased the adoption of technology advancements in the government services mainly through online service channel since the launching of Multimedia Super Corridor in 1996 (Nurulain Mohd Samsudin, Rugayah Hashim and Sharifah Faatihah Syed Mohd Fuzi, 2013). They also mentioned that e-Government is an initiative made by the government in order to interact with the public and ensure that the services provided are public-centric. Other than that, by using this initiative, it will bring the government closer to the citizens which is it is in line with the Prime Minister Najib's motto of "Citizen First, Performance

Now". Besides, this will facilitate working individuals who are pressed for time and other personal restrictions. E-government applications do not focus on government-to-citizen (G2C) aspects only but vice versa (Davis et al, 1989). E-government also deals with Government-to-business (G2B), Government-to-employee (G2E), and, Government-to-government (G2G) aspects too Gil-Garcia et al (2007).

Moreover, the government of Malaysia has brought on the implementation of e-Government system within the government agencies wholly. Then, this initiative has been used to help the government to improve the performance of the government agencies in delivering their services to the public. In other words, the existence of e-Government helps them to increase their effectiveness and efficiency. Apart from that, the government of Malaysia also invested millions on the development of ICT within the organization. For examples are the installations of the internet connection within the organization, the implementation of government's website, installation of server, provision of electronic devices as well as giving the training for the public servants on how to access and use the website. This will be easier for the staff to do their job and it will be faster and save time since they only have to do all of it online. Therefore, the implementation of e-Government can be used as the jumping stone for the government of Malaysia in order to reach and achieve the level of ICT competencies as same level as others developed country in the world.

### **3.4 Theory of Online Database System in Relation with Management of Information System (CSC 408)**

As we can see nowadays, computerized system has been famous and being used in most of the government agencies in order to help the staff to do their job. Apart from that, Information management system is also a crucial medium in helping the government agencies in terms of administrative, management and operations within the organization. This also helps them to deal and fulfill the demand made by the public as well as by using the online database system, it will save time and cost whereas they only have to do any applications and tasks through online as long as there is internet connections available. Therefore, information management system involves the process of keeping, processing and retrieving the information by using software (Techopedia, n.d).

Other than that, computerize system is known as one of the element in managing information within the organization by using the online database system rather than using the traditional method of information management. Then, we can see that the government of Malaysia provided many computers and other electronic devices for the government agencies in order to ensure the public servants can do their tasks effectively and at the same time they can fulfill and response faster to the demand of the public. The management of information has been expand their features as the technology has become more advance. As an example, the technology can transform the traditional method of information management into computerize system. Therefore, the implementation of e-Government as one of the information management method in all the government agencies is good and beneficial for all as compared to the traditional method.

Apart from that, the computerize system also related with the online database system. This is due to the tasks and job is operated by using the electronic devices along with the internet connection which can influence the effectiveness and efficiencies of the tasks and information deliver to the public. Hence, as we can see in our country, the government of Malaysia has work hard in order to provide all the government agencies with the internet connection that they need in order to perform their tasks and so that they can access all the online database without any interruption which may lead to the inefficient and ineffectiveness of the public servants.

### **3.5 The Effects of Investment in Information System Towards the Six Objectives.**

Laudon and Laudon (2014) had been highlighted all the six objectives. There are as follow:

#### **3.5.1 Operational Excellence**

Operational excellence can be emphasizing on the profitability as outcomes that the organization gained. This is where the positive results will reflect on the quality of the organization's operation in delivery their services to the public. Apart from that, Laudon et al. (2014), also indicated that the efficiency and productivity of the organization can be accelerated with the existent of the technologies as well as the level of the internet connection in the organization itself. As nowadays, many organizations had been invest in the development of ICT within the organization. Hence, this is due to they are now being alert

with all the advantages and benefits that they can gain from the usage of online database system towards their operational performance such as the implementation of e-Government.

### **3.5.2 New Products, Services and Business Models.**

Apart from that, through the advancement of technology also can help in creating new model of business within the organization and we cannot deny on it. This is due to the advancement of technology able to do innovation of the product and service which delivered by the organization. As an example is there are some organization which offer consultation service through online system and the client only had to access and log in into the website to get the services. This shows that everything can be done through internet and they do not need have to come and do face-to-face meeting with the others which may consume more cost. Other than that, Laudon et al. (2014) also mentioned that technology able to change the traditional model into the new model which consists of the electronic uses only.

### **3.5.3 Customer and Supplier Intimacy.**

The suppliers can deliver better services to the customers if they know their customers or client well (Laudon et al., 2014). This is because the technology can help them to build the interaction as well as strengthen their social ties with their clients or customer such as through internet or social media. As an example, the clients can directly contact the organization through the organization website or else through their hotline services in order to make any complaints or give feedback to the organization. Therefore, the organization can do any improvement from the complaints made by their clients and they also can know how their performance from that.

### **3.5.4 Decision Making Improvement**

The decision making improvement also can be done through the internet. Laudon et al. (2014) been highlighted that the organization that use technology can make decision in a short time as the technology has flatten the organization structure and all employees can be connected with each other through the internet. Moreover, the organization also can increase

their efficiency in making decision as they able to retain the customer in delivering service as decision was made in a short time. As the results, the organization can maximize the customer satisfaction towards the services delivered to them and it automatically can retain their customer to be loyal to them.

### **3.5.5 Competitive Advantage**

Due the advancement in technology nowadays, it gives many advantages to the organization in order to increase their competitive advantage since from the technology development they can improve their service quality as well they able to create new products and services which can fulfill the demand of the public. Hence, Laudon et al. (2014) saying that, from the implementation and the advancement of technology can helps the organization to shift their income or profitability by giving better service to the public and they also can compete with the other organization in terms of service delivery and products produced. Therefore, this will increase their competitive advantage since they will compete in producing service and products.

### **3.5.6 Survival**

Other than that, the investment made towards the development of ICT in the organization can retain the data and information within the organization for a long term period of time. This is because the usage of digital record is more safe and secure as compare to the traditional method which might lose due to the disaster or stole. Besides, the usage of digital record is more cheap and faster. Then, it can enhance the accountability of the staff in the organization especially when it comes to auditing as the data and information can obtained and store in the storage as the evidence for the auditing process (Laudon et al., 2014).

## **3.6 The Use of Online Database System (e-Government) within the Organization.**

As I have mentioned above, e-Government is one of the example of the computerize system whereas all the tasks was done and store by using the computer and other electronic devices. In other words, all the data storing, presentation, submission of works, decision making



processes being computerize and connected within the organization through the internet network. Then, online database system also allow the staff to keep all the data gathered in the computer since the computer spaces more huge rather than to keep the data and information using the traditional ways as it using a lot of paper and files in order to save the data. Besides that, online database system is better as it easier the organization to share all the information through online and everyone only have to access into the system.

Samarahan Social Welfare Office also applied the computerize system within their organization. This is where the office was provided with the internet connection, computer, printer and other internet electronic devices. Then, in order for the staff to use this online database system, they will be given the identification number (id number) and they have to create their own password so that they can log in into the system. There are many online database system being uses in Social Welfare Department, however, in Samarahan Social Welfare Office, they mainly use two online database system which known as State Welfare Assistance Management (SWAM) and Disabled Person Information Management System (SMOKU). Hence, this is the example of the usage of e-Government that I can see in Samarahan Social Welfare Office during my internship period there.

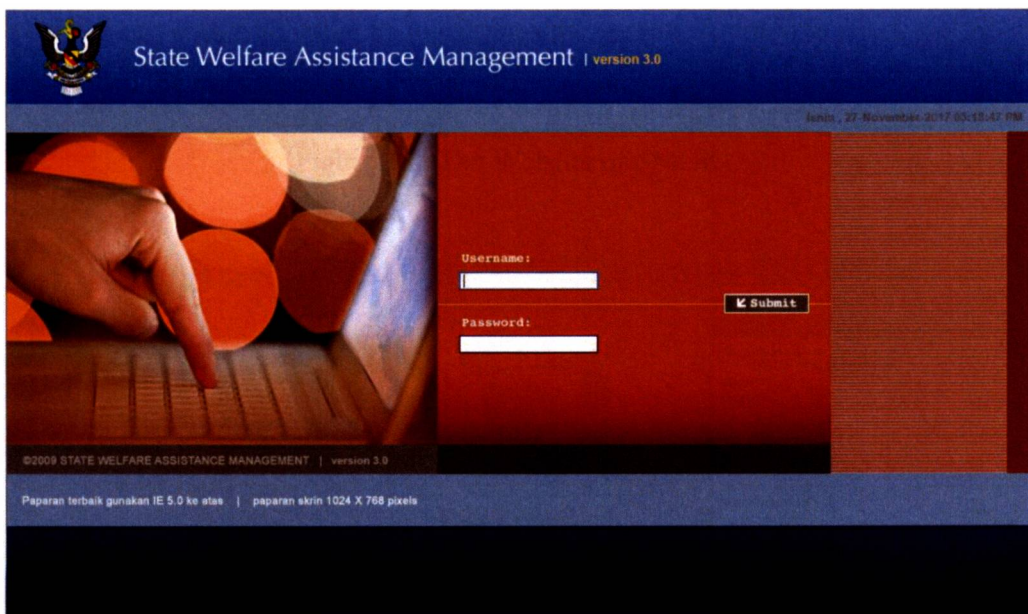
### **3.6.1 State Welfare Assistance Management (SWAM) System**

This system is useful for the staff in order to store all the information of their client who had applied for any assistance from their office. However, the clients have to fill in the assistance form and submit it to the staff once they had filled in it. Then, they have to come to the office and the staff will conduct the interview session with them in order to ensure either they are applicable to receive the assistance from them or not. After that, the staff will keep all the data and information that they gained by fill it in into the State Welfare Assistance Management (SWAM) System. In order words, Samarahan Social Welfare Office still using both traditional method as well as the online database system. The use of the online database system helps the staff to keep on all the data of their clients as well as the clients' past record.

Apart from that, SWAM System allows the staff to follow up the decision making made by the superior regarding on the approval of the application made by their clients for monthly financial support which given to them in order to reduce their burden. The usage of SWAM System help the Samarahan Social Welfare Office to achieve good performance as

their staffs are using this system in order deal and fulfill the demands and needs of their clients. It also helps the staff to increase their effectiveness and efficiencies since they are able to make decision in short time and they also can give fast response to their clients regarding to the assistance's application made by the clients. This is where they only have to log in into the system and check whether the application is approve or not. This can be one of the strategic management used by the organization in order to achieve their objective and the usage of this system help to reduce burden of the staffs during operation hour as they does not have to look and open any files in order to look for any files for reference as they only have to log in into the system.

Figure 3.1: The Website of SWAM



Source: Website of SWAM

### 3.6.2 Disabled Information Management System (SMOKU)

Disabled Information Management System (SMOKU) is also one of the online database systems being use in Samarahan Social Welfare Office. The function of this system is to more or less like the SWAM System whereas it used to store all information and data of their clients. However, it is implemented to store the information of those who are disabled person or in Malay language call as "*Orang Kurang Upaya*" (OKU) only. In other words, this

system designed only to store all information about the disabled person who had registered as the disabled person with the Social Welfare Department. These are where that person must have the OKU card which they can apply for it from any Social Welfare Office.

In order to apply for the card, they have to come to the office and fill in the form then they have to submit it again to the person in charge. Then the person in charge will key-in the applicant's details and information into the SMOKU and they have to wait for one month to two months for the card to be given to them as they have to wait for the head quarter office to submit the card for them. Therefore, all the information of the disabled person that apply for the card will automatically store in the system. Then, once they had received the card, they can apply for any assistance that provided by the Social Welfare Office. This also can reduce the burden of the staff in terms of save their time and cost in order to fulfill the demand of their clients since they only have to log in into the system in order to check on the data of their clients and their past records.

Figure 3.2: The Website of SMOKU



Source: Website of SMOKU

Furthermore, the Social Welfare Department also has its own website. Then, this will not be limited only for their staff and clients but also open for the public who are interested to know more about the Social Welfare department. The Social Welfare Department also spreads the new information or news in this website so that everyone is freely to access it in order to



get any information as well as enjoy the services provided by them. For example the client can have conversations with the counselor of the social welfare department in order to get consultation from them. Besides that, those contractor or company that have interested in any tender can access the websites for further information regarding to the tender offered.

### **3.7 Summary**

This chapter was discussed on the theory that I have learnt in my class and how it can be in line with the tasks that been given to me during my internship in Samarahan Social Welfare Office. As you can see, I was focused on the theory of online database systems which is e-Government and how it being used in the organization as well as how it can influence the performance of the staff in the office in delivering their tasks. Apart from that, I also focused on the system that being used by the Samarahan Social Welfare Office which is State Welfare Assistance Management (SWAM) and Disabled Information Management System (SMOKU).

## **CHAPTER FOUR**

### **RECOMMENDATION**

#### **4.1 Introduction**

Chapter Four will highlight on the strengths and the weaknesses of the information system or the online database system (e-Government) that being discussed in Chapter Three previously. We will see how does the information system (e-Government) implementation within the organization can give positive impacts towards the performance of the organization including to the staff and the public as well. Apart from that, we also will discuss on the weaknesses or disadvantages of the information towards the organization, the staff and the public. Then, in the last part of this chapter, I will include the recommendations in order to minimize the weaknesses of the information management system in Samarahan Social Welfare Office. All of the recommendations can be used for the future improvement of the performance of the organization as well.

#### **4.2 The Strength of Online Database System (e-Government)**

The implementation of e-Government or online database system gives many positives advantage towards the performance of the organization. This is where it has helped the government agencies to achieve their objective as well as increase their performance in delivery the services to the public. Hence, during my internship period, I have discovered how does the used of online database system (e-Government) can help the staff with completing their tasks.

Firstly, the strength of online database system is it can help to reduce the redundancy of data. The data redundancy could be happened due to the staff kept too many copies data whereas it can lead to the ineffectiveness of the staff in delivery the services to the public. Therefore, by using online database system (e-Government) in the public agencies, it can allow the staff to save more data and information into the system. Apart from that, they also can check on the data gained either it had been stored or not through online database system which have been implemented in the organization. This also cans faster the operation of work within the organization since they only have to go through online system in order to look for

any information and data that they are need. It also saves their time as previously, in order to get the information they have to go through many files and forms which may not relevant to be used nowadays. Then, once the online database system been introduced within the organization, it automatically helps to reduce the redundancy problem since this problem lead to work overload towards the staffs whereas the staff have to face the same applicants over again regarding on their application. Hence, the using of the online database system in the Samarahan Social Welfare Office has reduce the burden of the staff where they can only get the data and information through the system as long as there is internet connection and they have the identification number as well as password in order for them to log in into the SWAM and SMOKU.

Secondly, the online database system in the office also helps the staff to detect whether the clients commit fraud or not regarding on their information during they submit their application form to the staff. This is because there are also clients who are trying to make double applications for the assistance and they will lie to the staff by telling them they never apply or receive any assistance from the Social Welfare Department. Other than that, there is also a client who willingly to make a false statement about themselves such by telling the staff that they are not having any children in order to support them. The reason of they do that is to attract attention and sympathy from the staff so that they will be approve receive the assistance like monthly financial support. However, since there is online database system in the organization which SWAM, the staff can easily check on their information through the system either the client had received the assistance before or not. There is also a client who came from another division but they are applying for the assistance in Samarahan. As we know, the online database system allows all the social welfare's staff to access and share all the data to all over branches in Malaysia. Hence, there is no chance for the clients to make double applications even though they had applied for the assistance at other branch at the other division.

Thirdly, the strength of the online database system (e-Government) is it can enhance the effectiveness of the staff in delivery the service. This is because the staff can automatically involve in the decision making process as all the information that they had gathered will be key-in into the system and they are the one who will suggest to the superior either to give the assistance to the client or not. Then, the superior only have to refer from the explanations and suggestions made by them through the online system and give them the answer as soon as possible. They do not have to make any face to face meeting in order to get

the decision for all the applications. Furthermore, the using of online database system are more relevant and faster the decision making process as well as it can save more time as compared to face to face meeting in order to get the decision. Other than that, online system also can be access by the staff everywhere and anytime as long as there is a computer and internet connection. In other words, it more flexible as compare to the traditional method whereas they have to bring lots of forms and files. Then, this can automatically help to improve the effectiveness of the staff since they can response to the clients within a short time.

#### **4.3 The Weaknesses of Online Database System (e-Government)**

There are some weaknesses of online database system that I had discovered during my internship period at Samarahan Social Welfare Office. Then, these weaknesses had influence the performance and the effectiveness of the staff in delivery their job. It also gave impacts towards the staff performance since they have to use and submit all the tasks through online system.

The first weakness of online database system is the staff is not able to access or log in into the system if the server was down. This caused the difficulty for the staff as they cannot do any task due the server problem and they cannot log in into the system. Other than that, if they are not able to log in into the system, it can caused delay of tasks accomplishment as the task can be finish in short time and it also can caused problem for them to check on the clients information. Other than that, sometimes there is the data that been key in but it was failed to be save due to the poor access to the server and the server may be lagged. This leads to the staff have to key in the data all over again. It caused the ineffectiveness of the staff and the wastage of time can be happened.

Secondly, the poor internet connection also one of the weakness using the online database system within the organization. This is because in order to use this system, the organization must have high speed internet connection. This is crucial for them due the online database system is hundred percent based on the internet connection speed within the organization. If there is poor speed of internet connection, it can slow the process of key in the data into the system which is needed in order to get the decision from the superior regarding on the assistance application made by the clients. This also can cause delay in the

decision making process and cause the delay to the staff to save all information into the system. This problem also lead to the ineffectiveness of the staff in delivery their service and can influence their job performance

Lastly, the weakness of using online database system in the Samarahan Social Welfare Office is there is a staff who did not know how to use the system. This cause they prefer more to use the traditional methods in keeping all the information of the clients by using form and keep it in the file. This problem also occur due to the transition process happened within the organization which involve the change of the methods in keeping the data from the traditional methods to the computerize information management system. Most of them still not know and not understand how to use the system. Hence this lead to the redundancy of data and some of the data are lost and it cause can cause the huge problem to the staff when it comes to auditing process done by the audit department.

#### **4.4 Recommendations**

Therefore, in order to minimize the weaknesses or disadvantages that I have mentioned above, I have come out with some recommendations which can be used to improve the the usage of online database systems within the organization especially in Samarahan Social Welfare Office.

Firstly, the government should upgrade the server so that it can handling with various number of access made by the staff as well as the public. By upgrading the server also can prevent the losing of information from the online database system (e-Government) since there is a staff complaint that they have to re-type the data and resend it again due to the server was not able to store and send the data. It also due to the server cannot handle many accesses done by the staff and the public in one time. Then, upgrading the server also can reduce the delay problem to occur since they can accomplish the tasks on time and it can help the organization to enhance their effectiveness as well as achieve their objectives.

Secondly, the government should provide high speed internet for each government agencies. This is very essentials for all the agencies since the government is working hard to change the traditional methods information management towards the computerize system information management in all government agencies. It is a must for them to provide the high speed internet connection within the organization so that they can perform their job well

through the online database system and at the same time to enhance their effectiveness and efficiencies in dealing with clients and problems that may occur in the organization. Moreover, by having high speed internet also lead to the fast response to the clients regarding on the application made by them whereas the faster the staff key-in the data into the system, the faster the decision can be make.

Lastly, for the third weakness that I have mentioned above, I would like recommend that the organization to send their staffs for a training or workshop. This is necessary for them in order to enhance their knowledge and improve their skills in using the online database system. Other than that, this also can help them to reduce their burden from using the old methods in keeping the information by encouraging them to use the online system which is more relevant and flexible. It is in line with idea of the government in order to move to the digital era of technology. If the staff is giving the training, they will be able to use the system and at same time can increase their understanding in using this online system.

#### **4.5 Summary**

In this chapter, I was focused on highlighting the strengths and weaknesses on using the online database system which is e-Government in the Samarahan Social Welfare Office. I also have come out with some recommendations which can be used to minimize the weaknesses of the usage of online database system within the organization in order to help them to improve their effectiveness and efficiencies in delivery the service to the public. It also can help them to achieve their organizational objectives and goals.



## **CHAPTER FIVE**

### **CONCLUSION**

#### **5.1 Introduction**

Internship period or practical training can use as the best ways for the student in the higher education in order to for them to know more on the actual working environment. Apart from that, it can help to improve their soft skills as well as they can use the theory or knowledge that they get from the class. Practical training also helps to boost the students self-confident in dealing with any task by themselves. Besides, students can use the knowledge and skills that the gained from practical training for the future purpose since all the experience they gained are really useful for the real working life. To conclude, undergo of two months practical training in Samarahan Social Welfare Office has gave me very useful experiences and knowledge. Therefore, in this chapter I would conclude the report based on each chapter previously.

#### **5.2 Chapter One**

In Chapter One, I was focused on the background of the organization which is Samarahan Social Welfare Office that also known as one of the office under the Department of Social Welfare which located in the district of Kota Samarahan, Sarawak. Apart from that, this chapter also mentioned about the vision and mission of the organization that they want to achieve, their objectives and their practiced values. I also put the organizational chart in this chapter and I have included the explanations for each division or department service that provide by the Samarahan Social Welfare Office.

#### **5.3 Chapter Two**

This chapter emphasized on the tasks that been given tome during my practical training. It also consists of all the activities and programs that I have joined during my practical training in Samarahan Social Welfare Office and I have undergo my internship for two months starting from 24 July 2027 until 15 September 2017 (8 weeks). Therefore, in order to

conclude all the activities done by me, I have put it in the table since my supervisor did not put and assign me in any specific tasks and department.

### **5.3 Chapter Three**

Chapter Three focused on the theory that I learnt during my class session and how it can be adapt into the tasks that given to me during my practical training in Samarahan Social Welfare Office. I was stress on the theory of using online database system which is e-Government and how it can be useful for the organization as well as how it can influence the performance of the staff in the office. Hence, I only focused on the system that being used by the Samarahan Social Welfare Office which is State Welfare Assistance Management (SWAM) and Disabled Information Management System (SMOKU).

### **5.4 Chapter Four**

In Chapter Four, I was discussed on the strengths and the weaknesses of the usage online database system within the organization. All of the strengths and weaknesses can influence and give impacts towards the performance of the staff within the organization. Then, all of that may give either the positives impacts or negative impacts towards the organization in achieving their objectives. Apart from that, I also included few recommendations in order to minimizing the weaknesses of the usage the online database system that may useful for the organization.

### **5.5 Chapter Five**

This chapter focused on the overall conclusion for each chapter (chapter 1 – chapter 5) that being discussed previously in this report. Other than that, I also included the benefits that I have gained during undergo of two months of my practical training Samarahan Social Welfare Office.



## **5.7 Benefits Gained**

Within two months of undergo my practical training in Samarahan Social Welfare Office I have gained lots of experiences and memories there. I also gained more knowledge in order to improve my soft skills. For example I have learned more on how to deal with clients at the counter service which consists of various behaviors and demands. From that, I also know that it is not easy to work in counter service since they are the front desk and they will give the first impression for the whole organization. In counter service also I learned how to improve my communication skills whereas I have talk a lot since I am dealing with public. Apart from that, during undergo my practical training there, I learned that those who are duty at the counter service must have knowledge and knows everything about the organization and any processes that need to be follow by the public in order to apply for the service provided by them.

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## APPENDICES



**JABATAN KEBAJIKAN MASYARAKAT SARAWAK**  
 WISMA KEBAJIKAN  
 LOT 4273, BLOK 14  
 OFF JALAN SIOL KANAN  
 93050 KUCHING, SARAWAK



Kawat : "WELDEP"

Tel. : 082-449577/444139/444152/444121/444077

Faks : 082-445710/448741

**Ruj. Kami :** JKMNS.500/12.12/1  
**Ruj Tuan :** 100-UITMKS (FSPPP/14/1)  
**Tarikh :** 27 April 2017

**Dekan**

**Fakulti Sains Pentadhiran dan Pengajian Polisi**  
**Universiti Teknologi MARA (UiTM) Sarawak**  
**Jalan Meranek, 94300, Kota Samarahan, Sarawak**  
**(u.p: En. Fairuz Hidayat Merican bin Wan Merican)**

Tuan,

**KELULUSAN PENEMPATAN PELAJAR UNTUK LATIHAN INDUSTRI**

Dengan segala hormatnya merujuk berhubung perkara di atas.

2. Sukacita dimaklumkan bahawa Jabatan Kebajikan Masyarakat Sarawak telah memberi kelulusan kepada pelajar tuan, yang merupakan pelajar bagi program **Sarjana Muda Sains Pentadhiran (AM228)** untuk menjalani latihan praktikal di Jabatan Kebajikan Masyarakat Bahagian Samarahan bermula **24 Julai hingga 15 September 2017 (8 minggu)**.

Bil.	Nama Pelajar	No. Matriks
1	Nur Faziellah Binti Salleh	2015182879
2	Nurul Alman Binti Hasni	2015145627
3	Siti Zunika Binti Aduka	2015142869

3. Pelatih tersebut adalah dimohon untuk mematuhi semua syarat-syarat bagi menjalankan latihan industri dengan menandatangani borang pada **Lampiran A** dan mengemhalkan borang tersebut ke Jabatan ini seminggu selepas melaporkan diri. Di samping Jabatan **TIDAK** akan memberi apa-apa elaun atau bayaran kepada pelajar yang menjalani latihan industri berdasarkan persetujuan yang telah ditetapkan.

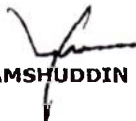
4. Kerjasama dan perhatian daripada pihak tuan dalam perkara ini amatlah dihargai dan didahului dengan ucapan ribuan terima kasih.

Sekian,

**"BERSATU BERUSAHA BERBAKTI"**

**"AN HONOUR TO SERVE"**

**"PENGINSANAN PERKHIDMATAN KEBAJIKAN"**



**(ABANG SHAMSHUDDIN BIN ABANG SERUJI)**

Pengarah

Jabatan Kebajikan Masyarakat Sarawak

s.k Pegawai Kebajikan Masyarakat Bahagian, PKMB Samarahan



TARIKH	HARI	PAGI	PETANG	PENYUJIA
1	SELASA	ROZIANA, DENNY, NUR ASMIDA, NUR FAZIELLAH	SUREYAH, AARON, NUR ASMIDA, NUR FAZIELLAH	DOUNA
2	RABU	JAMAYAH, SUREYAH, NUR AMALINA, SITI ZUNIKA	AMIR, BEATRICE, NUR AMALINA, SITI ZUNIKA	NABZMI
3	KHAMIS	SUREYAH, ZAINAB, NU'RUL SHAHIRA, NURUL AIMAN	BEATRICE, DANNY, NU'RUL SHAHIRA, NURUL AIMAN	FADZELL
4	JUMAAT	JAMAYAH, ROZIANA, UMMU HAZIRA, NUR FAZIELLAH	AARON, AMIR, UMMU HAZIRA, NUR FAZIELLAH	NORHANIZAN
5	ISNIN	ZAINAB, NUR AMALINA, NURUL AIMAN	AARON, NUR AMALINA, NURUL AIMAN	RAZEMAH
6	SELASA	AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, NU'RUL SHAHIRA, NUR FAZIELLAH	DOUNA
7	RABU	JAMAYAH, UMMU, SITI ZUNIKA	ZAINAB, UMMU, SITI ZUNIKA	FADZELL
8	KHAMIS	BEATRICE, DENNY, NOR ASHIKIN, NURUL AIMAN	IMRAN, AARON, NOR ASHIKIN, NURUL AIMAN	NORHANIZAN
9	JUMAAT	ROZIANA, SUREYAH, NUR ASMIDA, SITI ZUNIKA	DANNY, AMIR, NUR ASMIDA, SITI ZUNIKA	NABZMI
10	ISNIN	DANNY, AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	JAMAYAH, ROZIANA, NU'RUL SHAHIRA, NUR FAZIELLAH	SUKIRMAN
11	SELASA	SUREYAH, ZAINAB, UMMU, SITI ZUNIKA	BEATRICE, AARON, UMMU, SITI ZUNIKA	DOUNA
12	RABU	JAMAYAH, DANNY, NOR ASHIKIN, NURUL AIMAN	AMIR, ROZIANA, NOR ASHIKIN, NURUL AIMAN	NABZMI
13	KHAMIS	ZAINAB, SUREYAH, NUR ASMIDA, NUR FAZIELLAH	AARON, BEATRICE, NUR ASMIDA, NUR FAZIELLAH	FADZELL
14	JUMAAT	DANNY, ZAINAB, NUR AMALINA, SITI ZUNIKA	JAMAYAH, ROZIANA, NUR AMALINA, SITI ZUNIKA	NORHANIZAN
15	ISNIN	DENNY, AMIR, UMMU, NURUL AIMAN	SUREYAH, JAMAYAH, UMMU, NURUL AIMAN	DOUNA
16	SELASA	BEATRICE, ZAINAB, NOR ASHIKIN, NUR FAZIELLAH	ROZIANA, AARON, NOR ASHIKIN, NUR FAZIELLAH	FADZELL
17	RABU	DENNY, JAMAYAH, NUR ASMIDA, SITI ZUNIKA	AMIR, SUREYAH, NUR ASMIDA, SITI ZUNIKA	NABZMI
18	KHAMIS	BEATRICE, ZAINAB, NUR AMALINA, NURUL AIMAN	DENNY, AARON, NUR AMALINA, NURUL AIMAN	SUKIRMAN
19	JUMAAT	ROZIANA, SUREYAH, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, ZAINAB, NU'RUL SHAHIRA, NUR FAZIELLAH	NORHANIZAN
20	ISNIN	AMIR, AARON, NOR ASHIKIN, SITI ZUNIKA	ROZIANA, ZAINAB, NOR ASHIKIN, SITI ZUNIKA	FADZELL
21	SELASA	SUREYAH, JAMAYAH, UMMU, NURUL AIMAN	BEATRICE, DANNY, UMMU, NURUL AIMAN	NASUKIRMAN
22	RABU	DENNY, JAMAYAH, NUR ASMIDA, SITI ZUNIKA	ROZIANA, ZAINAB, NUR ASMIDA, NUR FAZIELLAH	NABZMI
23	KHAMIS	BEATRICE, ZAINAB, NUR AMALINA, NURUL AIMAN	DENNY, AARON, NUR AMALINA, NURUL AIMAN	SUKIRMAN
24	JUMAAT	ROZIANA, SUREYAH, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, ZAINAB, NU'RUL SHAHIRA, NUR FAZIELLAH	NORHANIZAN
25	ISNIN	AMIR, AARON, NOR ASHIKIN, SITI ZUNIKA	ROZIANA, ZAINAB, NOR ASHIKIN, SITI ZUNIKA	FADZELL
26	SELASA	SUREYAH, JAMAYAH, UMMU, NURUL AIMAN	BEATRICE, DANNY, UMMU, NURUL AIMAN	NASUKIRMAN
27	RABU	DENNY, JAMAYAH, NUR ASMIDA, SITI ZUNIKA	ROZIANA, ZAINAB, NUR ASMIDA, NUR FAZIELLAH	NABZMI

Nota : Sila dapatkan seorang PENGANGGANTI terlebih dahulu sekiranya anda ada tugas di luar pejabat pada hari anda bertugas di kannter.  
 "SELAMAT MENJALANKAN TUGAS KEPADA SEMUA KAKITANGAN PEMB SARAHAN"

		PAGI	
ISNIN	AARON, DENNY, NOR HAFIFAH, NUR FAZIELLAH	SUREYAH, ROZIANA, NUR ASMIDA, NUR FAZIELLAH	DOUNA
SELASA	JAMAYAH, AMIR, NUR AMALINA, SITI ZUNIKA	ZAINAB, BEATRICE, NUR AMALINA, SITI ZUNIKA	NADZMI
RABU	SUREYAH, ROZIANA, NU'RUL SHAHIRA, NURUL AIMAN	AARON, DANNY, NU'RUL SHAHIRA, NURUL AIMAN	FADZELL
KHAMIS	JAMAYAH, IMRAN, UMMU HAZIRA, NUR FAZIELLAH	BEATRICE, AMIR, UMMU HAZIRA, NUR FAZIELLAH	NORHANIZAN
JUMAAT	AARON, DENNY, NOR AFIFAH, SITI	ZAINAB, SUREYAH, NOR AFIFAH, SITI	RAZEMAH
ISNIN	JAMAYAH, ZAINAB, NUR AMALINA, NURUL AIMAN	AMIR, AARON, NUR AMALINA, NURUL AIMAN	DOUNA
SELASA	IMRAN, AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, DENNY, NU'RUL SHAHIRA, NUR FAZIELLAH	FADZELL
RABU	SUREYAH, JAMAYAH, UMMU, SITI ZUNIKA	ROZIANA, ZAINAB, UMMU, SITI ZUNIKA	NORHANIZAN
KHAMIS	BEATRICE, DENNY, NOR ASHKIN, NURUL AIMAN	IMRAN, AARON, NOR ASHKIN, NURUL AIMAN	NADZMI
JUMAAT	ROZIANA, SUREYAH, NOR AFIFAH, SITI ZUNIKA	DANNY, AMIR, NOR AFIFAH, SITI ZUNIKA	DOUNA
ISNIN	DANNY, AMIR, NU'RUL SHAHIRA, NUR FAZIELLAH	JAMAYAH, ROZIANA, NU'RUL SHAHIRA, NUR FAZIELLAH	SUKIRMAN
SELASA	SUREYAH, ZAINAB, UMMU, SITI ZUNIKA	BEATRICE, AARON, UMMU, SITI ZUNIKA	DOUNA
RABU	JAMAYAH, DANNY, NOR ASHKIN, NURUL AIMAN	AMIR, ROZIANA, NOR ASHKIN, NURUL AIMAN	NADZMI
KHAMIS	ZAINAB, SUREYAH, NOR AFIFAH, NUR FAZIELLAH	AARON, BEATRICE, NOR AFIFAH, NUR FAZIELLAH	FADZELL
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RABU	DENNY, JAMAYAH, NOR AFIFAH, SITI ZUNIKA	AMIR, SUREYAH, NOR AFIFAH, SITI ZUNIKA	NADZMI
KHAMIS	BEATRICE, ZAINAB, NUR AMALINA, NURUL AIMAN	DANNY, AARON, NUR AMALINA, NURUL AIMAN	SUKIRMAN
JUMAAT	ROZIANA, SUREYAH, NU'RUL SHAHIRA, NUR FAZIELLAH	BEATRICE, ZAINAB, NU'RUL SHAHIRA, NUR FAZIELLAH	NORHANIZAN
ISNIN	AMIR, AARON, NOR ASHKIN, SITI ZUNIKA	ROZIANA, ZAINAB, NOR ASHKIN, SITI ZUNIKA	FADZELL

Nota : Sila dapatkan seorang PENGGANTI terlebih dahulu sekiranya anda ada tugas di luar pejabat pada hari anda bertugas di kamnter.  
 "SELAMAT MENJALANKAN TUGAS KEPADA SEMUA KAKITANGAN PKMB SAMARAHAN"

KERTAS MINIT  
MINUTE SHEET

Ruj : JKMB.Shan.09/600/3/1  
Tarikh : 27 Julai 2017

**Sila Lihat Agihan**

Tuan/Puan,

**LANTIKAN SEBAGAI URUSETIA PROGRAM KEMPEN KESELAMATAN KANAK-KANAK SAHABAT B.I.J.A.K PERINGKAT DAERAH SAMARAHAN 2017**

Dengan hormatnya saya merujuk perkara di atas.

2. Untuk makluman Unit Kanak-Kanak PKMB Samarahan akan menganjurkan Program Sahabat B.I.J.A.K peringkat Daerah Samarahan pada ketetapan berikut:

**Tarikh : 29 Julai 2017 ( Sabtu )**

**Masa : 06.30 pagi**

**Tempat: SK Pinang, Kota Samarahan**

3. Sehubungan dengan itu, tuan/puan seperti di dalam senarai agihan telah dilantik sebagai urusetia untuk bertugas sebelum dan semasa program tersebut dilaksanakan. Tuan/puan juga dikehendaki hadir untuk sesi raptai pada **28 Julai 2017 (Jumaat), jam 2.30 petang**. Kerjasama tuan/puan dalam perkara ini amatlah dihargai.

Sekian, terima kasih.



**( KHOIRIYAH BT CHOLIL PURNOMO )**

b/p: Pegawai Kebajikan Masyarakat Bahagian,  
Pejabat Kebajikan Masyarakat  
Bahagian Samarahan





PEJABAT KEBAJIKAN MASYARAKAT  
BAHAGIAN SAMARAHAN



Dengan segala hormat dan sukacitanya menjemput & mempersilakan

Para Pelajar, Guru-guru Samarahan  
hadir ke

Perasmian Program Kempen Keselamatan Kanak-Kanak **SAHABAT B.I.J.A.K.**  
Yang Dirasmikan Oleh

**YB Dato' Sri Hj Rohani Bt Hj Abdul Karim,**  
Menteri Pembangunan Wanita, Keluarga Dan Masyarakat.

di Sekolah Kebangsaan Pinang, Kota Samarahan  
pada 29 Julai 2017, jam 10.10 pagi

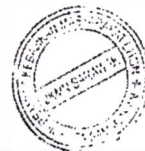
**ATUR CARA**

- 08.00 am Para pelajar dan guru-guru mengambil tempat
- 08.30 am Kempen Keselamatan Kanak-Kanak di Sekolah  
SAHABAT Bijak – "Safe And Protect"
- 10.00 am Ketibaan tetamu jemputan
- 10.30 am Ketibaan Pengarah Jabatan Kebajikan Masyarakat Negeri Sarawak
- 10.40 am Ketibaan YB Dato' Hj Rohani Bt Hj Abdul Karim,  
Menteri Pembangunan Wanita, Keluarga Dan Masyarakat.
- Nyanyian Lagu Negaraku / Ibu pertiwiki
- Persembahan Selamat Datang
- Bacaan Doa
- Ucapan Aluan dari Guru Besar SK Kampung Pinang, Samarahan
- Ucapan Perasmian oleh,  
YB Dato' Hj Rohani Bt Hj Abdul Karim,  
Menteri Pembangunan Wanita, Keluarga Dan Masyarakat.
- Gimik Perasmian
- Penyampaian Genderahati
- Persembahan Pentas oleh Kanak-Kanak
- Lawatan ke booth pameran.
- Jamuan
- Majlis bersurai

Jawab

Pejabat Kebajikan Masyarakat Bahagian Samarahan  
Pn. Anandani Bt. Chik Pulangma / En. Mohd Nadzmi Othman  
Tel: 082-6702200 Fax: 082-6702700

Had



Program organized by Samarahan Social Welfare Office:

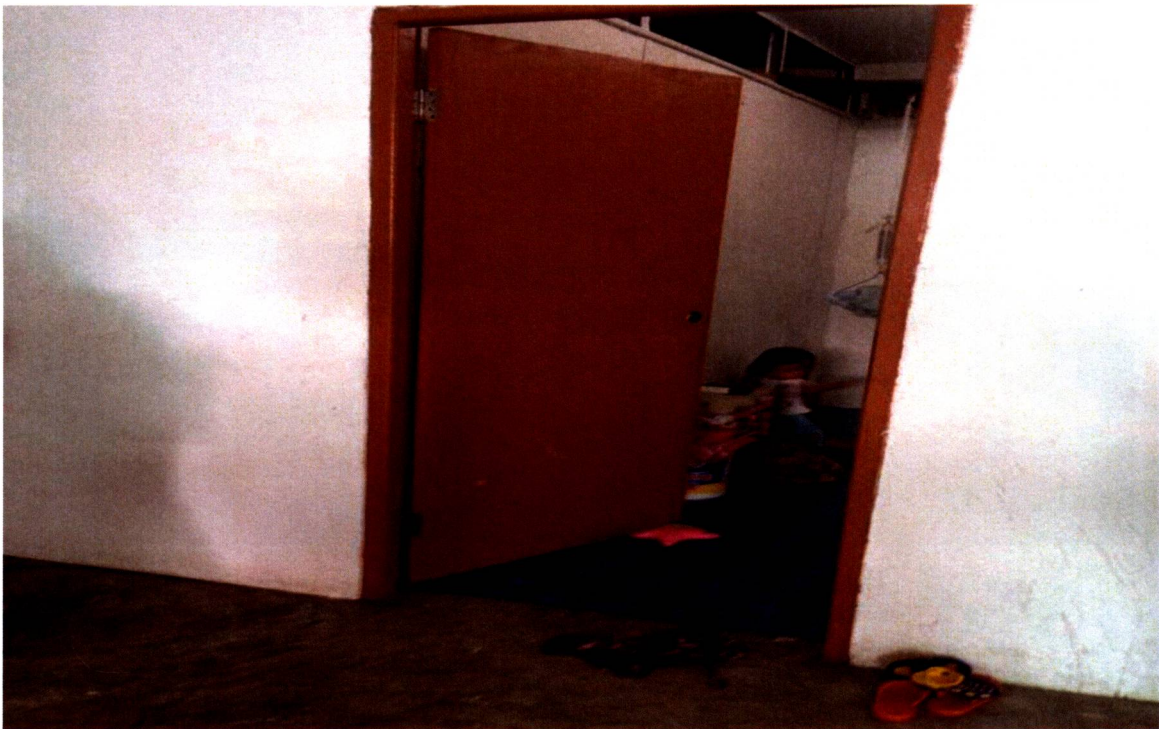








Client's house:



Women's Day celebration:





Example of OKU Card:



Pusat Dalam Komuniti Kanmpung Melayu:



Sekolah Tunas Bakti Kuching:

