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FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY
STUDIES



PRACTICAL TRAINING REPORT

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JANUARY 2015

THE DECLARATION

Declaration

I hereby declare that the work contained in this research proposal is original and our own except those duly identified and recognised. If I am later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

Signed.



Nurul Farhana Binti Chek Usup

ACKNOWLEDGEMENT

Completing this practical training report was a challenging project for me. However, fortunately I had help from many parties that made this project less difficult. My practical training supervisor lecturer, Mr. Saiful Anwar Bin Md Ali, Lt. Kol. (B) was insistent on the meetings and dateline which I did not quite appreciate then. But looking back, his toughness made me work harder and for that I will always be grateful.

I would like to thank my supervisor, Mr Awg Mohd Syukri Bin Awg Arshad who are guiding me when completing my practical training at Pusa Sub-District office. He was kept motivated and advises me on completing the practical training.

I would like to thank God without whose blessing we will not have successfully completed this study.

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CHAPTER ONE

INTRODUCTION

1.1 Pusa Sub-district History

Pusa is a town in Betong Division Sarawak, east Malaysia. It is situated nearby Saratok town. Mostly form for native Malay for fish village and famous of fish of "ikan terubok" (Toli shad) and also famous for "gula apong" (palm sugar). The water transportation such as of express boats, speed boat and fare boat still become the major transportation for the people in Pusa village. Pusa District is divided into location which is the Pusa village is included Kampung Hulu, Kampung Tengah, Kampung Hilir Pusa, kampung Kalok, Kampung Dato' Godam, Kampung Lot (Dang Esah), Kampung Hulu, Tengah Hilir Tambak, Kampung Hulu Tengah Hilir Serabang, Pasar Pusa and Kampung Beladin¹.

According to the past history, long ago there are estate areas which are living by the farmer and know as "Kebun Putat". Unfortunately this estate area always hit by the wave make the farmer searching for the new area for living. One day, the farmer found the "black cat" at that new area then the farmer decided to give that area "Kampung Pusa". Pusa sub-district is become one of the sub-district which are included in Betong division that is famous on the "ikan terubok" (Toli shad) especially in Kampung Beladin and Kampung Pusa itself. This sub-district having area of 362.47 sq km or located as far as 90 km from Betong Bandar².

¹ http://en.wikipedia.org/wiki/Pusa,_Sarawak

² <http://www.cyclopaedia.info/wiki/Pusa,-Sarawak>

To reach here, need time more than one travel watch use land route, if proceed from Betong town, or two hours from Bandar Sri Aman. This distance including route that need to be experienced from main road junction (Lebuh Raya Pan Borneo) namely about 19 km to reach Pekan Pusa. Pusa sub-district inhabited by 20,219 people in 3,242 houses. Beladin village become famous due to it has largest number of home namely 1,253 houses. For those like to historic spot, Pekan Pusa is choice that is suitable because availability "Makam Dayang Isah Tandang Sari" dan "Makam Raja Bertanduk"³.

Both places regarded as historic spot because it has legend that is implied and not many that know it clearly. For those love natural beauty and like relaxed activity especially in weekend, sandy beach that clean and attractive can be visited in Beting Maro. This area also known with a kind of food that gets local population's response namely 'Suman Pais' that being created by one of Pusa people. It is a type of food made from sago palm flour or better known as 'Lemantak'⁴.

³ <http://www.sarawak.com.my/info/rakansarawak/062002/subdistrict/index.shtml>

⁴ <http://www.sarawak.com.my/info/rakansarawak/062002/subdistrict/index.shtml>

1.2 Pusa Sub-district Office Background

Pusa Sub-district office is located in the centred of Pekan Pusa which administer by Pegawai Tadbir Sarawak, Pusa, En. Adenan Bin Takip. However, there are not many people who know that the Pusa Sub-district office nowadays is the third office this is due to the flood that make the first and second office damaged. The Pusa Sub-district office was establish in 1993 which are there first office was located at Kampung Hulu Pusa and the second office was located at Kampung Hilir Pusa⁵.



Figure 1: Pusa Sub-district Office

⁵ <http://www.sarawak.com.my/info/rakansarawak/062002/subdistrict/index.shtml>

1.3 The Function in Pusa Sub-district Office

Pusa Sub-district Office is the administrative centres of Pusa. It plays an important role in the implementation of government policies and the welfare and interests of the community under their jurisdiction. The main function of the Pusa Sub-district Office is as follows⁶:

1.3.1 Plan, implement, coordinate, track and report on development projects.

1.3.2 Perform administrative tasks including district administration of public institutions, statutory services and community affairs according to the stated jurisdiction.

1.3.3 Perform control tasks, creating and maintaining peace and security areas of the sub-district.

1.3.4 Implement and coordinate tasks skretariat for ceremonies and official program.

1.3.5 Manage the affairs of the general administration, human resources, property, and finance and office budget.

⁶ <http://www.betongdc.sarawak.gov.my/>

Therefore, the function of Pusa Sub-district Office can be classified as follow:

i) Public Administration

- District Administration
- Management and Administration JKJK
- Public Safety
- Government Procurement Management and Budget

ii) Planning and Development

- Planning and Implementation of Minor Rural Project (PKLB)
- Lead the development of the Project Monitoring
- Planning and Community Development Program Implementation
- Poverty Eradication Programme and Community Development

iii) Registration and Application

- Probate Registry Application
- Registration of 'Deeds'
- Registration of adopted child
- Registration of marriages according to Adat

iv) Licensing and Permits

- Registration of business names
- Commercial license applications
- Hire-purchase agreement
- Application, renewal and transfer of firearms licenses

- Permit to buy ammunition

v) Legal and Judicial

- Coordination and hearing cases and magistrate court Bumiputera
- Legal advice
- Declaration / Oath

As a government department, the Pusa Sub-district Office operates a day and time that has been set. Operating schedule is as follows:

| DAY | TIME |
|------------------------------|---------------------------|
| Monday To Thursday | 8.00 am – 1.00 pm |
| | 2.00 am – 5.00 pm |
| Friday | 8.00 am – 11.45 pm |
| | 2.15 am – 5.00 pm |
| Saturday & Sunday | leave |

1.4 Pusa Sub-district Office Objectives

- 1.4.1 To become a respected administration office and serve a public service.
- 1.4.2 Planning and implementing socio-economic infrastructure development.
- 1.4.3 Provide and administer a wide range of public services.

1.5 Pusa Sub-district Office's Logo



The Sarawak Civil Service is meaning the vision was to be a world class civil service and the mission is to deliver excellent service through high performance teamwork. The philosophy was an honour to serve. The shared values was integrity, kind and caring, professionalism, sense of urgency and ownership, team spirit and result-oriented⁷.

1.6 Pusa Sub-district Office Mission and Vision

1.6.1 VISION

Become superior in socio-economy and steady development⁸

1.6.2 MISSION

Delivering Good Services⁹

⁷ <http://www.betongdc.sarawak.gov.my/>

⁸ http://www.betongdo.sarawak.gov.my/modules/web/pages.php?mod=webpage&sub=page&id=39&menu_id=0&sub_id=66

1.7 Pusa Sub-district Office Customer Charter

Pusa Sub-district committed to provide service that is efficient, effective and friendly to clients with:¹⁰

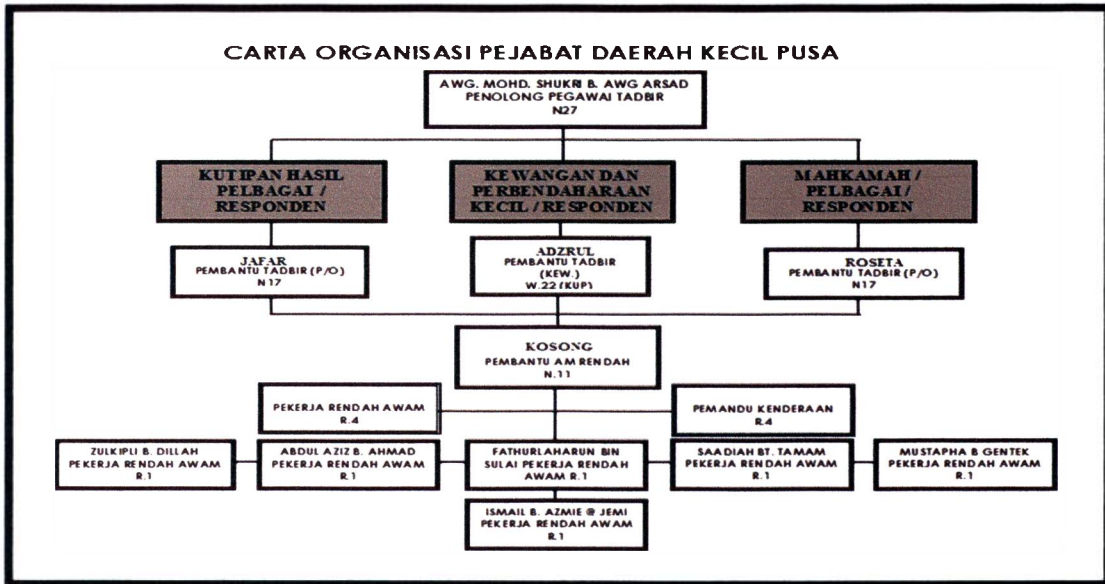
1. Surat Kuasa Mentadbir (LA) will be issued in period of fourteen (14) working days.
2. Surat Kuasa Mentadbir(LA) application which involves agency other departments, period beginning after getting feedback from agency or department related
3. Registration of Adoption Certificate Application received will be completed in period of (14) working days
4. New application for registration Trade Name registration of business name and Trade Licence Issuance will be decided in period of fourteen (14) working days with feedback condition from all agencies referred already earned
5. Renewal Task, Extract Production and Business Item Amendment will be complete in period of seven working days
6. Trade Licence Cancellation application will be completed in period of a working day
7. Native Court Case Case Registration will be completed in period of a working day
8. Ammunition Purchase Permit Withdrawal Application for shotgun (shotgun) will be completed immediately

⁹http://www.betongdo.sarawak.gov.my/modules/web/pages.php?mod=webpage&sub=page&id=40&menu_id=0&sub_id=67

¹⁰http://www.betongdo.sarawak.gov.my/modules/web/pages.php?mod=webpage&sub=page&id=41&menu_id=0&sub_id=68

9. Licence Issuance for Alienation Shotgun that was being passed by Resident will be completed in period of seven working days
10. Payment receipt or Collection will be issued immediately by give all payments or revenue collection from public.

1. 8 Pusa Sub-District Office's Staffs



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1. 9 Chart Movement of Pusa Sub-District Office's Staffs

| NO | NAME | GRADE | DESIGNATION |
|----|----------------------------------|-------|--------------------------|
| 1 | AWANG MOHD SYUKRI BIN AWG ARSHAD | N.27 | PENOLONG PEGAWAI TADBIR |
| 2 | ADZRUL AMIRUL SHUZREEN | W.22 | PEMBANTU TADBIR KEWANGAN |
| 3 | JAFAR BIN SULAIMAN | N.17 | PEMBANTU TADBIR |
| 4 | ROSETA TIDA ANAK CHANGGIE | N.17 | PEMBANTU TADBIR |
| 5 | ABDUL AZIZ BIN AHMAD | R.1 | PEKERJA RENDAH AWAM |
| 6 | ZULKIPLI BIN DILLAH | R.1 | PEKERJA RENDAH AWAM |
| 7 | SAADIAH BINTI TAMAN | R.1 | PEKERJA RENDAH AWAM |
| 8 | FATHURLAHARUN BIN SULAI | R.1 | PEKERJA RENDAH AWAM |
| 9 | MUSTAPHA BIN GEMPEK | R.1 | PEKERJA RENDAH AWAM |
| 10 | ISMAIL BIN AZMIE @ JEMI | R.1 | PEKERJA RENDAH AWAM |

¹¹http://www.betongdo.sarawak.gov.my/modules/web/pages.php?mod=webpage&sub=page&id=86&menu_id=0&sub_id=141

CHAPTER TWO

SCHEDULE OF PRACTICAL TRAINING

2.0 Introduction

The practical training was on the 21st of July until the 29th of August 2014 at the Pusa Sub-district Office. On the first day which is on 21st July 2014, the supervision, Mr Awg Mohd Syukri Bin Awg Arshad assigned me to counter service department. Throughout the whole one month of practical training at Pusa Sub-District Office, there were several daily tasks were given. Recording data in files, arranging files on the shelf according to its code, colours and types of file, drafting, photocopy and writing official letters, picking up the call, providing the service to the customer and got involved in event of Pesta Pusa 2014 were included into my daily tasks.

2.1 Counter Services

The counter service was the first task that was given to me. The counter service was dealing with the public. At the counter service department, Madam Roseta who were in charge at the time being, taught me on how to deal with public. My first duty was to print out my name and put it on the Staff movement Chart at the officer. This was to make sure that people know there was practical student at Pusa Sub-District Office. After that, the next task was to record the name of public on the 'Buku Rekod Harian Pelawat ke Pejabat Daerah Kecil Pusa'. It was important for me to record the name of public residents because, at the end of the month, all these

names would be recorded into the data file in the computer. Next, we had to ask them about the purpose of coming and assisted them. During this time, the Pusa sub-district officer was busy with receiving the hand phone from the Telekom Malaysia. This hand phone would be given to the people in Pusa which included the people from Beladin and Tambak. So, if there were names of the public that listed as a receiver of handphone, it means the one who would be in charge in giving that hand phone toward the public is me.

Besides that, my other task was receiving and dealing with the E-Kasih forms and the application forms for repairing house from the public or customers and double check on their forms. It could be assumed as challenging since the practical student needed to adapt and got along with the environment at the office and also needed to communicate well with the public. It was really lucky of me since the staff at Pusa Sub-District Office were very supportive and friendly.

On the second and third day as usual at the counter service department, It was my duty to assign and distribute the e-Kasih form to the public. Most of the public were busy asking about the updates on their status that had been inserted into the system. The publics were confused whether their status had been updated or not. This was why the public kept on asking the same question all over again. After collecting the e-Kasih form, thee-Kasih form must be put into the stated boxes. From this, those who were in poverty issues could be detected easily and would be given Bantuan Rumah, welfare and they would be given an opportunity to do the work to involve in 1 AZAM. 1 AZAM would be given to those who were qualified as they fit all the terms and conditions that the Pusa Sub-District Office had stated. But, there were some people who are not qualified to be in 1 AZAM kept on asking how to be

part of 1 AZAM. From this situation, the staff would teach me and helped me on how to deal with difficult situation with the public. Besides that, communication is really important to deal with the public and to make them understand. It was also important for us use proper and appropriate language in dealing with public.

2.2 Administrative Task

2.2.1 File and Record Management

Recording the data is one of the tasks that must be done by the staff. The task that had been given to me was related to the record document system which was used by this department. For example, when there were new letters arrived at the Pusa Sub-District Office, for this task, the practical student needed to transfer the data and arranged the letters in to the existing file according to their function. Besides, the data that had been recorded needed to be reorganized as there were many files that needed to be done. The letters needed to be transferred in the files to the existing document files. The reason of transferring the data was the department wanted to standardize all the record document system to ease the staff when looking and finding which one is much more important to do first. While doing the files reorganization, it was important because it could be used as manual reference if the data in the database was corrupted. From here, it was also important to arrange any document so that it was easier for us to make future references. This showed that the department was really particular on the work progress. This would indicate the efficiency of their service. The practical student also had been exposed to the

different files and each of the file had its own function. Besides, the learning process with Mr Adzrul which is the finance assistant on sorting the bill that had being used by the Pusa Sub-District Office was informative. The bill needed to be sorted from the latest month to the oldest month. From this, it was an experience on how to calculate the bill and also sorting the bill according to the month and year. Others than that, filling system also being learned, learn how to scan and sent emails, binding document and learnt how to use fax machine and photostat machine by the senior staff, Madam Roseta.

2.2.2 Typing/ Printing and Photostat

The name of public who are receiving the Telekom Malaysia Hand phone must be typing using the Microsoft Office Excel. The list of the name should be according to the serial number of the hand phone. This was a new experience for me because it is needed to list down all the name of the public according to the serial number of the hand phone that would be given to them. Besides that, Madam Roseta also asking me to photostat and staple letters of "Jemputan Menghadiri Seminar GST" which were to be sent to each of the of the villages at Pusa, Tambak , Meludam, Semarang and also Beladin. This was one of the initiatives of the Pusa Sub-District Office to give the awareness to the people regarding to this GST. This was because GST had become current issues nowadays. This seminar was very important which was to give extra information about the Good and Service Tax which was known as GST to the villagers. This was because, the GST would be established on next year so villagers needed to know and understand about this GST so they will able to adapt when the GST implementing next year.

2.2.3 Meeting

Meeting is also one of the administrative tasks. The meeting was attended by all staff in this department. This meeting led by Mr Awg Mohd Syukri Bin Awg Arshad, who was the chairman for the meeting. The first speech was from the chairman which was the first agenda of the meeting. This was to introduce me to each of the staff. There were ten staffs at the Pusa Sub-district Office. The second agenda for the meeting were regarding to the reorganizing the daily task of the staffs itself. He explained briefly on each task that should be carried out by the staff. Each staff would be delegate the works to handle. The task delegation was important because it ensured the efficiency of the job or work that needed to be done. He hoped that the practical student would gain as much experience as possible during practical training at the Pusa Sub-District Office. Besides that, another one meeting has been held regarding on the Pesta Pusa 2014 that will be organize on 14th August 2014 until 16th August 2014. During this meeting, Mr Awg Mohd Syukri Bin Awg Arshad, who was the chairman for the meeting has divided each staff with the task and he also want all of the staff to participate on this event.

2.3 Outdoor Task

On the 14th August 2014 until 16th August 2014, there was an events organized by the Pusa Sub-District Office. All the staffs in Pusa Sub-District Office had became the protocol involved in Pesta Pusa 2014. This event was launched by Datuk Amar Abang Johari Bin Tun Abang Openg. It had been a very long time since the last time Pusa had organized this kind of event for the Pusa village. This event was under the Pusa Sub-District Office., so all of the staff in Pusa Sub-District Office needed to participate in this Pesta Pusa. All the events were organized by the Pusa Sub-District Office. On this moment, all of staff was very busy at the office. This was

because the village people who wanted to participate in the event must send their name to the Pusa Sub-District Office so that, we can divide them into the group. We needed to arrange the activities clearly and systematically because this event was launched for 3 straight days. So each day must have the activities. There were many activities such as lucky draw, Boat Races, Boat paddling and Karaoke Competition. But one of the famous activities was Boat Races. This was because, there were many people from Beladin, Tambak and Pusa itself joining this event. This boat race competition was held on every event day because there was much participation. The last day of the events was to give present for the winners of each of the activities. We could see all of the people participating and cooperated with each other in these events. Moreover, the experience where we need to cooperate with each other in order to complete the task was precious. All of the staffs at Pusa Sub-District Office cooperated in order to successful this event.

CHAPTER THREE

ANALYSIS OF TRAINING

3.0 Introduction

Chapter 3 discussing the analysis of the practical training which is it is specifically focuses on the area of task as covered in the practical training logbook. It also included definition of concept, demonstration of practical and theoretical aspects as how to relate all concepts learned and how to transforms knowledge gained at workplace to reinforce understanding on the concepts learned. Based on my schedule of practical working experience and tasks of job description given under chapter 2, it shows that, the practical training experience was more on customer services.

3.1 Task Analysis

During the course of the five weeks of my practical training, there are several tasks or responsibilities such as filing, recording data, data updating, filling the various form, staff meeting and other. Serving the public is the major task given to me during the practical training. For example show direction, receive forms and assist public when they want to meet SAO Mr Awg Mohd Syukri Bin Awg Arshad. One of the challenges was when the way we communicate with the public. This is because when public ask on something we should provide them appropriate information and try to understand what the public want. This is to make sure that, the public receiving good information which will make them satisfy with the services provided. It was become responsibilities to using the appropriate language which is

simple word, pronounce the words correctly, use the right words and use appropriate tones when communicate with the public.

3.2 The Term Communication

Communication can be defined as the process of transmitting information and common understanding from one person to another. The definition underscores the fact that unless a common understanding results from the exchange of information, there is no communication¹². Communication which is etymologically related to both “communion” and “community,” comes from the Latin communicate, which means “to make common” or to share¹³. Communication is “the process or act of transmitting a message from a sender to a receiver, through a channel and with the interference of noise”. Some would elaborate on this definition, saying that the message transmission is intentional and conveys meaning in order to bring about change¹⁴.

Communication in organizations is a two-way process it comprehends both the transmittal to a decisional centre or orders, information, and advice; and the transmittal of the decisions reached from this centre to other parts of the organization. It is a process that takes place upward, downward, and laterally throughout the organization. The organization provides channels of communication running in all directions through which information for decision-making flows. These channels are both formal and informal. The formal channels are partly based on, and

¹² Keyton, J. (2011). *Communication and organizational culture: A key to understanding work experience*. Thousand Oaks, CA: Sage.

¹³ Weekley, E. (1967). *An etymological dictionary of modern English (Vol. 1)*. New York: Dover Publications

¹⁴ DeVito, J. A. (1986). *The communication handbook: A dictionary*. New York: Harper & Row

partly separate from, the lines of formal authority, and the informal channels are closely related to the informal social organization. The communication must reason, plead, and persuade, as well as order, if it is to be effective¹⁵.

Based on my understanding, communication is the process by which information is transmitted and understood between two or more people. For example in Pusa Sub-District Office, there are communication occur between the public and also the staff. When the staffs understand what is the public trying to say so it is the transmission of the communication. Within the process of communication, we as a staff need to know what is the public need and want, in Pusa Sub-District Office, the public always come to ask about the E-Kasih form or Bantuan Rumah Form, so as a staff, we need to understand the question asking by the public. It is important to answer the following question by the public because it was the transmission of the communication.

In Pusa Sub-District Office communication is the medium which public clarifies their expectations toward the staff. This is because, the public expect that the staff knows what is they needs and wants. When there are communications between the public and the staffs in Pusa Sub-District Office will allow the organization to achieve organisational objectives more efficiently and effectively. It can be say that, communication as a process of sharing ideas, information, and messages with others in a particular time and place. During the practical training in Pusa Sub-District Office, it is important for us know that communication is not just giving of information but is the giving of understandable information and receiving and

¹⁵ Simon, Herbert A.: *Administrative Behavior. A Study of Decision-Making Processes in Administrative Organization*, Third Edition, The Free Press, Collier Macmillan Publishers, London, UK, 1976.

understanding the message toward the public especially to the old people because they did not know much about the E-Kasih form and also Bantuan Rumah Form. The staffs in Pusa Sub-District Office need to communicate among themselves to complete the tasks in organization. This is because, the staff need to cooperation with each other in order to communicate with the public. When the staffs able to communicate with a good communication it will allow the organization become more successful.

3.3 Importance of Communication in Public Administration

Public administration includes government and non-profit agencies that attract people with a commitment to public service. People in administration are responsible in the task which is sometimes people in administration will face multiple demands from other agency stakeholders. However, public administrators must use effective means of communication in order to succeed in practising open and honest government. There are various levels of hierarchy and certain principles and guidelines that employees must follow in an organization. The role and policy will become guidelines for the employees to perform their job role efficiently and successfully in giving the true information in order to become effective administration¹⁶.

During the practical training, in Pusa Sub-District Office, the SAO SAO Mr Awg Mohd Syukri Bin Awg Arshad always remind us about the important of the communication between the staff and the public. This is because, the communication is become the medium to attract the public. So it is the responsibility of each of the

¹⁶ Ike Joe Nii Annang Mensah(2010). Communication In Administration : Advantages and Challenges For Effective Corporate Management.

staff to know on how to communication with the good communication and also need to know what is the good language to be used to communicate with the public. Moreover, SAO Mr Awg Mohd Syukri Bin Awg Arshad give guidelines to all the staff on how to handle the public and also what is the best ways to giving the correct information to the public. SAO Mr Awg Mohd Syukri Bin Awg Arshad also teaches me on how to communicate with the public that is having poor communication background. During the 5 weeks of my practical training, there are many advice and experience on the communication that have given to me.

3.4 A Model of Communication

Figure 1 reflects the definition and identifies the important elements of the communication process¹⁷.

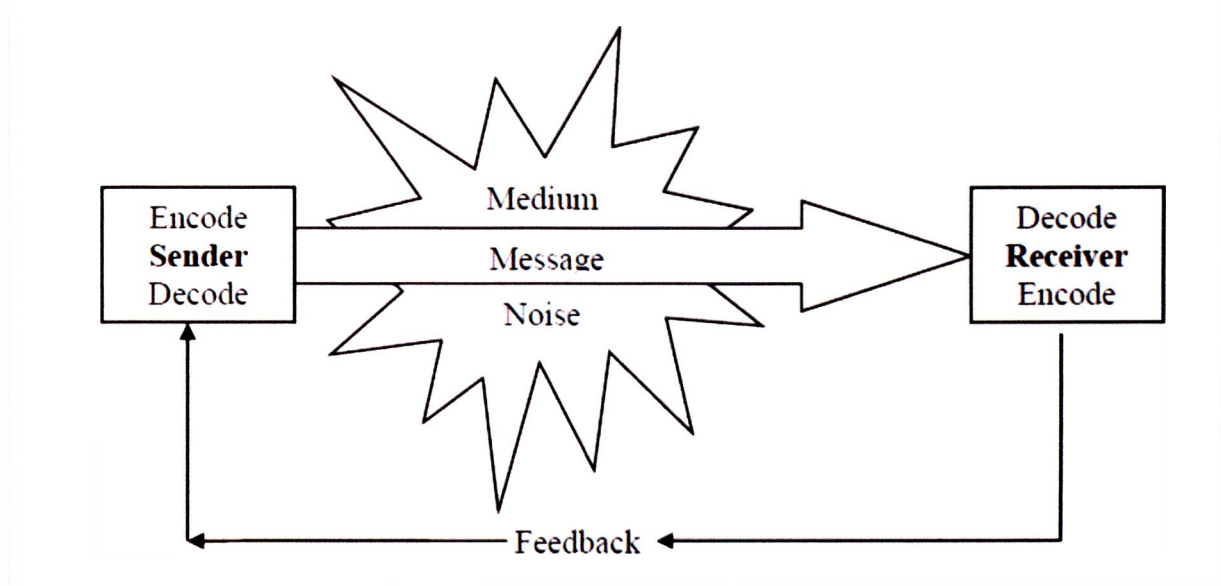


Figure 3.1 Model of Communication

¹⁷ Cheney, G. (2011). Organizational communication in an age of globalization: Issues, reflections, practices. Long Grove, IL: Waveland Press

According to this model, there are two common elements in every communication exchange are the sender and the receiver. The elements in the communication process determine the quality of communication. A problem in any one of these elements can reduce communication effectiveness. For example, information must be encoded into a message that can be understood as the sender intended. Selection of the particular medium for transmitting the message can be critical, because there are many choices¹⁸.

There are 5 important elements on this model which is¹⁹:

3.4.1 The sender

3.4.2 The receiver

3.4.3 The message (Encode and Decode)

3.4.4 Noise

3.4.5 Feedback

¹⁸ Cheney, G. (2011). *Organizational communication in an age of globalization: Issues, reflections, practices*. Long Grove, IL: Waveland Press

¹⁹ Cheney, G. (2011). *Organizational communication in an age of globalization: Issues, reflections, practices*. Long Grove, IL: Waveland Press

3.4.1 The sender

The sender initiates the communication. The sender is a person who has a need or desire to convey an idea or concept to others. The sender initiates the communication with some purpose. In an organization, the sender will be a person with purpose for communicating message or instruction to one or more people in organization. A sender makes use of symbols words or graphic or visual aids to convey the message and produce the required response. Sender may be an individual or a group or an organization. The views, background, approach, skills, competencies, and knowledge of the sender have a great impact on the message²⁰.

During the practical training at Pusa Sub-District Office, it can be observed that the staffs are the sender of the communication. This is because, the staffs is the person who are communicating with the public. The staffs are the person who is giving the information toward the public who are coming to Pusa Sub-District Office. So the staffs must give the correct information based on the public need and wants. For example, when the public asking about the E-Kasih Form. We as a staff must give the correct information to the public so that the public will understand what we talking about.

3.4.2 The receiver

The receiver is the individual to whom the message is sent. The sender encodes the idea by selecting words, symbols, or gestures with which to compose a message. The receiver is a person whose senses perceive the sender's message. The message can be in words, symbol, gesture etc. There may be a large number of receivers, or there may be just one. The message must be crafted or designed with

²⁰ Keyton, J. (2011). *Communication and organizational culture: A key to understanding work experience*. Thousand Oaks, CA: Sage

receiver's background in mind. Basically, receiver is a person for whom the message is intended or aimed. The degree to which the decoder understands the message is dependent upon various factors such as knowledge of recipient, their responsiveness to the message, and the reliance of encoder on decoder²¹.

During the practical training at Pusa Sub-District Office, it can be observed that the public is the receiver of the communication. This can be seen when the public come to the Pusa Sub-District Office, and they asking about the Form. This means that, the public is the person who are receiving the message from the sender which is the staff in Pusa Sub-District Office. So as the receiver, the public will asking about the information regarding on the E-Kasih form or Bantuan Rumah Form. So as a staff, we must know how to give the clear message to the public so that the public will understand about the information.

3.4.3 The message (Encode and Decode)

The message is the outcome of the encoding, which takes the form of verbal, nonverbal, or written language. The message is sent through a medium or channel, which is the carrier of the communication. The medium can be a face-to-face conversation, telephone call, e-mail, or written report. Encoding takes place when the sender translates the information to be transmitted into a series of words, symbols etc. Encoding is necessary because information can only be transferred from one person to another through representations of words or symbols. Message is a key idea that the sender wants to communicate. It must be ensured that the main objective of the message is clear. The process of conversion of subject matter into symbols is called encoding. The message or subject matter of any

²¹ Keyton, J. (2011). *Communication and organizational culture: A key to understanding work experience*. Thousand Oaks, CA: Sage

communication is always abstract and intangible. Transmission of message requires use of certain symbols²².

In Pusa Sub-District Office, the staff must know on how to give the correct information to the staff. The information is the message. As a staff, we must know the message is sent through a medium or channel and the medium of the communication can be a face-to-face conversation, telephone call, e-mail, or written report. For example, In Pusa Sub-District Office, when the public asking about the E-Kasih Form, the staff will giving the information about the E-Kasih using the words and symbols o make the public understands and also guidelines the public to fill the form, so this is the message encoding, which is the staff translates the information to be transmitted into a series of words, symbols etc.

The receiver decodes the received message into meaningful information. Decoding is the process by which the receiver interprets the message and translates it into meaningful information. It is a two-step process. The receiver must first perceive the message and then interpret it. Decoding is on the receiving end of communication. This stage is just as important as encoding. Communication can go downhill at this stage if the receiver is not practicing active listening skills or if they do not possess enough information to accurately decode the message. Decoding is affected by the receiver's past experience, knowledge, position in organization.

In Pusa Sub-District Office, it can be observed that, some of the public did not understand about the information giving by the staffs but some the public always understand what the staffs tell to them. This is mean, the message that given by the staffs is received by the public. So it is mean the messages decodes by the public.

²² Keyton, J. (2011). *Communication and organizational culture: A key to understanding work experience*. Thousand Oaks, CA: Sage

3.4.4 Noise

Noise is anything that distorts the message. Different perceptions of the message, language barriers, interruptions, emotions, and attitudes are examples of noise. Noise is any factor that disturbs, confuses, or otherwise interferes with communication. Noise can arise along what is called the communications channel, or method of transmission (such as air for spoken words or paper for letters) or external or internal (as when a receiver is not paying attention). Noise can also be referred to as “barriers” to effective communication²³.

In Pusa Sub-District Office, it can be observed that, noise is not happen in this organization. This is due to the small organization. However, there are still noises happen in Pusa Sub-District Office. When Pusa Sub-District Office in charge the Bantuan Rakyat 1 Malaysia sometimes there will be noise. This is due to factors that may disturb the task given by the staff is not complete. The staff will not having a good communication with each other in the organization or between the public due the noise.

3.4.5 Feedback

Feedback occurs when the receiver responds to the sender's message and returns the message to the sender. Feedback allows the sender to determine whether the message has been received and understood. Feedback is the main component of communication process as it permits the sender to analyze the efficacy of the message. It helps the sender in confirming the correct interpretation of message by the decoder. Feedback may be verbal through words or non-verbal in form of smiles or sighs. It may take written form also in form of memos or reports. It

²³ Keyton, J. (2011). *Communication and organizational culture: A key to understanding work experience*. Thousand Oaks, CA: Sage

is the process of translation of an encoded message into ordinary understandable language. Receiver converts the symbols, words or signs received from the sender to get the meaning of the message²⁴.

During the practical training at Pusa Sub-District Office, it can be observed that, most of the public is giving feedback when the staffs have given message to the public. Feedback from the public is important for the Pusa Sub-District Office this is because, to ensure that public is understand or not on the information giving by the staffs. For example, the E-Kasih Form, most of the public that have fill the E-Kasih Form will giving back the form to the Pusa Sub-District Office.

3.5 The Importance of Effective Communication

Effective communication is a two-way process that requires effort and skill by both sender and receiver. Administrators will at times assume each of these roles in the communication process. In this section, I discuss guidelines for improving communication effectiveness, including senders' and receivers' responsibilities, and listening. Based on my understanding, communication is considered effective when it succeeds in evoking a desired response from the other person. Good communication is necessary for all organizations as management functions in organizations are carried out through communication. Effective communication provides a common link for the management processes of planning, organizing, leading, and controlling. There effective communication skills of managers are very essential to get the work accomplished²⁵.

²⁴ Keyton, J. (2011). *Communication and organizational culture: A key to understanding work experience*. Thousand Oaks, CA: Sage

²⁵ Fred C. Lunenburg (2010). *Communication: The Process, Barriers, And Improving Effectiveness*

Based on understanding in effective communication, in Pusa Sub-District Office communication is an essential part of the organization. There will be many benefits that Pusa Sub-District Office will get if there are effective communication between the staff and also the public. Ineffective or misunderstood communications in Pusa Sub-District Office may give rise to problems in dealing with the public. During the practical training, SAO Mr Awg Mohd Syukri Bin Awg Arshad always reminds the staff about the mission of the Pusa Sub-District Office which is delivering the good services to the public. so it is the responsibility of the staff to make sure that, the staff is using the effective communication in the Pusa Sub-District Office.

3. 6 Public Relations in Public Sector

Public relation is the management of communication between an organization and its publics. Public relations is a leadership and management function that helps achieve organizational objectives, defines philosophy, and facilitate organizational change. Practitioners communicate with all relevant internal and external publics to develop positive relationships and create consistency between organizational goals and societal expectations. Public relation is a management function which deals with creation of mutual understanding and its publics. It is important for the organization to know the capability of its audiences or publics. The publics as the people who consume the products also have expectation about the organization of which some may not be favourable to the life of an organization concerned. Public Relations is distinctive management function which helps establish and maintain mutual lines of communication, understanding, acceptance and cooperation between an organization and its public involves the management of problems or issues helps

management to keep informed on and responsive to public opinion defines and emphasizes the responsibility of management to serve the public interest helps management keep abreast of and effectively utilize change, serving as an early warning system to help anticipate trends; and uses research and sound and ethical communication as its principal tools²⁶.

The Pusa Sub-District Office must get ready in which situation is occurring in the organization. This is mean, whatever policies the organization comes up with, they have interpreted and explained to the public in a more form that would allow easy consumption and acceptance this will included timely, authoritative, coherent, coordination and proactive manner, while also promptly responding to the public concerns, queries and criticism. For example, Pesta Pusa event. Pusa Sub-District Office must know on how to explain regarding the events to make sure the public obeys the policy that have made by the Pusa Sub-District Office.

3.7 Strategic Communication and Public Relations

Strategic communication broadly refers to communication activities that, from development to execution, are planned, consistent and aiming at specific goals. The idea that public relations should not simply be a set of communication tactics, but a strategic management of different communication activities and, by doing so, contribute to the strategic management of organizations. Strategic communication is a term to describe the activities of disciplines including public relations, management communication, and advertising. The idea that public relations should not simply be a set of communication tactics, but a strategic management of different

²⁶ Gruning J.E, Hunt T. (1984), *Managing public relations*, Harcourt Brace Jovanovich, New York

communication activities and, by doing so, contribute to the strategic management of organizations. Public relation officers are meant to enhance communication between government and the public much as to enhance communication between the public and government²⁷.

3. 8 Total Quality Management and Service management

Quality has become one of the most important competitive strategic tools, and many organizations have realized that it is a key to developing products and services that support continuing success. It is a way of managing an enterprise towards achieving business excellence. An organization that adopts a Total Quality Management (TQM) approach will not only survive but also competent to the world of business. There is a continuous increase in import of goods and services into the country because of the belief that they are of higher quality. In Malaysia, industrial growth has created a critical need for TQM analysis and the development of implementation model specific to that context. There are high levels of social and governmental support for TQM allied to widespread knowledge and interest. Moreover, because of their intensities and complexities, Malaysian organizations make TQM research more interesting and informative²⁸.

TQM is a system of continuous improvement employing participative management and centred on the needs of customers. TQM can be seen as a change in management style that aims to continuously increase value to customers by designing and continuously improving organizational processes and systems.

²⁷ Gruning J.E, Hunt T. (1984), *Managing public relations*, Harcourt Brace Jovanovich, New York

²⁸ Dahlguard, J. J., Kristensen, K. & Kanji, K. G. (1998). *Fundamentals of Total Quality Management*. London: Chapman & Hall

TQM is very different from these and other management systems. It recognizes that quality as determined by the service provider might be much different from quality as perceived by the service receiver. If the customer is not satisfied with a service, then the service does not have quality and the processes that produced the service have failed. It is good to have total quality management in an organization. Through total quality management, it allows them to improve their productivity, improving employee morale, satisfaction, confidence and capabilities of the employees, enhancing company's image and other benefits. Total quality management can be seen as a process of culture transformation and its aim is to enable organization to achieve total quality in all its operational aspects²⁹.

It is very important for the Pusa Sub-District Office to be aware of providing excellent services to the public. This is because the good image of the Pusa Sub-District Office must be upheld and maintained. Basically, counter services play a vital role in determining the success of services in Pusa Sub-District Office because it is one of the primary images building features in the organisations. There are many awards that have been introduced by the Malaysian government to improve organizational process and service delivery in the public sector. These awards include Local Authority Quality Awards, Prime Minister's Quality Awards, Public Services Quality Awards, District Office Quality Awards, and Client's Charters Quality Awards. This is one of the approaches to promote quality services among Pusa Sub-District Office.

²⁹ Jurow, S. & Barnard, S.B (Eds.). (1993). *Integrating Total Quality Management in a Library Setting*. Binghamton, N.Y: Haworth Press

Based on this chapter, it can be summarized that, the task and area is covered in the practical training handbook. This chapter also reflect definition of concept. Demonstration of practical and theoretical aspects as how it relates all concepts learned in classroom at workplace and how it is transform knowledge gained at workplace to reinforce understanding on the concepts learned in classroom. The relationships between the procedures, theories and the task have made me strengthen my knowledge on the theories. This has also made increasing the understanding on how the theories work and how to use it. This has given a deeper knowledge in the theories. Here are the details of chapter 3:

- 3.0 Introduction
- 3.1 Task Analysis
- 3.2 The Term Communication
- 3.3 Importance of Communication in Public Administration
- 3.4 A Model of Communication
- 3.5 The Importance of Effective Communication
- 3.6 Public Relations in Public Sector
- 3.7 Strategic Communication and Public Relations
- 3.8 Total Quality Management and Service management

CHAPTER 4

RECOMMENDATIONS

4.0 INTRODUCTION

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

4.1 SWOT Analysis

The SWOT analysis helps organizations assess issues within and outside the organization. The SWOT analysis, made up of an assessment of strengths, weaknesses, external opportunities and threats from competition, provides an outline for strategic decision-making. A SWOT analysis is commonly used in marketing and business in general as a method of identifying opposition for a new venture or strategy³⁰. The small businesses, large corporations and individuals can utilize the SWOT analysis process for evaluation. By adding a SWOT analysis in their business plans, small businesses can better clarify their short- and long-range strategies. The SWOT analysis, often found in marketing plans, becomes a useful tool for planning and competitive analysis³¹.

³⁰ Ryan Goodrich (2013). SWOT Analysis: Examples, Templates & Definition

³¹ Franki Colbert (2002). Definition of a SWOT Analysis

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

4.2 Strengths

The strengths segment of a SWOT analysis provides an area to list everything done right either individually or as an organization and the strengths also analyze the characteristics of the business or project that give it an advantage over others³². For public service organization to adopt SWOT analysis for the benefits of organizational development, the public service organization needs to the follow these steps:

4.2.1. Improving Counter Services Delivery

4.2.2 Good relationship with the customer

4.2.3 Good internal communication

³² Ryan Goodrich (2013). SWOT Analysis: Examples, Templates & Definition

4.2.1. Improving Counter Services Delivery.

The development of public administration not only contributes to the modernization of the public service but has also educated the public. Public expects the civil service to fulfil their needs in the best tune. Therefore, the quality of the services given by the public service, in all aspects, need to recognize the customers' expectation. Good public service delivery leads to satisfied customers, job satisfaction for public officers and promotes a positive image of public organizations. The improvement of Counter Services is become a key element of the government's strategy for quality services. Counter Services is a front-line service where customers deal with public officers and are provided with various types of services such as issue of licenses or other. The impression one gets from a Counter Service is reflects the efficiency and effectiveness of the organisation which are perceived through the attitude of front-line officers, the response time and them services delivered.

During the practical training, it can be analyze that, the counter service in Pusa Sub-district Office is in good condition and also efficiency because of the good environment and also the quality of the services given by the staff at Pusa Sub-district Office, in all aspects, need to recognize the customers' expectation.

4.2.2 Good relationship with the customer

Building customer relationships is one of the strategies that can use to improve customer service. Good relationship the customer means customers want to deal with the staff that the customer can trust, at the same time friendly and polite to

customers. That is why staff plays an important role in service especially when dealing with public. The staff attitudes make up staff professionalism. If staff does not have those skills, it can make customer dissatisfied. And also will lead to Negative feedback and customer complaints on the staffs. This negative feedback and customer complaints will give the staff the opportunity to hear what the customers really think about the service. Complaints will help the staffs improve the service. To address this, government emphasize on staff professionalism. Government stresses on staff professionalism by stating that heads of department need to ensure that all counter staff must be courteous and friendly at all times when dealing with the public and they should also smile. The staff will also should be trained. Staffs need to be ready all the time when dealing with customers. They must be able to solve the customer's problem or give some guide and advice for particular case. By building strong relationships with the customers it will extend the service and improve the quality of the service and also improve customer service that builds 'sticky' customer loyalty and reduces customer churn.

4.2.3 Good internal communication

Communication takes place between leaders, managers and employees or peer-to-peer, from leader-to-leader or employee-to-employee. Internal communications is the function responsible for effective communication among participants within an organization. According to Ang P.Q hoang (2011) Communication is one of the most important perspectives in service encounters. Communication is a connection between service employees and customers that could help them to interact, to understand and to establish relationships³³.

³³ Melcrum. What is smarter Internal Communication. Retrieved at <https://www.melcrum.com/what-is-internal-communication>

In service organizational context, service representatives play a critical role in customer service communication. They are considered as the link connecting an organization to its customers. Communication between employees and customers is termed service encounter or service interaction. The communication skill and interpersonal skill are important when facing with customers. The politeness and friendliness will show the staff professionalism³⁴.

Effective internal communications is commonly understood by practitioners to improve employee engagement. There should be also a good communication among the staffs to avoid misunderstanding. Hence, with a good internal communication this can avoid misunderstanding among each other in the organisation. Communication plays important role in service counter. Staff must be nice to customer and well communicate. It will make them satisfy with service counter. During the practical training, there are the task that need for the staff to communicate among the staff for example when the staff meeting on the Pesta Pusa 2014 at Pusa Sub-district Office.

4.3 Weaknesses

The weaknesses segment contains needed improvements within an organization or personally. Group sessions can help organizations identify weak areas. Analysis in this segment can provide a clear list of areas that need a development plan to remedy the issues identified. Tools such as action plans and goal formation provide ways to improve weaknesses. From a competitive standpoint, organizations should attempt to mitigate weaknesses as soon as possible since they

³⁴ Ford, W.S.Z. (2001). Customer expectations for interactions with service providers: Relationship versus encounter orientation and personalized service communication. *Journal of Applied Communication Research*, 29(1), 1-29

can offer an undesired opportunity to their competitors. A weakness is a condition or a characteristic which puts the organisation at disadvantages³⁵.

Weaknesses make the organisation vulnerable to competitive pressures.

Some of the weaknesses at Pusa Sub-district Office are:

4.3.1 Outdated equipments

4.3.2 Red tape systems

4.3.3 Poor data record keeping

4.3.1 Outdated equipments

Based on my observation in Pusa Sub-district Office, there are still having outdated equipments because some of their equipment and facilities are not functioning well and broken. For example there is no office faxes machine and it is hard for the staff to fax the documents. Besides that, they still used a traditional system which is by signing in and out through a book. This is different to the other organization in urban area which is nowadays some of others organisation are up to date and used thumb print or punch card to address the issue of attendance of the staff due to new era of technology. Hence, this situation will lead to weaknesses of the organisation and as a result fraud will occurs. For example, some of the staffs will become their representative to sign without the knowledge of superior.

4.3.2 Red tape systems

Based on my understanding, red tape refers to bureaucratic practice of hair splitting or foot dragging on the system those forces to follow procedures to the letter. Red tape generally includes filling out paperwork, obtaining licenses, having

³⁵ Ryan Goodrich (2013). SWOT Analysis: Examples, Templates & Definition

multiple people or committees approve a decision and various low-level rules that make conducting one's affairs slower, more difficult, or both. Red tape can also include filing and certification requirements, reporting, investigation, inspection and enforcement practices, and procedures. In Pusa Sub-district Office, red tape is one is the system used to deliver the service. Services delivery provided by the organisation is slowly due to many obstacles and shortage of equipment. For example the procedure to apply the E-Kasih, the public come and request for E-Kasih forms. The E-Kasih forms will be conducting by using red tape systems. So it will take time for the public to get the result of E-Kasih and also other application form in Pusa-sub district office.

4.3.3 Poor data record keeping

In Pusa Sub-district Office, there are using "Buku Rekod Harian Pelawat" which is not a proper system to record the name of the public that came to the organisation and basically they are using manual system which is not updated. To strengthen this, as previous years the "Buku Rekod Harian Pelawat" is lost because this organisation had transfer from the previous location. Besides that, Pusa Sub-district Office needs to use the new way of filing system. Pusa Sub-district Office should invest in proper filing cabinet. A filing cabinet is office furniture used to store paper documents in file folders. Pusa Sub-district Office should enhance the filing equipment to ensure the filing system look proper and neat. It is also to ensure that the records can easily be find and it reduce the percentage of misfiling whereby the records are visibly clear and easy to track. Pusa Sub-district Office also needs to use a long lasting file that will not easily damage. This is important to get ready if there

are problem happen in the office that affect all the document in Pusa Sub-district Office.

4.4 Opportunities

Opportunities for improvement exist within all organizations. This makes the opportunities segment of the SWOT analysis important. Within this segment, organizations identify internal and external opportunities. To have a comprehensive list, organizations sometimes use group facilitation to identify these opportunities. Organizations can add both current and future opportunities to this segment of the quadrant. An opportunity is considered as favourable circumstances which can be utilised for beneficial purposes. It is offered by outside environment and the management can decide how to make the best use of it. Such an opportunity may be the results of a favourable change in the external environment. It may also be created by a productive approach by the management in moulding the environment to its own benefits³⁶.

Some of the customer needs and wants cannot be fulfil by the organisation. This is due to the people is not qualify while apply the application form. For example in Pusa Sub-district Office, there are E-Kasih form and Bantuan Rumah form. After completed the forms, public will sent the forms backs to the office for a further investigation. To address this, some of the successful applicant are not being told due to no communication in the remote area and some of them waited a years for their application without knowing the result. The person that been select are already been analyse and investigate the background and there are also have another

³⁶ Ryan Goodrich (2013). SWOT Analysis: Examples, Templates & Definition

person want that also and the organisation cannot fulfil all the demand of the public because the budget are limited for the person who are really needy can be have it.

4.5 Threats

By examining threats, such as new competitors in the market, organizations can implement counter measures prior to the threat occurring. To ensure success, organizations may need to deal with both future and present threats. In organization, there must be a threats or challenges in order to implement or to prepare for any programs as well as to deliver an excellent service to the public³⁷.

One of the challenges was the reorganization of the filing system. As filing system is one of the matter that need to be evaluate, the staff need to update the files and change the old files to the new files. This will take time as there are many files that need to be changed. So, this is one of the threats or challenges faced by the staff. Other than that, the threats or challenges that need to be handle by this department in the delayed of work from the sections starting from the front line staff. To address this, management should anticipate such possible threat and prepare its strategies in such a manner that any such threat is neutralised.

4.6 Recommendation

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

³⁷ Ryan Goodrich (2013). SWOT Analysis: Examples, Templates & Definition

4.6.1 Recommendation toward organisation

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

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

4.6.2 Recommendation toward UiTM

Based on my observation, UiTM should increase the practical time period. This can benefit the students to gain more experience and knowledge. For example for 6 month period of practical training these can improve the communication skill among the student. Besides that, UiTM also should give an allowance for the student during the practical training. These can decrease the burden among the students while in practical training period.

CHAPTER 5

CONCLUSION

5.0 Introduction

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

5.1 Chapter One

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

1.1 Pusa Sub-district History

1.2 Pusa Sub-district Office Background

1.3 The Function in Pusa Sub-district Office

1.4 Pusa Sub-district Office Objectives

1.5 Pusa Sub-district Office's Logo

1.6 Pusa Sub-district Office Mission and Vision

1.7 Pusa Sub-district Office Customer Charter

1. 8 Pusa Sub-District Office's Staffs

1. 9 Chart Movement of Pusa Sub-District Office's Staffs

5.2 Chapter Two

Chapter Two is discussing on schedule of practical training that is based on the practical training log book, based on my practical training daily task it was written on the Log Book. Based on the chapter 2, it was stated that the practical training was on the 21st of July until the 29th of August 2014 at the Pusa Sub-district Office. On the first day on 21st July 2014, the supervision, Mr Awg Mohd Syukri Bin Awg Arshad was assigned me to counter service department. My daily tasks are including, recording data in files, arranging files on the shelf according to its code, colours and types of file, drafting, photocopy and writing official letters, picking up the call, providing the service to the customer and involving in event of Pesta Pusa 2014. Through the schedule, we know the responsibilities given to the students while they in the industrial training. Practical training is provided for the students so that the students can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the schedule in this chapter, we can see that this department are fully utilizes the practical students by giving related tasks and projects which is suitable and this exposed me on how to manage and do the task given. In chapter two, is including the task that have given by me from the Pusa Sub-district Office. There are:

2.1.1 Counter Services

2.1.2 Administrative Task

2.1.3 Outdoor Task

5.3 Chapter Three

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

- 3.0 Introduction
- 3.1 Task Analysis
- 3.2 The Term Communication
- 3.3 Importance of Communication in Public Administration
- 3.4 A Model of Communication
- 3.5 The Importance of Effective Communication
- 3.6 Public Relations in Public Sector
- 3.7 Strategic Communication and Public Relations

5.4 Chapter Four

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

- 4.1 SWOT Analysis
- 4.2 Strengths
- 4.3 Weaknesses
- 4.4 Opportunities
- 4.5 Threats
- 4.6 Recommendation

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APPENDIXES

Affidavit

(For Use in ascertaining Probate Duty)

ADMINISTRATION OF ESTATES ORDINANCE S.S. 12, 34.

IN THE

ESTATE OF (deceased)

Address

Occupation

who died on at

(Here insert the names, addresses, occupations, and relationship to the deceased of all the persons making this affidavit).

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

do hereby make oath and state as follows:—

I/We desire to obtain grant of

Strike out the one not required } PROBATE OF THE WILL
LETTERS OF ADMINISTRATION

of the above Estate, there being no other persons having a prior claim.

And I/We swear that will faithfully administer the Estate and will exhibit a true account of the administration unto this Office whenever required so to do.

And I/We further state that the accounts hereto annexed are to the best of belief true and have not in any way directly or indirectly hidden or concealed any of the assets or overestimated any of the debts due by the deceased.

| | | | |
|---|-----|-----|-----------|
| The gross value of the Estate (p. 3) is | ... | ... | RM |
| The total amount of debts (p. 4) is | ... | ... | RM |
| NET VALUE OF THE ESTATE | ... | ... | <u>RM</u> |

chargeable with probate duty @%

In Witness whereof I/We have hereto set hands the day of 20.....

Before me

.....
Probate Officer

ACCOUNT (PART 1)

FULL DETAILS OF ALL ASSETS

House Property, Land and Gardens:—

Note 1.— Source of valuation to be noted. When possible values to be checked by local authority.

Note 2.— To be shewn separately in detail and any mortgage thereon to be deducted giving particulars and amount of the Mortgage Deed.

Stocks and shares to be valued at market price at date of death.

Carried forward

Brought forward

| | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Cash in the house | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Cash at Bank :—on current c/c. | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| on deposit | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Money out on Mortgage, Bill, Notes as per statement attached | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Book debts owing to deceased | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Other debts (as per list attached) | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Life Insurance Policies | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Household goods | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Gold, jewellery &c. | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Stock in trade | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Motor cars | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Launches, Vessels, &c. | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Goodwill of Business | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |
| Profits of Business to date of death for current year | ... | ... | ... | ... | ... | ... | ... | ... | ... | ... |

Deceased's share in firm of

as per balance sheet or statement of account annexed, signed by the surviving partners.

Other property not comprised under the foregoing heads:—

Gross value of Estate (carried to page 1) RM

In the event of further assets being discovered, I undertake to declare same in a further affidavit and to pay duty on same, if any.

I also undertake to pay such further duty when it becomes payable in the event of the within valuation being subsequently found incorrect.

ACCOUNT (PART 2)

FULL DETAILS OF ALL DEBTS OWING BY DECEASED

Note 1.—Mortgages on houses and land should have already been deducted from the value of same in p. 2
Note 2.—Reasonable funeral expenses may be allowed but these are not to exceed 2½% of the net value of the estate or RM1,000 in all whichever is the smaller.

| Name, Address and Description of Creditor | Description of Debt | Amount |
|---|---------------------|--------|
| | | |

Total of debts (carried to page 1).

RM



PEJABAT DAERAH KECIL PUSA
 94950 PUSA, BAHAGIAN BETONG
 SARAWAK
 TEL. NO. : 083 - 465130
 FAX NO. : 083 - 465441

Untuk Kegunaan Pejabat

P.M. No :
 Buku No :

PERMOHONAN SURAT KUASA MENTADBIR & SURAT PROBATE

Nama Simati :
 Nama Pemohon :
 Alamat :
 :
 :
 No. Tel. :

DOKUMEN-DOKUMEN YANG DIPERLUKAN

- . Sijil Kematian (1 Salinan termasuk asal dibawa bersama) []
- . Temenggong/Pemanca/Ketua masyarakat/Ketua kaum dikehendaki hadir Bersama waris simati bagi tujuan pengesahan dalam buku daftar probet []
- . Surat izin Persetujuan daripada waris-waris untuk melantik Pentadbir (Saksi haruslah daripada Temenggong/Pemanca/Ketua masyarakat/Kaum dsb.) []
- . Surat Wasiat Asal (3 salinan termasuk asal/jika ada) []
- . Surat Sumpah (bagi Kes Berwasiat hendaklah daripada 2 saksi) []
- . Kad Pengenalan Waris terdekat (salinan Fotostat) []
- . Sijil Nikah []
- . ASET semua harta benda yang dibawah nama gemulah simati (salinan fotostat) :-
 - a. Harta Tak Ali Geran Tanah, Memorandum Pindah Milik cagaran, sewaan Kaeat P.A. []
 - b. Akaun Bank Penyata Akaun samasa buku Akaun Simpanan Resit Akaun Simpanan Tetap, Resit Pen Deposit []
 - c. Saham (Sijil Saham & Surat Pengesahan nilai saham pada tarikh kematian gemulah dsb) []
 - d. Insuran (Surat pengesahan amaun tuntutan dari bSyarikat Insuran) []
 - e. Perniagaan (Penyata Kunci kira-kira Akaun Keuntungan & Kerugian pada Tarikh kematian). []
 - f. Kumpulan Wang Simpanan Pekerja (EPF) Surat drp: Pej. KWSP mengesahkan jumlah tuntutan. []
 - g. Kenderaan Api (dokumen Pendaftaran) []
 - h. Senjata Api (Lesen Pendaftaran) []

Surat Akaun / Surat Sumpah / sekiranya tiada sijil kematian hari yang meninggal sebelum

LETTERS OF ADMINISTRATION



Strike out
whichever is
inapplicable.

(ADMINISTRATION OF ESTATES ORDINANCE, SECTIONS 12 AND 34:)

IN THE DISTRICT OFFICE AT

IN THE OFFICE OF THE REGISTRAR OF THE SUPREME COURT AT
KUCHING

IN THE ESTATE OF (*deceased*)

BE IT KNOWN that at the date hereunder written, Letters of Administration of
all the within-mentioned Property of
.....
late of
who died INTESTATE on the day of 20
at with the Jurisdiction
of the said Office were granted under Section 3 of the Administration of Estates
Ordinance to

having been first sworn well and faithfully to administer the same by paying the
just debts of the said INTESTATE and distributing the residue of the said Estate ac-
cording to law, and to exhibit a true and perfect inventory and render a just account
of administration unto the said Officer whenever required to do so.

AND IT IS HEREBY CERTIFIED that an affidavit in verification of the account of the
Gross RM..... said Estate has been delivered duly stamped wherein it is shewn that the net value
Debts RM..... of the said Estate amounts to RM on which Estate Duty at the rate
Net RM..... of per sen has been paid amounting to RM

Receipt No. (.....)

Dated the day of 20.....

.....

The following summary of the account submitted shows the assets declared. This letter gives authority to deal with these items only and no others.

| | |
|------------------------------------|----------------|
| HOUSE PROPERTY, LAND and GARDENS:— | Declared value |
| | RM |
| | |
| | |
| | |

STOCKS and SHARES to be valued at Market price at date of death

.....

.....

| | |
|-------------------------------|-------|
| Cash at Bank:— on current a/c | |
| on deposit | |

| | |
|-----------------------|-------|
| Money out on mortgage | |
| | |
| | |

| | |
|-------------------------------|-------|
| Other debts owing to deceased | |
| | |
| | |
| | |
| | |
| | |
| | |

| | |
|-------------------------|-------|
| Life Insurance Policies | |
|-------------------------|-------|

OTHER ASSETS:—

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



BANCI PERTUBUHAN-PERTUBUHAN BERNIAGA YANG BERLESEN
CENSUS OF LICENSED TRADING ESTABLISHMENT

1. BUTIR-BUTIR LESEN (PARTICULARS OF LICENSE)

1. Tahun bagi lesen yang dipohon:
Year for which license is applied: _____
2. (i) Nombor Pendaftaran Perniagaan: _____ (ii) Lesen Baru (iii) Pembaharuan
Business Registration No.: _____ New License Renewal
3. Nama Perniagaan/Syarikat:
Name of Business/Company): _____
4. Nombor Telefon: _____ 5. Nombor Faks: _____ 6. Alamat E-mel: _____
Telephone Number: _____ Fax Number: _____ E-mail Address: _____
7. Alamat tempat perniagaan (Rumah/Nombor Kedai, Jalan, Kampung/Bandar, Daerah dll.):
Business Address (House/Shop Number, Road, Village/Town, District, etc.): _____
8. Alamat Pos Perniagaan:
Postal Address: _____

2. BUTIR-BUTIR PERNIAGAAN (BUSINESS PARTICULARS)

(a) Sila tandakan (√) pada kotak yang berkaitan dengan bidang/sektor perniagaan tuan. Sila tandakan satu kotak sahaja.
Please tick (√) in the appropriate box which refer to your main business activity. Please tick one box only.

- | | | |
|---|---|---|
| <input type="checkbox"/> Pertanian Agriculture | <input type="checkbox"/> Perniagaan Runcit Retail | <input type="checkbox"/> Komputer & Aktiviti Berkaitan Computer & Related Activity |
| <input type="checkbox"/> Perlombongan Mining | <input type="checkbox"/> Restoran Restaurant | <input type="checkbox"/> Pembuatan Manufacturing |
| <input type="checkbox"/> Penggalian Batu Quarrying | <input type="checkbox"/> Penginapan Accommodation | <input type="checkbox"/> Pendidikan Education |
| <input type="checkbox"/> Pembinaan Construction | <input type="checkbox"/> Pengangkutan Transportation | <input type="checkbox"/> Perkhidmatan Professional Professional Services |
| <input type="checkbox"/> Perniagaan Borong Wholesale | <input type="checkbox"/> Pos/Telekomunikasi Post/Telecommunication | <input type="checkbox"/> Perkhidmatan Kesihatan Health Service |
| <input type="checkbox"/> Lain-lain (sila nyatakan) Others (please specify) _____ | | |

(b) Sila terangkan dengan jelas aktiviti perniagaan utama anda (Please describe your main business activity)

Saya mengaku kenyataan di atas adalah benar mengikut pengetahuan dan pendapat saya
I declare the above statement is true to the best of my knowledge and belief.

Nama: _____
Name: _____

Tandatangan: _____
Signature: _____

Jawatan: _____
Designation: _____

Tarikh: _____
Date: _____

Cop Perniagaan: _____
Business Stamp: _____

Jika anda menghadapi kesulitan dalam pengisian borang ini, sila hubungi Jabatan Perangkaan Malaysia yang terdekat seperti di bawah:-

Should you encounter any difficulties in filling this form, please contact the nearest Department of Statistics as follows:-

- | | | |
|-------------------------|-------------------------|--------------------------|
| (i) Kuching 082-573472 | (iv) Sarikei 084-651019 | (vii) Bintulu 086-331918 |
| (ii) Sn Aman 083-321355 | (v) Miri 085-442388 | (viii) Kapit 084-797833 |
| (iii) Sibul 084-333690 | (vi) Limbang 085-213343 | |

PANDUAN ARAHAN BAGI SOALSELIDIK TL

(Pemohon adalah diwajibkan mengisi semua soalan yang berkenaan)

Blok 1 (Butir-Butir Lesen)

1. Tuliskan tahun bila permohonan lesen dibuat
2. (i) Sila nyatakan nombor pendaftaran perniagaan
(ii) Sila nyatakan (✓) sekiranya memohon lesen baru
(iii) Sila nyatakan (✓) sekiranya membaharui lesen
3. Nyatakan nama syarikat yang memohon/membaharui lesen tersebut
4. Nyatakan nombor telefon pejabat/rumah ataupun telefon bimbit
5. Nyatakan nombor faksimili
6. Nyatakan alamat e-mel
7. Nyatakan alamat tempat tuan menjalankan perniagaan atau alamat syarikat tuan
8. Nyatakan alamat surat menyurat

Blok 2 (Butir-Butir Perniagaan)

- a) Sila tandakan (✓) pada kotak yang sesuai berkenaan dengan bidang perniagaan yang dijalankan oleh pihak tuan.
Sila tandakan SATU kotak sahaja.
- b) Sila terangkan dengan jelas aktiviti perniagaan utama yang telah ditandakan (✓) pada bahagian (a) di atas. Contohnya;

Sekiranya pada kotak Komputer & Aktiviti berkaitan ditandakan (✓) maka pada bahagian (b) boleh dinyatakan tentang aktiviti yang dijalankan contohnya
'menjual komputer atau membaiki komputer dan sebagainya'

Blok 3

Pengakuan kenyataan bahawa segala keterangan yang dibuat adalah betul

Blok 4

Nombor telefon semua Pejabat Operasi Jabatan Perangkaan Malaysia di seluruh Sarawak sekiranya pihak tuan menghadapi masalah untuk mengisi borang ini



**BORANG PERMOHONAN PROGRAM BANTUAN RUMAH (PBR)
SKIM PEMBANGUNAN KESEJAHTERAAN RAKYAT (SPKR)**

A. MAKLUMAT ASAS KETUA ISI RUMAH (KIR) DAN PASANGAN

1. Nama :
2. No. K/P : (format: xxxxxxxyzzzz)
3. Umur : tahun
4. Taraf Perkahwinan * : Bujang Berkahwin Janda Duda
5. Usia Perkahwinan : tahun
6. Jantina * : Lelaki Perempuan
7. Bangsa :
8. Kaum :
9. Pekerjaan :
10. Pendapatan Bulanan (RM) : (format: xxxx.xx)
11. Nama Pasangan :
12. No. K/P Pasangan : (format: xxxxxxxyzzzz)
13. Pekerjaan Pasangan :
14. Pendapatan Pasangan (RM) : (format: xxxx.xx)
15. Bil. Anak : orang
16. Bil. Tanggungan : orang
17. Maklumat Pemilikan Harta KIR & Pasangan * :

| BIL. | MILIKAN HARTA | KIR | PASANGAN |
|------|----------------------------------|-----|----------|
| 1 | Tanah | | |
| | a) Tiada | | |
| | b) Kurang Dari 1/2 Ekar | | |
| | c) 1/2 Ekar hingga 1 Ekar | | |
| | d) 1 Ekar hingga 2 Ekar | | |
| | e) Lebih dari 2 Ekar | | |
| | f) Lain-lain (Nyatakan:) | | |
| 2 | Kenderaan | | |
| | a) Tiada | | |
| | b) Basikal | | |
| | c) Beca | | |
| | d) Motosikal | | |
| | e) Kereta | | |
| | f) Perahu | | |
| | g) Perahu Bermotor | | |
| | h) Lain-lain (Nyatakan:) | | |
| 3 | Simpanan/ Pelaburan | | |
| | a) Tiada | | |
| | b) Amanah Saham Bumiputera (ASB) | | |
| | c) Amanah Saham Nasional (ASN) | | |
| | d) Amanah Saham Negeri | | |
| | e) Bank | | |
| | f) Pejabat Pos | | |
| | g) Koperasi | | |
| | h) Lain-lain (Nyatakan:) | | |
| 4 | Penghawa Dingin | | |
| 5 | Mesin Basuh | | |
| 6 | Peti Sejuk | | |
| 7 | Dapur Masak Gas/ Elektrik | | |

| | | | |
|----|-----------------------------|--|--|
| 8 | Dapur Minyak Tanah | | |
| 9 | Dapur Kayu/ Arang | | |
| 10 | Ketuhar Gelombang Mikro | | |
| 11 | Radio/ Hi-fi | | |
| 12 | Televisyen | | |
| 13 | Video/ VCD/ DVD | | |
| 14 | Telefon Talian Tetap | | |
| 15 | Telefon Bimbit | | |
| 16 | Komputer Peribadi | | |
| 17 | Langganan Internet | | |
| 18 | ASTRO | | |
| 19 | Lain-lain (Nyatakan:) | | |

B. MAKLUMAT PERHUBUNGAN

1. Alamat :

2. Kampung :

3. JKKK :

4. Negeri :

5. Daerah :

6. Parlimen :

7. DUN :

C. MAKLUMAT PERMOHONAN

1. Jenis Bantuan * : Bina Baru Baik Pulih

2. Kesediaan Tapak * : Ya Tidak

3. Kriteria Pemohon * : Mangsa Bencana OKU
 Ibu/ Bapa Tunggal Warga Emas

4. Status e-Kasih * : e-Kasih Cadangan Baru

5. Keperluan Bantuan Lain * : Program Peningkatan Pendapatan (PPP)
 Program Latihan dan Kemahiran Kerjaya (PLKK)

6. Tarikh Permohonan : (format: hh.bb.tttt)

D. PERAKUAN PEMOHON

Saya _____ No. K/P _____ dengan ini mengaku bahawa segala maklumat yang diberikan di dalam Borang Permohonan ini adalah benar. Saya juga faham sekiranya terbukti maklumat yang dinyatakan adalah tidak benar, pihak Kerajaan berhak mengambil tindakan yang sewajarnya ke atas saya.

Tandatangan: _____
Tarikh : _____ (format: hh.bb.tttt)

E. DOKUMEN SOKONGAN

Dokumen-dokumen berikut perlu disertakan bersama-sama dengan borang permohonan ini:

- i) Salinan Kad Pengenalan KIR
- ii) Geran Tanah
- iii) Kebenaran menumpang tanah (jika berkaitan)
- iv) Gambar keadaan rumah sekarang

NOTA : * Tandakan / pada petak yang berkaitan

BORANG PENDAFTARAN eKASIH

Sila masukkan butiran bagi perkara di bawah:

| | | |
|--|---|-------|
| Nama Ketua Isi Rumah (KIR)* | : | _____ |
| No. KP Baru / No. KP Lama / KIR* | : | _____ |
| Jumlah Pendapatan Tahunan (Isi rumah) (RM) | : | _____ |
| Bil. Isi Rumah | : | _____ |
| Alamat Lengkap* | : | _____ |
| | : | _____ |
| | : | _____ |
| Poskod | : | _____ |
| Negeri* | : | _____ |
| Daerah Pentadbiran* | : | _____ |
| Mukim | : | _____ |
| Telefon Yang Boleh Dihubungi | : | _____ |
| Nama Pelapor | : | _____ |
| Alamat Pelapor | : | _____ |
| | : | _____ |
| No Telefon Pelapor | : | _____ |

Butiran bertanda (*) wajib diisi

Pengakuan

Saya mengaku semua maklumat dalam borang ini adalah benar dan diberikan secara sukarela. Saya bersetuju untuk membenarkan semua maklumat yang terkandung di dalam borang ini digunakan bagi apa sahaja tujuan rasmi kerajaan dan kerajaan berhak untuk menzahirkan maklumat tersebut kepada mana-mana pihak ketiga.

Makluman

Pendaftaran ini adalah pendaftaran awalan sebelum bancia. Sekiranya proses semakan mendapati pemohon layak untuk dibanci, proses bancia akan dilaksanakan untuk menentukan status kemiskinan. Sebarang penyaluran bantuan kepada pemohon hanya tertakluk kepada pertimbangan agensi dan jabatan sekiranya menepati garis panduan dan kelayakan program/bantuan.

TANDATANGAN :

TARIKH :

PENGESAHAN MAKLUMAT PENDAPATAN KETUA ISI RUMAH (KIR)/AHLI ISI RUMAH (AIR)

| BIL. | NAMA | NO. KAD PENGENALAN | PEKERJAAN | PENDAPATAN SEBULAN (RM) |
|------|------|--------------------|------------------------|-------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | | | | |
| | | | JUMLAH PENDAPATAN (RM) | |

PERAKUAN PEMOHON

Adalah Saya No.K/P.....
dengan ini mengaku bahawa segala maklumat yang diberikan dalam Borang Permohonan ini adalah benar. Saya juga faham sekiranya terbukti maklumat yang dinyatakan adalah tidak benar, pihak Kerajaan berhak mengambil tindakan yang sewajarnya ke atas saya.

Tandatangan :
Tarikh :

PENGESAHAN KETUA KAUM (TUAI RUMAH)

Adalah Saya No.K/P:.....
dengan ini mengesahkan bahawa segala maklumat yang diberikan seperti di atas adalah benar.

Tandatangan : Cop Jawatan:
Tarikh :

DOKUMEN SOKONGAN

- Salinan Kad Pengenalan ATAU Sijil Lahir KIR/AIR
- Slip Gaji (Sekiranya Ada)



No.:

ORDINAN PENGANGKATAN [BAB 91]

SIJIL ANAK ANGGAT
[Seksyen 4(3)]

Adalah dengan ini disahkan bahawa (nama kanak-kanak)
.....
(No.Kad Pengenalan/Sijil Kelahiran), (umur),
yang telah dilahirkan pada (tarikh lahir) dan merupakan
anak *lelaki/perempuan kepada:

(1) (No. K.P./No. Pasport),
(umur) dan (2)(No. K.P./No. Pasport)
....., (umur) beralamat di
..... (alamat tempat tinggal), pada hari ini telah diangkat oleh:

(3) (No. K.P./No. Pasport),
(umur) dan (4)(No. K.P./No. Pasport)
....., (umur) beralamat di
..... (alamat tempat tinggal), mengikut peruntukan Ordinan

Pengangkatan [Bab 91], dan ibu bapa angkat tersebut telah bersetuju untuk menanggung anak
itu semasa masih bayi serta mengadakan peruntukan mengenai kebajikan masa hadapan kanak-
kanak tersebut YANG
KINI DIKENALI SEBAGAI

Bertarikh pada haribulan 20

.....
(
Nama dan Tandatangan Pegawai Daerah
Daerah

Note: (1) Bapa kandung
(2) Ibu kandung



94950 PUSA, BAHAGIAN BETONG
 SARAWAK
 TEL. NO. : 083 - 465130
 FAX NO. : 083 - 465441

Untuk Kegunaan Pejabat

No. Sijil Anak Angkat :

SENARAI SEMAK PERMOHONAN PENDAFTARAN ANAK ANGKAT

Nama Asal Anak Angkat :

Nama Baru Anak Angkat :

Nama Pemohon Anak Angkat :

Alamat :

No. Tel. :

PERUMAHAN-DOKUMEN YANG DIPERLUKAN

SUJIL ASAL :

Sijil Kelahiran Kanak-Kanak
 Kad Pengenalan Kanak-Kanak
 Kad Pengenalan Ibu / Bapa Kandung
 Kad Pengenalan Ibu / Bapa Angkat
 Sijil Nikah Ibu / Bapa Angkat
 Sijil Cerai Ibu / Bapa Kandung
 Surat Pengesahan Anak Luar Nikah Daripada JPN

| ADA | TIADA |
|-----|-------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

SALINAN :

Sijil Kelahiran Kanak-Kanak
 Kad Pengenalan Kanak-Kanak
 Kad Pengenalan Ibu / Bapa Kandung
 Kad Pengenalan Ibu / Bapa Angkat
 Sijil Nikah Ibu / Bapa Angkat
 Sijil Cerai Ibu / Bapa Kandung
 Kehadiran Ibu / Bapa Kandung Dan Ibu Bapa Angkat
 Kehadiran Saksi (kemukakan salinan Kad Pengenalan)
 Surat kebenaran sekiranya Ibu / Bapa Angkat bukan penduduk tetap Sarawak.
 Borang Maklumat Tambahan

| | |
|--|--|
| | |
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| | |

Disemak Oleh :

(Tandatangan)

Nama Pegawai :

Jawatan :

Tarikh :

SURAT KEBENARAN MENTADBIR HARTA SIMATI

Bagi Perkara Estet Allahyarham/Mendiang/Gemulah : _____
Yang meninggal dunia tanpa wasiat pada _____

(Perkara Probet No. _____ Volume _____)

Saya/Kami yang bertandatangan di bawah, selaku pewaris bagi Estet Allahyarham/Mendiang/Gemulah di atas dengan ini memberi sepenuh persetujuan untuk menverahkan Surat Kuasa Mentadbir kepada:

Nama Pemegang Surat Kuasa : _____

No. Kad Pengenalan Baru : _____

*SEMUA WARIS MESTI SERTAKAN SALINAN KAD PENGENALAN

| BIL | NAMA PEWARIS | NO KAD PENGENALAN BARU | TALIAN KELUARGA (dengan simati) | UMUR | TANDATANGAN |
|-----|--------------|------------------------------|---------------------------------------|------|-------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |
| 9. | | | | | |
| 10. | | | | | |

Tandatangan Saksi : _____

Nama : _____

No. Kad Pengenalan : _____

Jawatan : _____

Alamat : _____

Tarikh : _____

(Nota : Saksi adalah terdiri daripada Pegawai Daerah/Pegawai Tadbir/Ketua Masyarakat/Ketua Kaum)



ORDINAN PENCAKUPATAN BAB 91

PERMOHONAN UNTUK PENDAFTARAN ANAK ANGKAT
[Seksyen 3(1)]

Kepada: Pegawai Daerah.
Daerah.....

BAHAGIANA
(Untuk diisi oleh Pemohon)

1. Menurut seksyen 3(1) Ordinan Pengangkatan [Bab. 91], saya/kami dengan ini memohon untuk mendaftarkan pengangkatan kanak-kanak yang berikut:

- (i) Nama kanak-kanak : _____
- (ii) Umur : _____
- (iii) Tarikh Lahir : _____
- (iv) Tempat Lahir : _____
- (v) No. Sijil Kelahiran/
No. Kad Pengenalan : _____
- (vi) Nama anak angkat : _____

2. Butir-butir ibu bapa angkat/pemohon:

(a) **Bapa Angkat**

- (i) Nama : _____
- (ii) No. Kad Pengenalan/
No. Pasport : _____
- (iii) Umur : _____
- (iv) Tarikh Lahir : _____
- (v) Tempat Lahir : _____
- (vi) Bangsa : _____
- (vii) Warganegara : _____
- (viii) Agama : _____
- (ix) Alamat tempat tinggal
sekarang & No. Tel. : _____
- *(x) Tempoh tinggal di Sarawak : _____
- (xi) Pekerjaan : _____
- (xii) Taraf perkahwinan : _____

- (a) Ibu
- (i) Nama : _____
- (ii) No. Kad Pengenalan /
No. Pasport : _____
- (iii) Umur : _____
- (iv) Tarikh Lahir : _____
- (v) Tempat Lahir : _____
- (vi) Bangsa : _____
- (vii) Warganegara : _____
- (viii) Agama : _____
- (ix) Alamat tempat tinggal
sekarang & No. Tel. : _____
- (x) Pekerjaan : _____

5. Dokumen / maklumat yang diperlukan untuk menyokong permohonan ini:

- (a) Salinan Sijil Kelahiran kanak-kanak.
- (b) Salinan Kad Pengenalan atau Pasport ibu bapa kandung dan ibu bapa angkat.
- (c) Salinan Sijil Perkahwinan ibu bapa angkat.
- *(d) Sijil / Bukti Pengangkatan mengikut Adat Resam.
- *(e) Salinan Status Warganegara / Penduduk Tetap.
- *(f) Sijil dari Suruhanjaya Tinggi / Kedutaan (untuk Pemohon yang tidak mempunyai tali perhubungan dengan Sarawak).
- (g) Lain-lain (sila nyatakan):

Tarikh:

Tandatangan / Cap Ibu jari Pemohon (-Pemohon):

Bapa Angkat:

Ibu Angkat:

(*Potong mana yang tidak berkenaan)

(xiii) Butir-butir anak dalam tanggungan (jika ada) : _____

(b) Ibu Angkat

(i) Nama : _____

(ii) No. Kad Pengenalan/
No. Pasport : _____

(iii) Umur : _____

(iv) Tarikh Lahir : _____

(v) Tempat Lahir : _____

(vi) Bangsa : _____

(vii) Warganegara : _____

(viii) Agama : _____

(ix) Alamat tempat tinggal
sekarang & No. Tel. : _____

*(x) Tempoh tinggal di Sarawak : _____

(xi) Pekerjaan : _____

(xii) Taraf perkahwinan : _____

3. Alasan-alasan untuk mengambil anak angkat:

.....
.....

4. Butir-butir ibu bapa kandung atau penjaga kanak-kanak:

(a) Bapa / Penjaga*

(i) Nama : _____

(ii) No. Kad Pengenalan/
No. Pasport : _____

(iii) Umur : _____

(iv) Tarikh Lahir : _____

(v) Tempat Lahir : _____

(vi) Bangsa : _____

(vii) Warganegara : _____

(viii) Agama : _____

(ix) Alamat tempat tinggal
sekarang & No. Tel. : _____

(x) Pekerjaan : _____

BAHAGIAN B
(Untuk kegunaan pejabat)

6. *Ibu bapa kandung/Penjaga dan Ibu bapa angkat kanak-kanak
tersebut telah hadir di hadapan saya dan telah memberikan tanda persetujuan mereka yang
ikhlas terhadap pendaftaran pengangkatan kanak-kanak tersebut di bawah seksyen 3(2)
Ordinan Pengangkatan seperti berikut:

- (a) (i) Nama Bapa Kandung/Penjaga : _____
Tandatangan : _____
(ii) Nama Ibu Kandung : _____
Tandatangan : _____
(iii) Nama Saksi : _____
No. Kad Pengenalan : _____
Tandatangan : _____
- (b) (i) Nama Bapa Angkat : _____
Tandatangan : _____
(ii) Nama Ibu Angkat : _____
Tandatangan : _____
(iii) Nama Saksi : _____
No. Kad Pengenalan : _____
Tandatangan : _____

7. *Kehadiran/Persetujuan *ibu bapa kandung/ penjaga kanak-kanak tersebut seperti berikut
telah diketepikan menurut seksyen 3(3) *dan / atau seksyen 3(4)(b) Ordinan Pengangkatan:

- (a) Nama *Bapa / Ibu / Penjaga:.....
(b) Alasan:

Bertarikh pada haribulan 20

Dihadapan saya,

Nota: Permohonan ini *DILULUSKAN/
TIDAK DILULUSKAN
No. Sijil Anak Angkat

.....
(Nama dan Tandatangan Pegawai Daerah)

Daerah

(*Potong mana yang tidak berkenaan)



SIJIL PENGHARGAAN

Dengan ini disahkan bahawa

NURUL FARHANA BINTI CHEK USUP

Telah menjalani Latihan Industri Pelajar

dari

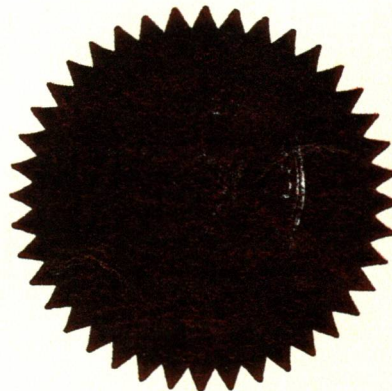
21 Julai 2014 – 29 Ogos 2014

dengan cemerlang

di

PEJABAT DAERAH KECIL, PUSA

[AWG MOHD SHUKRI BIN AWG ARSAD]
Pegawai Tadbir Menguasa,
Pusa





UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

Instructions

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

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

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

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

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

Recording

The log book should contain the following information:

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

DATE

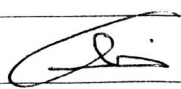
EXACT NATURE OF WORK DONE

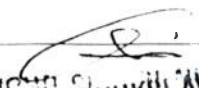
SUPERVISORS REMARKS

14/01/14

- Registration at Pejabat Daerah Kecil Pusa.
- Introducing ourself to each of the staff at Pejabat Daerah kecil Pusa.
- Learning how to using the photocopy machine at Pejabat Daerah kecil Pusa

Sangat memuaskan


AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|------|--|--|
| 2014 | | |
| | <ul style="list-style-type: none"> - Introducing myself to supervisor which is SAO Enak Awang Mohd Shukri Bin Awang Arsad. | |
| | <ul style="list-style-type: none"> - The supervisor give some advice and talk a little bit about the administration on Pejabat Daerah Kecil Pusa. | |
| | | |
| | | Sangat memuaskan |
| | |  W. MOHD SHUKRI AWG. ARSAD Pegawai Jabir Menguasa PUSA |


EXACT NATURE OF WORK DONE

SUPERVISOR'S REMARKS

014

- Organizing the bills which is utilities and water bills according to dates.
- Organizing the letter of Telekom Malaysia according to the dates.

Sangat memuaskan


AWG. MOHD SHUKRI AWG. ARSH
Pegawai Tadbir Menguasa
PUSA

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2014

- Print out my name and put it on the "Staff Movement Chart" at Pejabat Daerah Kecil Pusa.

- Managing the people who are coming to Pejabat Daerah Kecil Pusa to get their Telekom Malaysia Handphone.

Sangat memuaskan



AWG. MOHD SHUKRI AWG. ANWAR
Pegawai Tadbir Menguatkuasa
PUSA

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

01. 2014

- Managing the people who are coming to Pejabat Daerah kecil Pusa to get they Telekom Malaysia HandPhone.


- Staff meeting

Sangat memuaskan



Supervisor

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|----------|---------------------------|---------------------|
| 11. 2014 | | |
| | | |
| | - Eid Mubarak Break | |
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AWG. MOHD SHUKRI AWG. AM
Pegawai Tadbir Mengu
PUSA

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

11. 2014

- Eid Mubarak Break
- Public Holiday



AWG. MOHD SHUKRI AWG. ARSH
Pegawai Tadbir Menguasa
PUSA

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|------|--|--|
| 2014 | | |
| | <p>- Managing the people who are come to Pejabat Daerah Kecil Pusa to get they Telekom Malaysia handphone.</p> | |
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| | | <p><i>Syafiq</i></p> |
| | | <p><i>AWG</i> AWG. MOHD SHUKRI AWG. Pegawai Tadbir Meng PUSA</p> |

E


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2014

- Pick up the phone when there are people calling to Pejabat Daerah Kecil Pusa.

Sari Murni


M/s. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|------|--|--|
| 2014 | | |
| | <p>- Managing the people who are come to Pejabat Daerah Kecil Pusa to get they Telekom Malaysia Handphone.</p> | |
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| | | <p>Sangat ramai</p> |
| | | |
| | | <p>AWG. MOHD SHUKRI AWG. ARS Pegawai Tadbir Menguas PUSA</p> |

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|----------|---------------------------|---------------------|
| ST. 2014 | | |

88.H35 (Revised 1962)

No

SARAWAK GOVERNMENT

SICK CERTIFICATE

No. A 806409

This is to certify that MURUL FARHANA W/ CHE W/UP (910127-13-5506)
(CONERNED)

of Department is ill and;

*(a) will be unable to perform his/her duties for 2 CTWD
04/08/14 - 07/08/14 days

*(b) was admitted to hospital on

FLORENCE ABANG
Pen. Peg. Perubatan
U29
LPPM : 13383

Date : 04/08/14

Medical Officer

*Delete whichever inapplicable.

PNMB. Kch./MUSN 2011

Sangat memohon

AWG. MOHD SHUKRI AWG. ARSHA
Pegawai Tadbir Menguasa
PUSA

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|--------|---------------------------|---------------------|
| . 2014 | | |

88.H35 (Revised 1962)

No

SARAWAK GOVERNMENT

SICK CERTIFICATE No. A 806409

This is to certify that MURUL FARHANA Bt CHE WAP (910127-13-5500)
 of (CONVERTED) Department is ill and;

*(a) will be unable to perform his/her duties for 2 CTWD
04/08/14 - 07/08/14 days

*(b) was admitted to hospital on


FLORENCE ABANG
 Pen. Peg. Perubatan
 U29
 LPPM : 13383

Date : 04/08/14

Medical Officer

*Delete whichever inapplicable.

PNMB. Kch./MUSN 2011


AWG. MOHD SHUKRI AWG. M
 Pegawai Tadbir Meng
 PUSA

TE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS


2014

- Managing people who come to
Pejabat Daerah kecil Pusa.

Sangat memuaskan.



AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARK |
|------|---|--|
| 2014 | | |
| | - Managing people who come to the office. | |
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| | | Sangat memuaskan |
| | | |
| | |  AWG. MOHD SHUKRI AWG. ARSHAD Pegawai Tadbir Mengurus PUSA |

DATE


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

ST. 2014

- Pick up the phone when they there are calling from to Pejabat Daerah keai Pusa.

Sangat memuaskan



IS MAMU SHUKRI AWL. ANON
Pejabat Daerah Manjau

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2014

- Gotong-Royong at Bus Centre Pusa.

- From 8:00 am until 2:00 pm.

- Pick up phone when there are call coming people who are calling to Pejabat Daerah Kecil Pusa.

Sangat membaik

AWG. MOHD SHUKRI AWG. AN
Pegawai Tadbir Meng
PUSA

TE


EXACT NATURE OF WORK DONE

SUPERVISOR'S REMARKS

1.2014

- Managing the people who are come to Pejabat Daerah Kecil Pusa to get they Telekom Malaysia handphone.
- Pick up the phone when there are people who are calling to Pejabat Daerah kecil Pusa.

Sangat memuaskan


AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

DATE


EXACT NATURE OF WORK DONE

SUPERVISOR'S REMARKS


JULY 2014

- Involve in Pesta Pusa.
- As a Protocal in Pesta Pusa.

Selesai memngkon



Handwritten text at the bottom right, possibly a date or reference number.

| DATE | EXACT NATURE OF WORK DONE | SUPERVISORS REMARKS |
|----------|--------------------------------|--|
| 17. 2014 | - Involve in Pesta Pusa. | |
| | - As a protocol in Pesta Pusa. | |
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| | | |
| | | Seng P. [Signature] |
| | |  AWG. MOHD SHUKRI AWG. AN Pegawai Tadbir Mengurus PUSA |

TE


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

27.2014

- Managing people who are coming to pejabat Daerah Kecil Pusa.
- Pick up a phone when there are calling from people to Pejabat Daerah Kecil Pusa.
- Our supervisor from UITM Sarawak. Which is our Lecturer coming to Pejabat Daerah Kecil Pusa. Our lecturer which is Leftenan ~~Kolonel~~ Colonel Saiful Anwar visit to Pejabat Daerah Kecil Pusa to check ~~the~~ our progress on Practical-training.

Sangat memuaskan


AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

DATE


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

1st. 2014

- Managing the people who are coming to Pejabat Daerah Kecil Pusa.

Engel mans...


AWG. MOHD SHUKRI AWG. AN
Pegawai Tadbir Menguas
PUSA

TE

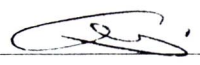
EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

057-2014

- Managing the people who are coming to Pejabat Daerah kecil Pusa

Sangat memuaskan



AWG. MUNDU SHUKRI AWG. ARSHA
Pegawai Tadbir Menguasa
PUSA

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS REM

18.7. 2014

- Managing the people who are coming to Pejabat Daerah kecil Pusa.

Signature

Signature

AWG. MOHD SHUKRI AWG. M
Pegawai Tadbir Meng
PUSA

E

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

1. 2014

- Managing the people who are coming to Pejabat Daerah Kecil Pusa.

Syafuddin



AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

DATE

EXACT NATURE OF WORK DONE

SUPERVISORS RE

UST. 2014

- Managing the people who are coming
to Pejabat Daerah Kecil Pusa.

AWG. MOHD SHUKRI AWG.
Pegawai Tadbir Meng
PUSA

TE


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

15/1-2019

- Managing the people who are coming to Pejabat Daerah Kecil Pusa

Supdt. M. Arsha


AWG. MOHD SHUKRI AWG. ARSHA
Pegawai Tadbir Menguasa
PUSA

DATE


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

1. 2014

- Photocopy the letter and the document.

Sangat memuaskan


AHM. MOLID SHUKRI ARIS
Pegawai Tadbir Menguat
PUSA

TE

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS


051-2014

- Managing the people who are coming to Pejabat Daerah Kecil Pusa.
- Pick up the phone when there are call to Pejabat Daerah Kecil Pusa.

Sangat memuaskan



AWG. MOHD SHUKRI AWG. ARSHAD
Pegawai Tadbir Menguasa
PUSA

| DATE | EXACT NATURE OF WORK DONE | SUPERVISOR'S REMARKS |
|----------|--|--|
| 17. 2014 | <ul style="list-style-type: none">- Managing the people who are come to Pejabat Daerah Pusa. | |
| | <ul style="list-style-type: none">- Farewell part conducted by the staff for me because completed practical training. | |
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| | | <p data-bbox="1056 1736 1413 1802"><i>Singh</i></p> <p data-bbox="1049 1880 1420 2057"> AWG. MOHD SHUKRI AWG. ARS Pegawai Tadbir Menguat PUSA</p> |