



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

**PRACTICAL TRAINING REPORT
SYARIAH JUDICIARY DEPARTMENT OF SARAWAK**

**NUR SAHIRAH BINTI ASMAN
2015839774**

MARCH – JULY 2018

Declaration

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

Signed:



Name: NUR SAHIRAH BINTI ASMAN

Matric No: 2015839774

ACKNOWLEDGEMENT

Having the opportunity to complete my internship program at the Syariah Judiciary Department of Sarawak was a great chance for learning and professional development. As completing the practical report has never been an easy task for me. Thus, I consider myself as a very lucky individual as I was provided with an opportunity to be part of it. I am also grateful that I met wonderful people and professionals who led me through this internship period.

I am using this opportunity to express my deepest gratitude and special thanks to Administrative Officer of Syariah Judiciary Department of Sarawak which is my host supervisor, Mr. Yusri Alphonsus Sutut whom I have learn a lot of practical knowledge especially on the administrative and management work as well as an activities and events also. Despite of being busy with his duties, he took his time out to guide me on the correct path and allowing me to carry my project at their department during practical training. Not to forget, my lecturer Madam Noor Fadhleen Binti Mahmud who helped me patiently by giving suggestion, guidance, and correction since the beginning until the completion of this training report.

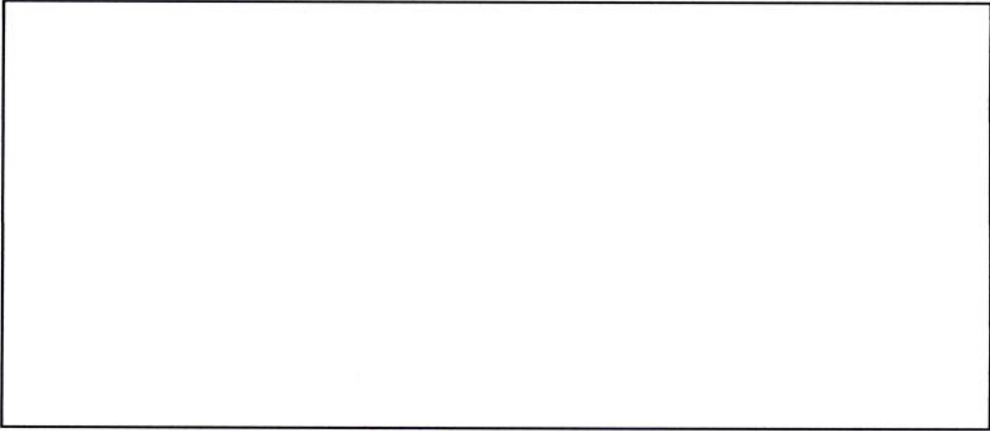
Lastly, I would like to thank all of the employees in Syariah Judiciary Department of Sarawak for sharing their experience to handle the entire task in the office and may our path cross again soon. May Allah bless them and all the works which had been done throughout this report.

NUR SAHIRAH BINTI ASMAN

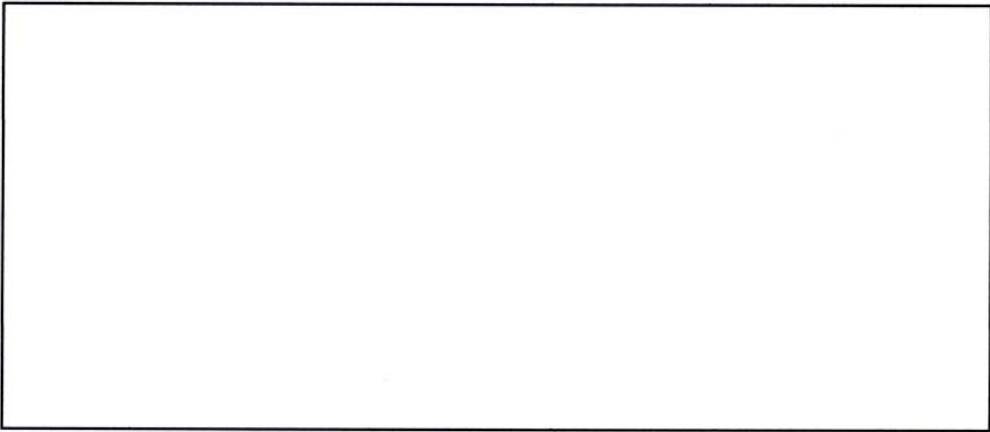
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Faculty of Administrative Science & Policy Studies

Supervisor's Comments

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Moderator's Comments

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

NOORFADLEEN MAHMUD

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

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DATE:

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CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

The first chapter of practical training report will cover the introduction of the organizations which include among others the background of organization, objectives, vision and mission of the organization, department function, client's charter and organizational chart.

1.1 ORGANIZATION'S BACKGROUND

The Sarawak Malay Court has been in charge of family affairs under the Sarawak Malay Courts Act 1915 and the amendments 1956. However, there were some weakness in that laws. In 1978, the Syariah Court was established under the Sarawak Islamic Council Law (Incorporation). On March 1, 1985 the Order's Law was enforced. As in Sarawak, due to some concerned from the Sarawak State Government to enhancing Islam's position and dignity, the Syariah Court has been separated from its Islamic administration. On October 2, 1990, the Syariah Judiciary Department of Sarawak (JKSS) was established. On May 14, 1991, the Sarawak State Government had approved 6 bills includes Syariah Court Ordinance, Criminal Event Ordinance, Mal Event Ordinance, Syariah Criminal Offenses Ordinance, Islamic Family Law Ordinance, Islamic Legal Information Ordinance. In addition, on September 1,1992, the six ordinances were gazetted. The 1997 Ordinance were amended on December 27, 2001 and have been effectively use from December 1st, 2004.

1.2 VISION AND MISSION

Vision and mission are key elements of an organization's strategic planning. In Syariah Judiciary Department of Sarawak (JKSS) their vision and mission are as follow:

Vision:

Syariah Judiciary is an institute that is authoritative

Mission:

To ensure the fair system in judiciary, efficient and effective that is based on Syariah laws

1.3 OBJECTIVE

Implement justice based on jurisdiction given by Law and Constitution in line with Islamic Law.

1.4 CLIENT'S CHARTER

- To set the case date for the customer during the case registration.
- Within 21 days, cases such as "*mal*", "*faraid*" and crime must be mention.
- "*Mal*" and crime cases that had registered in that year must be discourse for at least 80 per cent of the case.
- Written decision for "*mal*" and "*faraid*" cases must be disclose in the period of 14 days whereas, for crime cases is in the period of 30 days after the judgment in court.

- Response to each of customer complaints within 3 days on working hours from the date of complaints received.
- First hearing appeal in 30 days after appeal record is accepted by the court.

1.5 DEPARTMENT SPECIFIC FUNCTION

- Receive, listen and decide the cases in Syariah Court based on the Syariah laws.
- Enforce and MELAKSANA the order based on Syariah laws.
- Receive, listen and decide appeal cases systematically and berkesan.
- Receive and decide “semakan” cases.
- Receive, listen and decide “*faraid*” application.
- Provide consultation services.

1.6 DEPARTMENT GENERAL FUNCTION

- Administrative
- Services
- Financial
- Information Technology

1.7 ORGANIZATIONAL LOGO



Figure 1 : Syariah Judiciary Department of Sarawak Logo

1.8 ORGANIZATIONAL CHART

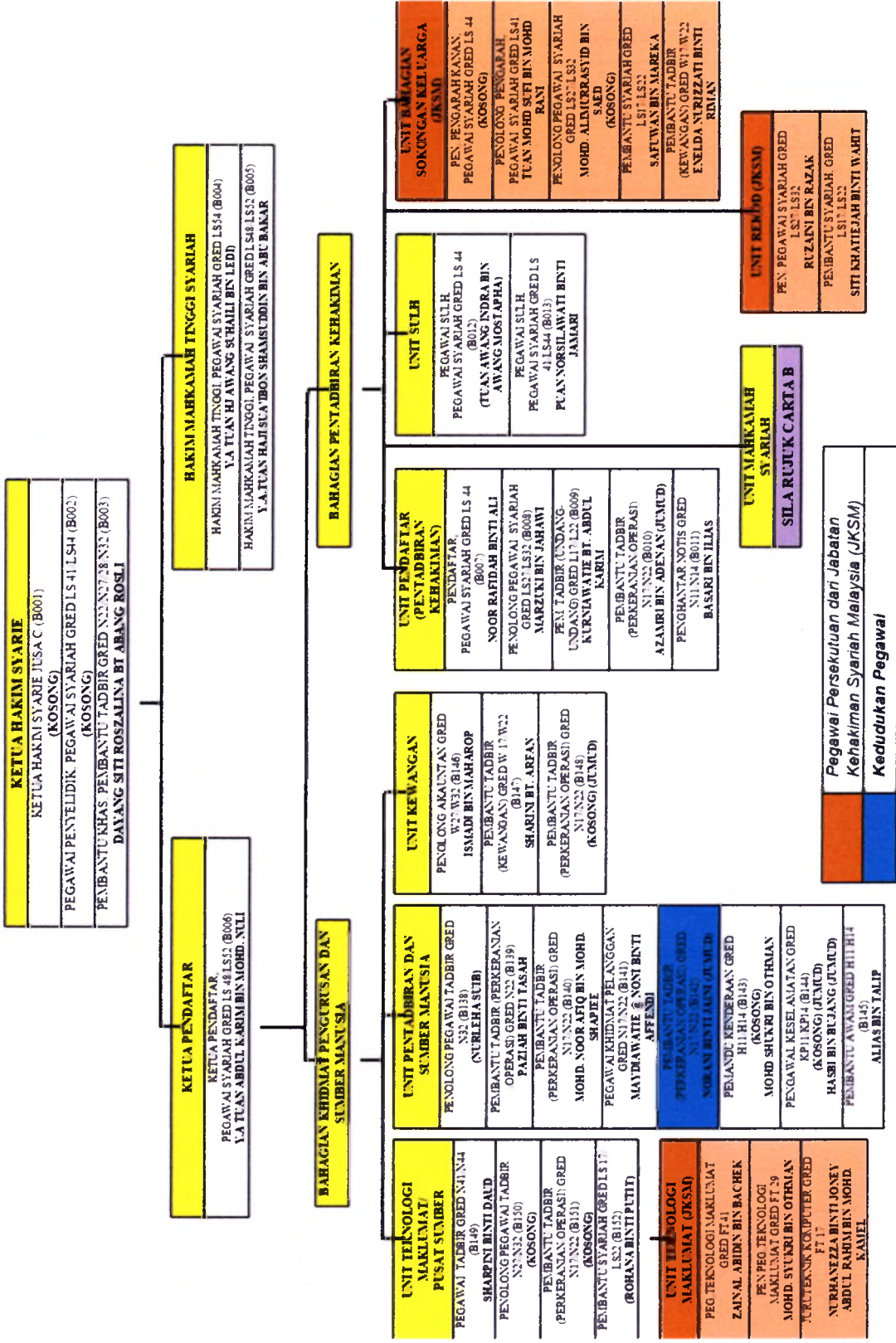


Figure 2: Syariah Judiciary Department of Sarawak Organizational Chart

CHAPTER 2

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

The location of the practical training is at level 4 of Syariah Judiciary Department. The Syariah Judiciary Department consist of 5 levels, where the administration level is on level 4 where the specifically the practical training will be done. The first and second level is the court room and third and fifth levels are the place of syariee lawyers and judges offices. The training starts from the 29th January 2018 until 23rd March 2018 and the duration are 8 weeks in total.

2.1 Week One

DATE	TASK DESCRIPTION
29 th January 2018	<ul style="list-style-type: none"><li data-bbox="354 1144 1182 1480">✧ First day of training, I had to meet the officer who is my supervisor during this entire practical training period, who is Mr. Yusri bin Alphonsus Sutut, the Assistant Administration Officer (N32) at Syariah Judiciary Department of Sarawak.<li data-bbox="354 1541 1182 1799">✧ After self-report, my supervisor brought me and my colleague who is Saiyyidah Nafisah which is also my classmate to all the units where we have been introduced as trainees at the Administration unit.

- ❖ After that, my supervisor had placed us at our own desk.
- ❖ My first task was to welcomed the student from Community's College and distributes paper bags for them as gifts from the Syariah Judiciary.
- ❖ The students was given the opportunity to heard the the talked from Tuan Ilham who is the Judges at "mahkamah rendah". Besides, the students and I had witnessed the divorced cases where both of the couples agreed to end the relationship and there is also case where the husband reluctant to divorce.
- ❖ Next, Puan Noraini (N17) who is the staff who handling mail and files had brief us regarding the incoming mails, outgoing mails also filing. She also had let us do those tasks for 2 days starting tomorrow as she will not be around.
- ❖ At 2.30 p.m where all the staff in Administration unit and some of the law's staff had meeting with Yang Amat Arif Tuan Haji Awang Suhaili, the head department of the Syariah Judiciary Department of Sarawak. Thus, I had been instructed along with my colleague to in charge the phone calls, front counter as well as the mails and filing.

30 th January 2018	<ul style="list-style-type: none"> ❖ Second day of my practical, I continued the tasks given by Puan Noraini as my supervisor instructed me to do the task given by her. So, whenever the fax comes in I need to immediately key in all the letters in computer as it will reduce the burden to detect the mails going in or out of the department. Moreover, the mails from the “pos laju” also need to be recorded. ❖ After recorded the mails, the letters will be placed to the box of files according to whom the letters are responsible with such as directly to the head department of Syariah Judiciary of Sarawak or Head of Registration or Administration Officer. ❖ All the letters that had been take actions by those who are assigned to it will be filing in the administration files according to the code given.
31 st January 2018	<ul style="list-style-type: none"> ❖ I still continuing the previous tasks which are the incoming and outgoing mails. ❖ Then, Puan Sharini (W17) was instructed me to arrange the personal file at the files room. I had to arrange the files according to their ranks. Box A for all the judges, Box B are for staff ranks 29 and above, Box C for staff ranks 17

	and above and Box D is for staff ranks 11 and above.
1 st February 2018	<ul style="list-style-type: none"> ✧ Today, I was assigned to update the folio. Updating the folio means that we checked the personal files whether it have the “minutes sheet” and front cover or not. If some of the files does not own it then I have to print it out and put it on the file. ✧ In addition I have to update the minutes sheet of every staff’s personal files. All the staff letters in their files need to be wrote according to the dates. The purpose of the minutes sheet is to know the tasks that the person had done entirely in the department. ✧ Moreover, I also was given the task to do the labeling, tagging and numbering of the files.
2 nd February 2018	✧ Continuing the previous task and do some filing.

2.2 Week Two

DATE	TASK DESCRIPTION
5 th February 2018	<ul style="list-style-type: none"> ✧ I had been informed that for the whole month of February until earlier of March, I need to help Puan Noraini on the filing tasks as there will be Audit comes on the 7th March 2018. ✧ This is because, after discovering that there were so many in-updated files in the personal files and administration files, thus, my supervisor assigned me and my colleague to do the filing. ✧ Me and my colleague had been given a chance again to witnessing the court case, which was the divorce cases. ✧ After that, I was given task to update the manual books of administration files where it recorded the old files that had placed in the closed file and the files that had been disposed. ✧ I also had been given the task to prepare the things that needed for the interview session tomorrow.
✧ 6 th February 2018	✧ I was instructed to help on the interview registrations where I checked their attendance, call up their names when

	<p>it is their turn and serves them meals while waiting for their turned.</p> <p>✧ Continuing the filing task and also doing the numbering for the files that does not have tagged number.</p>
7 th February 2018	✧ Continuing the filing task and updating the folio.
8 th February 2018	✧ Continuing the filing task and updating the folio for the administration files which contain Box 100 (A,B,C,D,E,F), Box 200 (A,B,C), Box 300 (A,B,C), Box 500 (A,B,C,D,E), Box 600 (A,B) and Box 700 (A).
9 th February 2018	✧ Continuing the filing task and updating the folio.

2.3 Week Three

DATE	TASK DESCRIPTION
12 th February 2018	<ul style="list-style-type: none"> ✧ Continuing the filing task and updating the folio.
13 th February 2018	<ul style="list-style-type: none"> ✧ Updating the folio for personal files within Box A and Box B. ✧ Thus, in this day box A is completed.
14 th February 2018	<ul style="list-style-type: none"> ✧ Continuing updating the folio in Box B. As I mentioned before Box B consisted of staff ranks N29 to N42. ✧ After that, I had been given the task to key in the record from “Buku Pindahan” for personal file. This “Buku Pindahan” contain the list of staff who is not working in the department whether the staff had retired or retrenched. The list is updating from the 1990s to current year.
15 th February 2018	<ul style="list-style-type: none"> ✧ Double check the “Buku rekod pindahan” for personal file. ✧ Continuing updating personal file in Box C which consist of staff ranks 17 and above.
16 th February 2018	<ul style="list-style-type: none"> ✧ Chinese New Year (Public Holiday)

2.4 Week Four

DATE	TASK DESCRIPTION
19 th February 2018	<ul style="list-style-type: none"> ✧ Continue the “Buku Rekod Pemindahan” in the words before print it out, and bind it as a book. The book is given to Puan Noraini as her guideline of files that were existed in this Department. ✧ Updating the personal files in Box C. The staff’s files in Box C conquer 4 boxes as most of the staff in this department is ranks 17 and above.
20 th February 2018	<ul style="list-style-type: none"> ✧ Continuing updating the personal file in Box C. ✧ Went to the opening of “Tranformasi Sosio Ekonomi” meeting by Dato Haji Muhammad Abu Bakar Bin Marzuki at Majlis Islam Sarawak. The meeting was attended by all the heads department of Sarawak Islam Agencies. ✧ Updating the Administration Files as there some of the files have not completed.
21 st February 2018	<ul style="list-style-type: none"> ✧ Continue updating the administration files. ✧ Puan Noraini instructed us to do filing. ✧ I received a letter where I were asked to joined for Nasyid under Syariah Judiciary Deparment. Our group consist of 8

	<p>members where two of us were the practical students and others are the staff themselves.</p> <ul style="list-style-type: none"> ❖ In the letter said that we need to train for about 6 days before the “Majlis Tilawah Al-Quran 2018” occur on 25th February 2018. ❖ The Training was done at Dewan Baitulmal at 8.15 pm until 10.15 pm.
22 nd February 2018	<ul style="list-style-type: none"> ❖ Medical Leave
23 rd February 2018	<ul style="list-style-type: none"> ❖ Continue the Filing and update folio. My task was mostly the filing and folio updating as the audit day is near the corner. So all the staff gives double their efforts in doing their own tasks. ❖ Then, I was given one new task by Puan Pазiah Tasah where I was need to copies the letters, achievements, the certificates in the personal files of the Judges who wants to apply for promotion. ❖ 3 copies of each staff’s file needed for given to the SPA, the Human Resource in “Jabatan Ketua Menteri Sarawak”. ❖ The promotion file was called as CPP ❖ Training for Nasyid from 8.15pm - 9.15pm.

2.5 Week Five

DATE	TASK DESCRIPTION
26 th February 2018	<ul style="list-style-type: none"> ✧ Still continuing the filing and the folio updating. ✧ Mr. Ismadi given me and Sayyidah a task where we need to do statistic for the staff's attendance in the month of January and February. ✧ As a result, it shows that most of the staff comes after 8.00 am. Which it is around 8.00 am to 8.30 am. This department is not using punch card or thumb print, they are still using the traditional way where they write up names and what time arrive and leaves. As for leave office, most of the staff leaves between 4.30pm - 5.00 pm. ✧ Training for Nasyid from 8.15pm - 9.15pm.
27 th February 2018	<ul style="list-style-type: none"> ✧ Today I did not attend to the office as I were need to presence myself at Dewan Baitulmal for the full rehearsal of Majlis Tilawah Al-Quran Peringkat Negeri Sarawak ke-58 opening which will be occur tonight. ✧ The rehearsal start at 9.00 am to 12.00pm ✧ "Panggilan Jihad" is the title of the song for our nasyid group. As I forgot to mentioned before, our group was

	combined with other Nasyid groups like “Wildaniey” and “Asyuhadha”.
28 th February 2018	<ul style="list-style-type: none"> ❖ Still continuing the filing and the folio updating. ❖ Continue helping Puan Paziah on Promotion folio.
1 st March 2018	<ul style="list-style-type: none"> ❖ Still continuing the filing and the folio updating. ❖ Continue helping Puan Paziah on Promotion folio. ❖ Prepared the meeting room for ISO opening. ❖ Attending the ISO opening, as the speech given by Tuan Abdul Karim “Ketua Pendafatar” regarding the ISO. The opening also assigning who are the responsible for the files given.
2 nd March 2018	<ul style="list-style-type: none"> ❖ Today I did not attend to the office as I were need to presence myself at Dewan Baitulmal for the full rehearsal of Majlis Tilawah Al-Quran Peringkat Negeri Sarawak ke-58 closing which will be occur tonight. ❖ Our Nasyid group was given a chance to perform the winner from Bintang Kecil 2015, Abdul Halim. He was requested by Toh Puan Ragard Kudi Taib. ❖ The song “Assalamualayka” was the title of the song.

2.6 Week Six

DATE	TASK DESCRIPTION
5 th March 2018	<ul style="list-style-type: none"> ✧ Become one of the usherer as I welcoming the visitor from PERKIM as they had meeting at our department. ✧ Still continuing the filing and the folio updating. ✧ Prepare the promotion file for Head of Registration
6 th March 2018	<ul style="list-style-type: none"> ✧ Continuing the promotion file for Head of Registration. ✧ Learnt about service order from Ms Kurniawatie and also Overtime claimed from the staffs. ✧ Double check the filing and prepare for the audit tomorrow.
7 th March 2018	<ul style="list-style-type: none"> ✧ Welcome the auditor. ✧ I continue the promotion file
8 th March 2018	<ul style="list-style-type: none"> ✧ Mr Ismadi request us to do the tagging for the Account's file and also updating the files and make it as a manual book. ✧ Continue the promotion files.
9 th March 2018	<ul style="list-style-type: none"> ✧ Preparation for Courses Eksa tomorrow where I was asked to do the certificates for them who attends the course. ✧ The day was continued when me and my colleagues proceed with tagging and labeling files and documents.

2.7 Week Seven

DATE	TASK DESCRIPTION
12 th March 2018	✧ Continue with the tagging.
13 th March 2018	<p>✧ Our supervisor request us to help in preparing the certificates for “Kursus Penulisan Blog (EKSA)” for staff that will attend the courses.</p> <p>✧ The course will be conducted at the Jabatan ketua menteri at level 11.</p>
14 th March 2018	<p>✧ Attending the “Kursus Penulisan Blog (EKSA)” with the Syariah Judiciary Department staffs. This course taught me how to create a blog. In this course, the blog was meant for the office purposes. This is the easiest way to keep track or updating the department’s activity as in this department consist of many units.</p> <p>✧ The talked was given by Madam Haniezah and Mr Zainal as they are incharge of ICT in this department.</p> <p>✧ This course was occurred at 8.30am-5.00pm.</p>
15 th March 2018	✧ Went to Samarahan to accompany Sayyidah regarding her courses registration.

16 th March 2018	<ul style="list-style-type: none">✧ Prepare certificates for those speakers who we did not make for them the other day.✧ Then, we submit it to Tuan Haji Awang Suhaili for his signature.✧ Today is also our farewell as most of the bosses will not be around on our final week. Thus, my supervisor insist to make it today. We were asked to give speeches to all the staff..✧ Our “ketua Pendaftar” thanked us and also our supervisor.✧ At the end of the farewell, they gave us certificates to acknowledge that we did our practical at their department.
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2.8 Week Eight

DATE	TASK DESCRIPTION
19 th March 2018	<p>✧ The last week of our practical training, I were asked by Puan Paziah to do the preparation for retirement documents for one of the senior judge. All of the documents need to verified and double check, to prevent any missing sheets.</p>
20 th March 2018	<p>✧ Today we were asked to attend workshop on crisis management workshop 20th-21st March 2018 at Imperial Hotel. This workshop was managed by Islamic Information Centre (IIC). This workshop is about to manage crisis in the workplace.</p> <p>✧ There are 7 sessions, the first session is about identifying types of crisis, how importance crisis management, the factors cause crisis and introduction to crisis management concept.</p> <p>✧ The second session is about the effective strategies to handle crisis, which is about the, risk crisis analysis and analyze how prepare the organization in handling crisis, effect of crisis on the organization and the tips to establish the crisis committee in the organization.</p> <p>✧ The third session is about the important steps in crisis</p>

	<p>management. The speaker taught us how to plan on crisis management and what are the effective communication tools on handling crisis.</p> <ul style="list-style-type: none"> ✧ The fourth session is the speaker talked about the important process in crisis management. During this session, we were divide into group. We were giving a task to identify what are the crisis and need to come out with plan on managing it. Then, one of the volunteer from each group to present their plan.
21 st March 2018	<ul style="list-style-type: none"> ✧ Still on the crisis management workshop. The fifth session is the speaker talked on the more effective way and technique in crisis management. ✧ The six session is about how to create a new image of the organization after the negative impacts of the crisis. In this session. The speaker taught the plan and the most important thing is handling the media and preparation of the right information to the media. ✧ The last session is on the steps of overcoming the crisis. ✧ The speaker of this workshop are from Kuala Lumpur which are Mr. Nordin Abdullah and Mr. Azrin Zizal Abdul Aziz.

22 nd March 2018	<p>✧ Today, I were given a task to update JKSS staff's data in "e-prestasi" system. This is because all of the staff need to be evaluated every year, thus updating any new information of the staff is important to see whether the staff achieved their KPI or not.</p>
23 rd March 2018	<p>✧ This is the last day of my practical training. So the last task was arranging the stock in the store and update and check the in and out of the stocks in the store. If the stock is insufficient for the next use, it is important for me to write on the stock for the stock order.</p>

CHAPTER 3

ANALYSIS

3.0 INTRODUCTION

In chapter 3 describes the analysis of the practical training and specifically focuses on one area of task as covered in the practical training handbook. It also should reflect definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned in classroom at the workplace and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. Based on my schedule of practical working experience and tasks of job description given under chapter 2, it shows that, my practical training experience was more focused on the job of being administrative and was practices at Administrative unit in the Syariah Department.

3.1 TASK ANALYSYS

During the practical training of 8 weeks, I have completed several types of responsibilities such as filing task, on the job training and administration. As for this chapter, I will focus on the tasks which is filing system. Filing system has been used on most in public organization. Moreover, filing system is the most job task that had been given to me by my supervisor.

3.2 DEFINITION OF TRAINING

Employee training is a program that is designed to increase the technical skills, knowledge, efficiency, and value creation to do any specific job in a much better way. Training program is periodical and given at regular intervals, it is never continuous. Training increases the needed skill set and helps in development of an employee as well as overall growth of the organization.

According to Dale S. Beach, training is the organized procedure by which people learn knowledge and improve skill for a definite purpose. In every organization, training is very important phase in order for enhancing and develop new skills to the employees. Training refers to the teaching and learning activities carried on for the primary purpose of helping members of an organization acquire and apply the knowledge, skills, abilities, and attitudes needed by a particular job and organization. Edwin Flippo defined training as the act of increasing the skills of an employee for doing a particular job.

3.3 PURPOSE OF TRAINING

There are several purpose of training for the employees in the organization, whether it is a public organization of private organization. Both of the organization's purpose of training are based on the environmental changes, change in job assignment and prevent obsolescence.

3.3.1 ENVIRONMENTAL CHANGES

Mechanization, computerization, and automation have resulted in many changes that require trained staff possessing enough skills. The organization should train the employees to enrich them with the latest technology and knowledge. Lack of basic skills and knowledge in the digital

arena are causing problems nowadays as the time moves on and moving into the digital era. Thus having at least basic computer abilities is compulsory in order to complete daily tasks.

3.3.2 HUMAN RELATIONS

Every management have to maintain very good human relations, and this has made training as one of the basic conditions to deal with human problems. Different person have their own unique mental capacity, skills, attitude wise, anger management level and tonnes of numerous organizational behavioral aspects. Existing from all walks of lives, it is difficult to maintain a fair and rigid human relations as they differ from one another. Dealing with different person requires different approach to be effectively gain and transfer messages and goals to them. This takes some time and requires practical practice on the field and cannot be learn only based on theories.

3.3.3 CHANGE IN THE JOB ASSIGNMENT

Training is also necessary when the existing employee is promoted to the higher level or transferred to another department. When an employee is being transferred or promoted he or she will be given a new job description that is different from the old job task. Thus, it is important for the employee to undergo training, in order to increase the skills and knowledge of an individual. Training is also required to equip the old employees with new techniques and technologies. This happen when the organization need to keep up with the changes made due to globalization. It can be seen when the old employees who are the generation of the baby boomers, need to develop IT skills in order to achieve the organization goals.

3.3.4 PREVENT OBSOLESCENCE

Through training and development the employee is up to date with new technology and the fear of being thrown out of the job is reduced. The fear of being obsolete and have less value when compared to other employees can be a stress factor for employees and it will reduce the morale of the employee and ending up reducing the productivity. Sending employees to updated courses and refreshing courses is a must nowadays in order to have contemporary skill and knowledge and not get left behind. This can prevent obsolescence as a whole and must have proper planning on the skill and abilities development of the employees.

3.4 TYPES OF TRAINING

3.4.1 Technical or Technology Training

Depending on the type of job, technical training will be required. Technical training is a type of training meant to teach the employee the technological aspects of the job. In a retail environment, technical training might include teaching someone how to use the computer system to ring up customers. In a sales position, it might include showing someone how to use the customer relationship management (CRM) system to find new prospects. In a consulting business, technical training might be used so the consultant knows how to use the system to input the number of hours that should be charged to a client. Technical training is often performed in-house, but it can also be administered externally. As for the Syariah Department, the technology training is where the employees was taught on the creating and managing a blog for each of the unit in the department. It is called as “*Kursus Penulisan Blog (EKSA)*”.

3.4.2 Induction training:

Also known as orientation training given for the new recruits in order to make them familiarize with the internal environment of an organization. It helps the employees to understand the procedures, code of conduct, policies existing in that organization.

3.4.3 Soft Skills Training

Soft skills refer to personality traits, social graces, communication, and personal habits that are used to characterize relationships with other people. Soft skills might include how to answer the phone or how to be friendly and welcoming to customers. It could include sexual harassment training and ethics training. In some jobs, necessary soft skills might include how to motivate others, maintain small talk, and establish rapport. The most crucial asset of an organization is the employee that have rare soft skills. The Syariah Department had sent their staff to attend the soft skills training which is the Crisis Management workshop. Where in this workshop, it teach the employee how to manage crisis internally and externally.

3.4.4 Team Training

Team training can be defined as a process that empowers teams to improve decision making, problem solving, and team-development skills to achieve business results. Often this type of training can occur after an organization has been restructured and new people are working together or perhaps after a merger or acquisition. Some reasons for team training include to improve communication, motivating a team, getting to know each other, making the workplace more enjoyable, improve team productivity, practicing effective collaboration with team members, teaching the team self-regulation strategies and helping participants to learn more

about themselves (strengths and weaknesses). In Syariah Department, they had undergo the team training that is “*Retreat Pelan Transformasi JKSS 2018*” where they gathered staff from all over Sarawak at one place and undergo the training with the Head Department of Syariah which is Yang Amat Arif Tuan Haji Awang Suhaili. This year, the Syariah Department in Sri Aman become the host of the training program where this team training had been located at the Aiman Batang Ai resort.

During the practical training in the Syariah Department, I was given the opportunity to attend few job training in this department which were the “*Penulisan Blog (EKSA)*” and Crisis Management Workshop. It was an honourable experienced for me as I was a practical student was given the chance by my supervisor, Mr Yusri Bin Alphonsus Sutut. The training for the “*Penulisan Blog (EKSA)*” was done for one day at level 11 in *Jabatan Ketua Menteri*. In this training we were taught by Madam Norhaneeza and Mr. Zainal regarding on the creation of blog for every units in the Syariah Department. They also taught us on how to manage the blog. The purpose of learning on the Blog is to let the staff updates every activities or events that occur in every units.

As for the training of Crisis Management Workshop, it was done for two days at the Imperial Hotel. The speaker was imported from Kuala Lumpur who were Mr Nordin and Mr. Azrin. During this workshop, the speaker taught us how to deal and manage crisis if it hit the organization. From the first step of identification of the crisis until the management of improve the image of the organization. This was a great opportunity for me as it gives me important knowledge and skills for me to implement during my working situation in the future.

3.5 FILING SYSTEM

Filing can be defined as keeping documents in a safe place and being able to find them easily and quickly. Filing is very important in any organizations whether it is public organization or a private organization.

Any organization that implement this system will have guarantee that the documents that are cared for will not easily tear, get lost or dirty. A filing system is the central record-keeping system for an organization. It helps to be organized, systematic, efficient and transparent. It also helps all people who should be able to access information to do so easily.

In addition, the best filing system is to records creation results directly from the transaction of business. It must be deliberately created because conducting the transaction, by itself and does not generate the record. Records that will meet accountability requirements and other needs of an organization cannot be created or managed without an adequate record keeping system. Records management practices, and in particular records creation, must be systematic through policies, procedures and the application of best practice. The most appropriate controls should be built into filing systems to capture and identify accurately information required by an organization.

3.6 PURPOSE OF FILING SYSTEM

The main purpose of filing is to preserve the important letters and documents safely. Scientific and systematic methods are applied so that any documents can be found out quickly for reference. The purpose of filing system such as collection and classification of documents, preservation of documents and provide proof

3.6.1 Collection and Classification of Documents

The first purpose is collection and classification of documents is the first objective of filing. An organization may receive and sends a large number of documents from internal and external sources every day. They can be case notification, bills, official letters and invitation letters. So, these documents should be classified into various categories on the basis of their nature and importance. By collecting all those documents, it can give the new information towards the organization and can help all staff to review back on what they needs in order to adding on or compare previous information and recent information. In addition, classification of documents which mean the documents had been divided or separate according to the suitable methods such as according to its alphanumeric, alphabetic, numerical, subjects and others.

3.6.2 Preservation of Documents

Other than that, preservation of documents. Preservation of Documents classifying them into two categories such as documents whose preservation shall be permanent in natural and documents to be preserved for not less than eight years. The documents that are required to be maintained under its own policy that are preserved considering their importance, usefulness and information. The organizations recognizes that all the documents, whether in physical or electronic mode form an important and integral part of the organization's records. The preservation of documents is important in order to ensure immediate access to the records, its retrieval and authentication. After the collection of data another purpose of filing is to preserve the documents for future reference. A filing keeping system is the tool to manage records. It is a manual or automated information system having the necessary functionality that enables it to carry out and support the various records management processes such as collection, organization and classification of

records to facilitate their retrieval, distribution, use, disposal or preservation. In the Syariah Judiciary Department, the filing system is a manual filing system.

3.6.3 Provide Proof

Moreover, filing system can provide proof towards the organization towards internal or external individuals. Several transactions take place concerning different subjects matter in an organization. The preserved documents can be presented as proof whenever required. For example, the case where one of the Syariah Judiciary Department of Sarawak's employee who has criminal record. He was terminated immediately when SPA detected that this employee had lied on his application. Thus all the documents stated his record from the prison was been filed and still kept in the box in case if he applied on working.

3.7 METHODS OF GOOD FILING SYSTEM

Taking the time to organize the filing system is crucial. While everyone would love to have a paperless office but in the reality is that some organization still have the need to store paper documents such as invoices, receipts, and others. Besides, by having filing system, it can be able to easily retrieve them when required. As an employees, by losing certain documents is one of the situation that should be avoid. Thus, there are several methods of good filing system in an organization.

3.7.1 Filing by Date

First, filing by date. Filing by date means that all employees can put documents in order by their date. Filing documents by date can find information generated at a specific time. Yearly file

sections are the foundation of a date-based filing system and each month of the year is a subsection of the system. If they are from the same year, then look at their months and put the earlier month first. If they are from the same month and year, then compare their dates and arrange them with the older document coming first. With this method, businesses commonly keep the freshest files in the front of both the yearly section and the monthly sections. When employees use this system, they need some way to keep track of which documents correspond to what month and year.

3.7.2 Filing by Topic

Second, filing by topic. Filing by topic or subject is when the employees group documents by their content. For example, all the invitation received from the others Islamic Agencies is group in one files. Another example also where all the documents that related to practical students are put in one files. It does not mix with any files that relate to application.

3.7.3 Filing by Letters

Third, filing by letters. Filing in alphabetical order means putting items in order by the first letter of their name. The documents starting with A will placed at the beginning, followed by those starting with B, and so on until Z. Besides filing by letters, it also can be filing by alphabetical. Filing all documents alphabetically is a simple and time-proven system. The name of each file folder corresponds to the name of each document. Many businesses use hanging file folders with tabs or sturdy reprinted file drawer dividers to separate the folders under each alphabetical heading. A key drawback of an alphabetical system is for necessary to have an index to keep track of a large number of documents.

During my internship at the Syariah Department, the main task was given to me was filing. This is because I was given the instruction from my supervisor to help Madam Noraini on the filing system as the audit was around the corner. Thus, I was taught and exposed with the filing system in the Syariah Department. In this department, they are still using papers and files. Some of the government organization has using database to keep files. However, the Syariah Department still using the traditional method. In the department the files has two categories which are Personal Files and Administration files. The administration files consist of all the activities, cases, budgets and events in this department. As for personal file it includes any personal in formations of the staff that relates to the job purposes. All the files was kept in a storage cabinets which are labelled A, B, C,D for personal files and 100 (A, B, C,D, E,F), 200 (A,B,C), 300 (A,B,C), 500 (A,B,C,D,E), 600 (A,B) and 700 (A). The files had been manage and updated by me and my colleague, Sayyidah Nafisah. Besides, all the labels of the files from the front page til the contents of the files need to be double check. We were also asked to sort the files based on the numbers on the files and it is must be tally in the manual documents. Eventhough it was a hectic task for us as we need to learn the files for few weeks in order to organize the files from A-Z.

3.8 CONCLUSION

During the internship the most practical subject that I had undergone is the Human Resource Management ADM551. This subject was applied during the training of “*Penulisan Blog (EKSA)*” and Crisis Management Workshop as it is practical and can be applied directly based on the syllabus. Thus, the training and filing are very important in every organization. This is because training and filing is one of the strategy to make the organization become more active and aware in every situation.

CHAPTER 4

RECOMMENDATION

4.0 INTRODUCTION

In this chapter it may include the strength and weaknesses of job or task related to the training and filing system that were assigned to the trainee during practical training at Syariah Judiciary Department of Sarawak as be mentioned in previously. This chapter will also provide solution for improvements of the effectiveness and efficiency of the organization.

4.1 STRENGTH OF TRAINING

It is a simple truth that no employees could be excel at every aspect of their job, no matter what their experience and effort. With the continuous environment changes that occur, the organization need to keep up in order to prevent obsolescence. Thus, it is important for the organization to provide employee training programs and initiatives, so that the employee will stay focused on improving areas where employees may underperform. In the Syariah Judiciary Department, there are many training programs provided for the employees in this department. It can be seen where every day, there will be training programs and courses faxed to this department. It is a good thing as the employee will be send for training and this can increase their skills and knowledge.

4.2 STRENGTH OF FILING SYSTEM

Filing system is very important for an organization especially for the Syariah Department as they deals with Syariah cases. The evidences and cases paper works need to be filing. However, we as a trainee at the administration unit does not have the authority to do the case filing. We are only managing the administration files. By having manual filing, the employees knew what does documents had been compiled in the files and they always being up to date towards new information, official letters and others The filing system in this department has filing room in every unit. For example, accountancy unit, they have their own storage box that keep their department financial files, same goes to other units. The filing room should be entered by particular employees. This is because to avoid from any loss of documents or missed place of important information. As we all know, every documents give their own importances and for future reference. Furthermore, the filing room in this department does not have any sign or label and all the files storage boxes does not have name to it. It is just label with A,B,C,D and 100 (A, B, C,D, E,F), 200 (A,B,C), 300 (A,B,C), 500 (A,B,C,D,E), 600 (A,B) and 700 (A). This is because to prevent any unwanted harm to the department documents. Lastly, all the files storage box are lock with heavy bar metal. This is to prevent intruder to steal any documents.

4.3 WEAKNESS OF TRAINING

Every organization has their own weaknesses. As for the Syariah Judiciary Department of Sarawak, the weakness in the training is the employees who were send to the training program does not take seriously of the program. Some of them did not follow the tentative of the program. They came late or just came at the end of the program but does not also showed at the office. Besides, some of the employees attitude where they will not go for any training or courses that

was instructed unless they have accompany to the program. This is a very childish attitude and this attitude should not belong to working environment.

4.4 WEAKNESS OF FILING SYSTEM

The first weakness in Syariah Judiciary Department of Sarawak is the interference of former individual who previously invent the system and the current individual who was given authority to manage and control the filing system. Legitimately, the current individual has the power to control and manage the file's room. However, due to lack of knowledge and experience in this department, the employee follow what had been instructed in order to avoid disputes. Another weakness in this department is some of the files do not consistent with the files that been saved in the computer. The manual book of list of files and code had been saved in the computer to ease the employees to find the files. However, I have discovered inconsistency of this filing system. Lastly, the weakness of filing system in this department is also the delayed of the filing documents for the record. It was shown when I first entered the department where I saw some of the employee's table had piles of files on their desk. If it based on the rules, the files cannot be on any individuals after 2 days of using it. They only do the proper filing when the record audit is around the corner. This behavior is bad for the organization because if there is any missing files, it will make it hard to be trace.

4.5 RECOMMENDATION

During practical training in Syariah Judiciary Department of Sarawak, as a trainee I have some recommendation that should be done by the organization in order to improve and minimize any circumstances especially towards filing system and training in the Administration Unit in this department.'

First, there must be one individual to monitor any employees who attending training programs. This is to prevent any employees to take advantages of the training program to be in somewhere else. A strict process of letting a person to undergo training must be done. The employees that have to attend any program outside the office during office hours need to give evidence to the person incharge.

Another recommendation is on the filing system. The upper management in the organization need to clarify to the employees of their job and task. The upper management also need to regularly monitor and supervise their employees. This is to avoid any interference of job and also to prevent any disputes between the employees.

In addition, Syariah Judiciary Department of Sarawak should practice on paperless environment. Paperless is a work environment in which the use of paper is eliminated or greatly reduced. This is done by converting documents and other papers into digital form. By practicing this paperless environment, this department can reduce the amount of files in the departments and share their information through online filing or e-filing. By practicing paperless environment, all information and documents can be saved in the folder in the system of organization whereby create folders for different title and save the documents in every folders that related to the information yet documents.

Furthermore, the Syariah Judiciary Department of Sarawak need to change the system of their attendance. Currently this department is still using the tradition method where they have “*Rekod Kehadiran*” book to signed the time in and out from the office. I suggest that this department use thumb print or punch card as what I have been experienced that most of the employees come to the office around 8.30 am to 9.00 am which violate the code of conduct of the public service.

4.6 CONCLUSION

As a conclusion, all the organization has its own strengths and weaknesses. The strength and weaknesses is depends on the department on how does they control and arrange their department. By giving the information of strength and weaknesses it is actual situation that can be minimize and every organization should practice appropriate way to keep service effectively and efficiently.

CHAPTER 5

CONCLUSION

5.0 INTRODUCTION

Overall, it was just a tremendous experience for the me to have practical training at the Syariah Judiciary Department of Sarawak (JKSS) even though it was for only in a short period of 8 weeks. During the training, I had learnt many new knowledges and experiencing memorable experiences. Besides, I received the chances to apply some knowledge that I learned from my previous subjects in Uitm Samarahan and also the things that were not told in the classroom. This chapter of practical report will summarize the previous chapters and concludes all of it.

5.1 SUMMARY OF CHAPTER ONE

Syariah Judiciary Department of Sarawak (JKSS) is a government agency that emphasize on the Syariah Laws. This chapter focuses on the background of the organization and it's roles and function for the public. As a conclusion for this chapter, Syariah Judiciary Department of Sarawak (JKSS) is the department of the Sarawak State who are given the authority to manage the syariee related issues throughout the state of Sarawak.

5.2 SUMMARY OF CHAPTER TWO

This chapter focuses on the schedule of the practical training that commence on the 29th January until 23rd March 2018. The 8 weeks practical training most of the tasks given was related to documents filing. Moreover, undergoing practical training at the Syariah Judiciary Department of Sarawak (JKSS) have thought us a lot about the real working experience and how to apply our theoretical knowledge into real life. Most of the theories used were on soft skills applications.

5.3 SUMMARY OF CHAPTER THREE

Focusing and analyzing on specific task given during the training was discussed and elaborated in detail in this chapter. During the internship the most task that had been done and related to the record management that is filing system. The procedure use is more towards to prepare the documents or record which is dealing with filing system. Other than that, training was related to the subject of Human Resource Management (ADM551).

5.4 SUMMARY OF CHAPTER FOUR

The strength and weaknesses of the selected tasks were highlighted and emphasized in this chapter. Recommendations and solutions for each weakness and problems are also given out in this chapter. To conclude this chapter, every task has its strengths and weaknesses. We cannot prevent any slacks and errors when doing the task. Improving the process and task is the only key and remedy for this problems.

5.5 OVERALL CONCLUSION

As the overall conclusion, the practical training is the perfect platform for applying the theories that have been studied in class. Realizing the theories is neither easy nor simple, as it requires gathering other skills and experiences to make it happen. Furthermore, the practical training also gives students views of the real working environment and how to adopt with it as a staff by following the working disciplines. As a final recommendation, the practical training is great but would be better if it is extended to fully one semester and be placed at the end of the semester. This would clear the momentum of returning back to class after the practical.

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APPENDICES



Figure 3: The visits from Community College



Figure 4: Official visits by Dato Haji Mohammad Abu Bakar b. Mazuki at Majlis
Islam



Figure 5: The arrangement of files

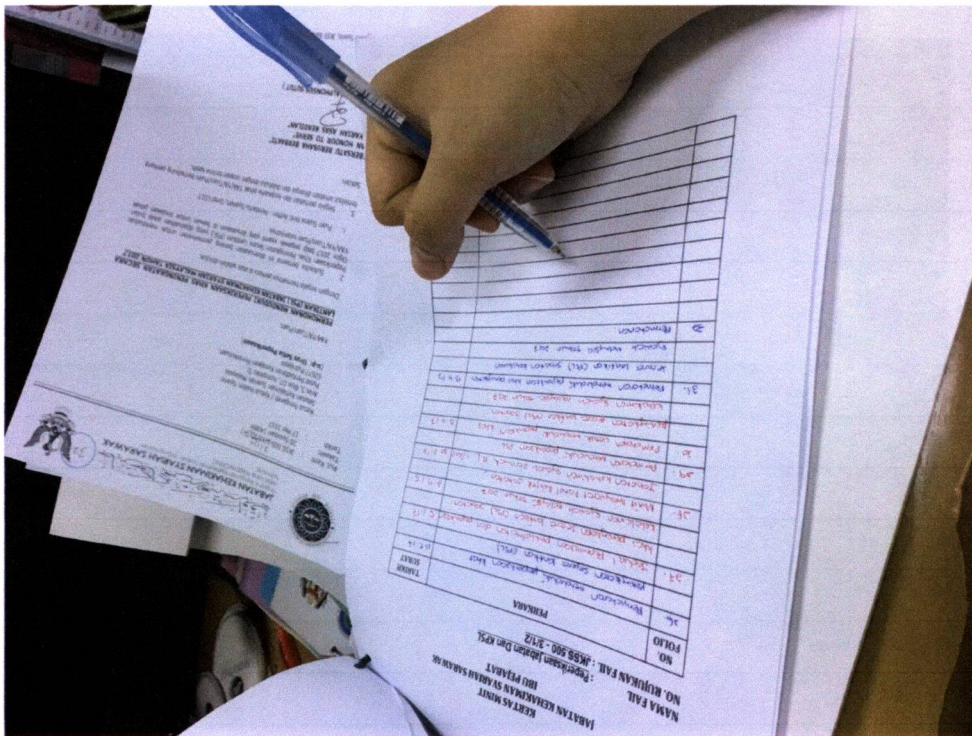


Figure 6: The updating folio

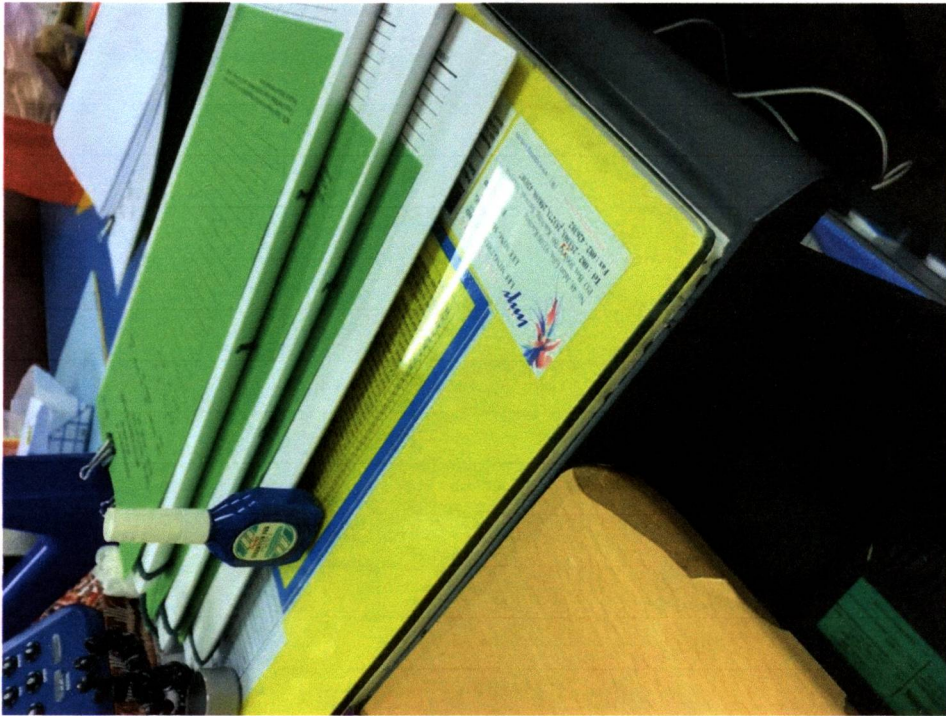


Figure 7: The Filing updates

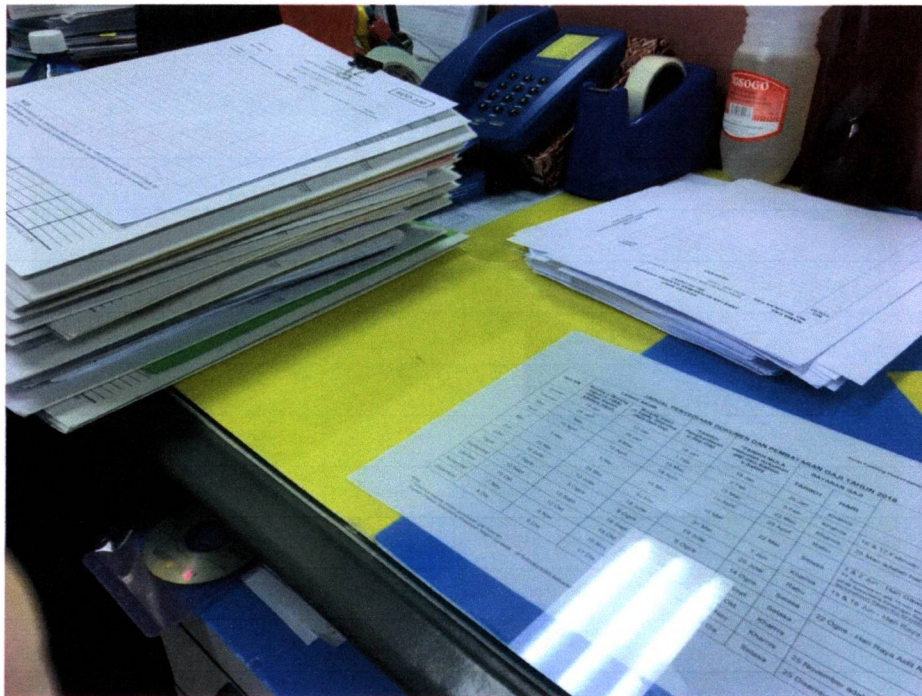


Figure 8: The Files that need to be update

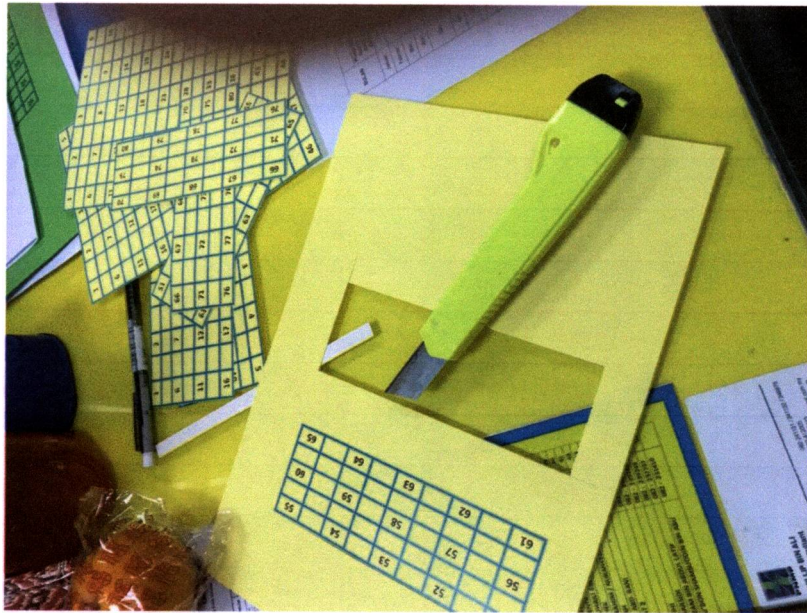


Figure 9: The File's Tagging



Figure 10: The ISO Meeting



Figure 11: The ISO task assigned to the JKSS Staffs



Figure 12: The Nasyid Rehearsal for Majlis Tilawah Al-Quran



Figure 13: Nasyid during Majlis Tilawah Al-Quran Peringkat Negeri Sarawak at Baitulmal (Opening Ceremony)



Figure 14: Nasyid Performance at the Closing Ceremony of Majlis Tilawah Al-Quran



Figure 15: Certificates that was done by me.



Figure 16: The Certificates file



Figure 17: The training program of “*Kursus Penulisan Blog (Eksa)*”



Figure 18: As one of the Participants



Figure 19: With the Colleagues of Syariah Judiciary Department of Sarawak during the “*Kursus Penulisan Blog (Eksa)*”



Figure 20: The Speaker of Crisis Management Workshop, Mr.Nordin



Figure 21: Our Supervisor, Mr Yusri bin Alphonsus Sutut



Figure 22: Our Farewell Party



Figure 23: Some of the Syariah Judiciary Department of Sarawak staffs



Figure 24: The Plaque we gift as an appreciation to the Syariah Judiciary Department of Sarawak.



Figure 25: The Head of Syariah Registration, Tuan Karim



Figure 26: Farewell Party

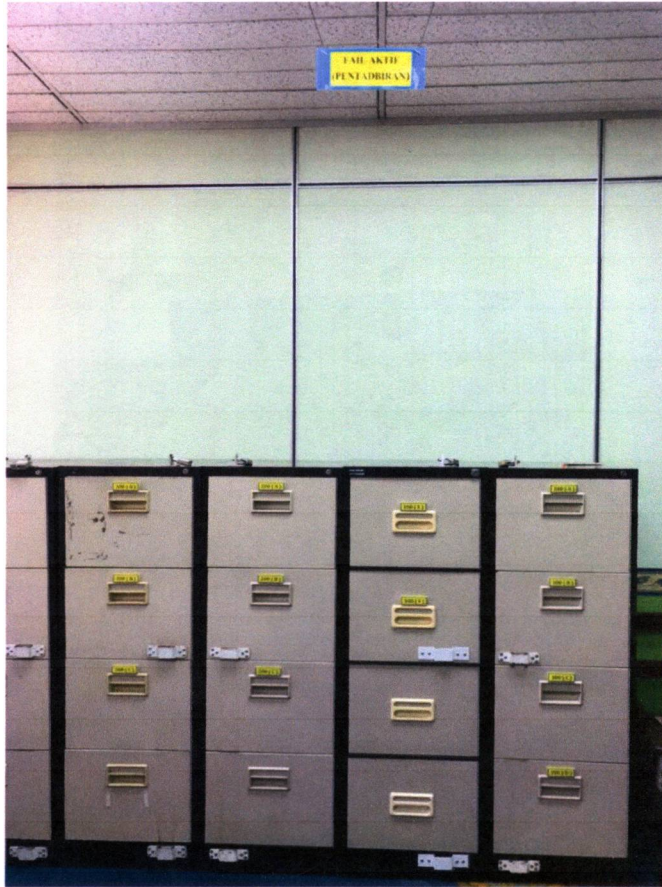


Figure 27: The Filing Storage Boxes

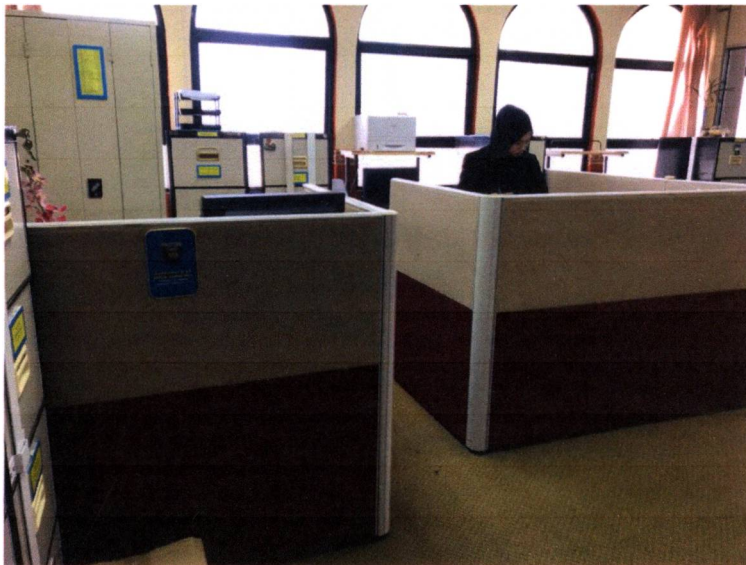


Figure 28: Financial Units



Figure 29: The Closed Files



Figure 30: The Lock for the Files



Figure 31: Syariah Judiciary Department of Sarawak's Library.



Figure 32: The Syariah Judiciary Department of Sarawak Inventory Store



Figure 33: The Administration's Unit

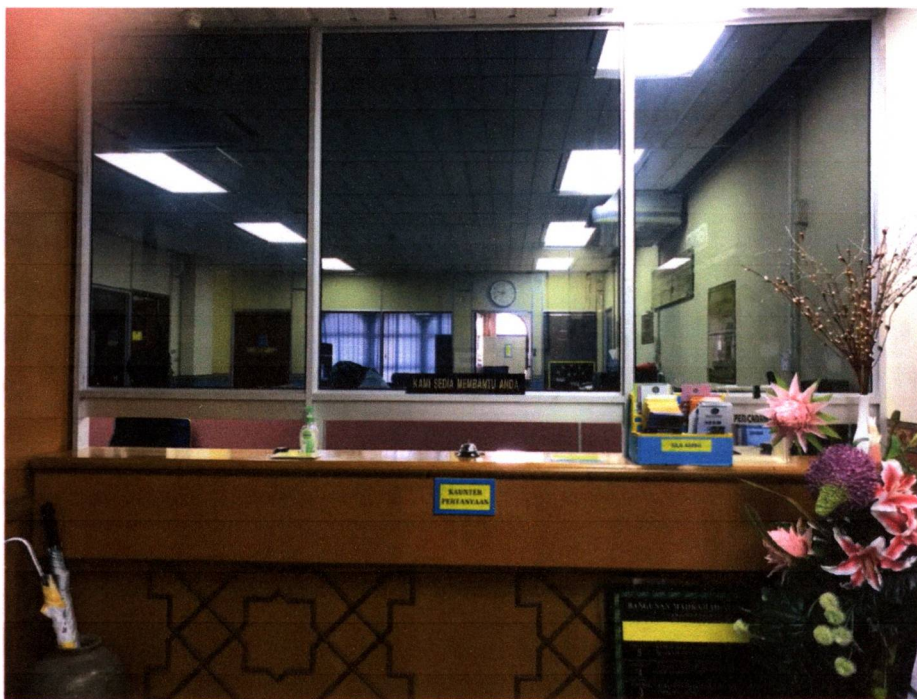


Figure 34: Administration's Counter Service