

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



**PRACTICAL TRAINING REPORT (ADS666)  
ASAJAYA DISTRICT OFFICE  
(PEJABAT DAERAH ASAJAYA)**

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**JULY 2015  
SUPERVISOR: PN. SAREHAN SADIKIN**

## THE DECLARATION

### Declaration

I hereby declare that the work contained in this report is original and my own except those duty identified and recognized. 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,



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## ACKNOWLEDGEMENT


It is a pleasure for me to take this opportunity to give my deepest appreciation to my parents and my family, for giving me the full support and financial aid during my practical training period. I wish to express my sincere gratitude to my supervisor Mdm. Sarehan for his guidance and support during the completion of this practical training report. Besides that, I wish to thank my classmates for their comments, guidance and constructive ideas to help me a lot in this report. Also, I would like to thank to all staff of Asajaya District Office whether in Administration unit, Planning and Development Unit and Treasury Unit for their guidance and warm pleasant during my training. This programme would not be completed without those staffs who lead me into reality of working environment. Sincerely, I would like to express my deepest gratitude to my supervisor at Asajaya District Office, Mdm. Fifi Khairunnisa Bt Hamzah for her advices, feedback and guidance which have lead me into knowledgeable students in a working environment.

Practical Training is an important course that will let me learning the relationship between studies nature and exact nature of work that must be one of the most important course in an institution to exposure of delivering and gaining information about the exact nature of work done. I took this opportunity to stay in the mix of global and knowledge in the study of science and existing administrates in interned have studied with the best. Thankful and appreciation I gave to all who have contributed directly or indirectly in carry out the practice in the training that

has given many lessons and experiences of the exact nature of work done. I hope and dreams for the practical training can make my graduates who are capable and knowledgeable. In order to preserve this, help and guidance from all parties, whether internal or external to improve the practical training is carried out along it.

As conclusion, opportunities for improvement are always open for student who wants to study more with their effort to achieve the objectives. I strongly hope that this practical training will be an effective course for students and institutions in particular.

Sincerely,



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Azrena Syarezan Binti Ryaduan

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(Asajaya District Office, 2015). District covers an area of Asajaya, Pendam and Belong been officially announced by the Pehin Sri Abdul Taib Mahmud, Chief Minister of Sarawak on 1 January 2002. This declaration is in line with the government's efforts to restructure the regional development lebih regular, systematic and concerted.

In the 1960s and 1970s Nonok only a small settlement that excluded from development. Located in the lowlands and southern China Sea front, making it difficult to reach. Most of the villages situated alongside the river causing this village is exposed to the tides. No amenities perfect roads and jetties. Rural roads using point of purchase, bridge board, titi coconut wood and others.



## CHAPTER 1 INTRODUCTION OF ORGANIZATION

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### 1.0 INTRODUCTION OF ASAJAYA DISTRICT

Asajaya is a small town located in Sarawak Samarahan Division. Most of the population is made up of Malays, Chinese and Iban and an area of lowlands consisting of mangrove forests. This area has four secondary schools namely SMK Asajaya, SMK Semera, SMK Pansantren Abdul Taib Mahmud and SMK Asajaya 2. Agriculture is the main economic sector and an important population activities in Asajaya. This area is also known as Permanent Food Production Park. Therefore, this sector contributes as a supplier of raw materials to the daily needs, market and downstream economic activities whether for local or overseas market. With the Drainage and Irrigation project in Asajaya, it was beneficial to all farmers, coconut, cocoa and citrus. The area is among the most fertile areas in Sarawak and was developed intensively.

In 1997-1998, the FELCRA has planted nearly 1,000 hectares of oil palm in Block 4 South Asajaya and with this increase the use of land to 81% of the total project (Asajaya District Office, 2015). All efforts have successfully overcome the problems of land for agriculture and thus changed the way people live and increase agricultural yields. Demand for palm fruit growing. This is due to the intensive development of the industrial sector coconut as the main ingredient

of the product. The results showed an increase in oil demand in the local market following the increase. In fact, demand is exceeding supply of fruit available and many coconut groves have been destroyed for aquaculture purposes. This situation has caused oil prices to rise in Asajaya and many downstream processing built by locals before being sent to the mill nearby. While many cocoa trees have been destroyed because of the disease and the price is too low in the market. It also has 29 villages overall and a population of 56 people per km<sup>2</sup> (Asajaya District Office, 2015).

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## 1.1 DISTRICT HISTORY

District Asajaya before was well-known as 'Nonok' of name. Nonok known as an administrative area only began on October 1, 1970 as a sub-district under the administration of the Kuching Division (Asajaya District Office, 2015). Its existence is at its peak activity of the communist threat in Sarawak. The primary goal of this office is to convince people about the presence and commitment of the government in a remote place while taking your heart and trust of locals who were influenced by communist propaganda. The existence of a second administration Nonok development. Nonok week and Nonok Administration Centre (1) are the hallmarks of the early development of this small area (Asajaya District Office, 2015).

The first office administration known as the stronghold Sambir (2) located in Kampung Sambir which is the main transit point in time. However, black history Nonok village threatened by communist cause the administrative center of the District Office (3) has been moved to Kampung Melayu Nonok. Since then, the government has focused around the village development while enhancing security facilities. Nonok has turned into a busy weekend with economic activity, relationship, social, transit center and the focus of development. Shop building Nonok week (4) made of palm fronds clapboard become the focus of local people to get all their daily needs.

Small Nonok area has undergone a process of development. String Sustainable development and Policy Development Political implemented by YAB Pehin Sri Abdul Taib Mahmud, who is also the Chief Minister of Sarawak state assemblyman S8, Sebandi, Sub-District Nonok administration was changed to Samarahan District in 1983 (Asajaya District Office, 2015). The town Nonok (1) brighter and increasingly busy with the addition of shops adjacent to the river side and a center Nonok communication network. As a result of that, in 1988, YAB Pehin Sri Chief Minister, Nonok to change the name of Asajaya and Pendam become sub-district.

Political Development Chief Minister once again changed the fate of the Sub-District Asajaya. On December 30, 1999 through the date of the Sarawak government news Volume LIV (no. 38) Asajaya was upgraded to a full district

(Asajaya District Office, 2015). District covers an area of Asajaya, Pendam and Beliong been officially announced by the Pehin Sri Abdul Taib Mahmud, Chief Minister of Sarawak on 1 January 2002. This declaration is in line with the government's efforts to restructure the regional development lebih regular, systematic and concerted.

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## 1.2 ORGANIZATION MISSION AND VISION

### **Vision**

“Leader of Administration Machinery and Development Excellence”

- (Asajaya District Office, 2015)

### **Mission**

To achieve the vision enshrined, we hereby determined:

“Strengthening the reliability of the service delivery system in Administration and development”- (Asajaya District Office, 2015)

*Figure 1.2 Asajaya District Office Vision And Mission*

*(Source from: [www.asajayado.sarawak.gov.my](http://www.asajayado.sarawak.gov.my))*

Through:

1. Strengthening the infra and infrastructure.
2. A culture of excellent service delivery in developing regions.
3. Being an agent of change towards society innovative, progressive and informative.
4. Strengthening the capacity of human capital (capacity building).
5. Increase community involvement.



### 1.3 ORGANIZATION STRUCTURE

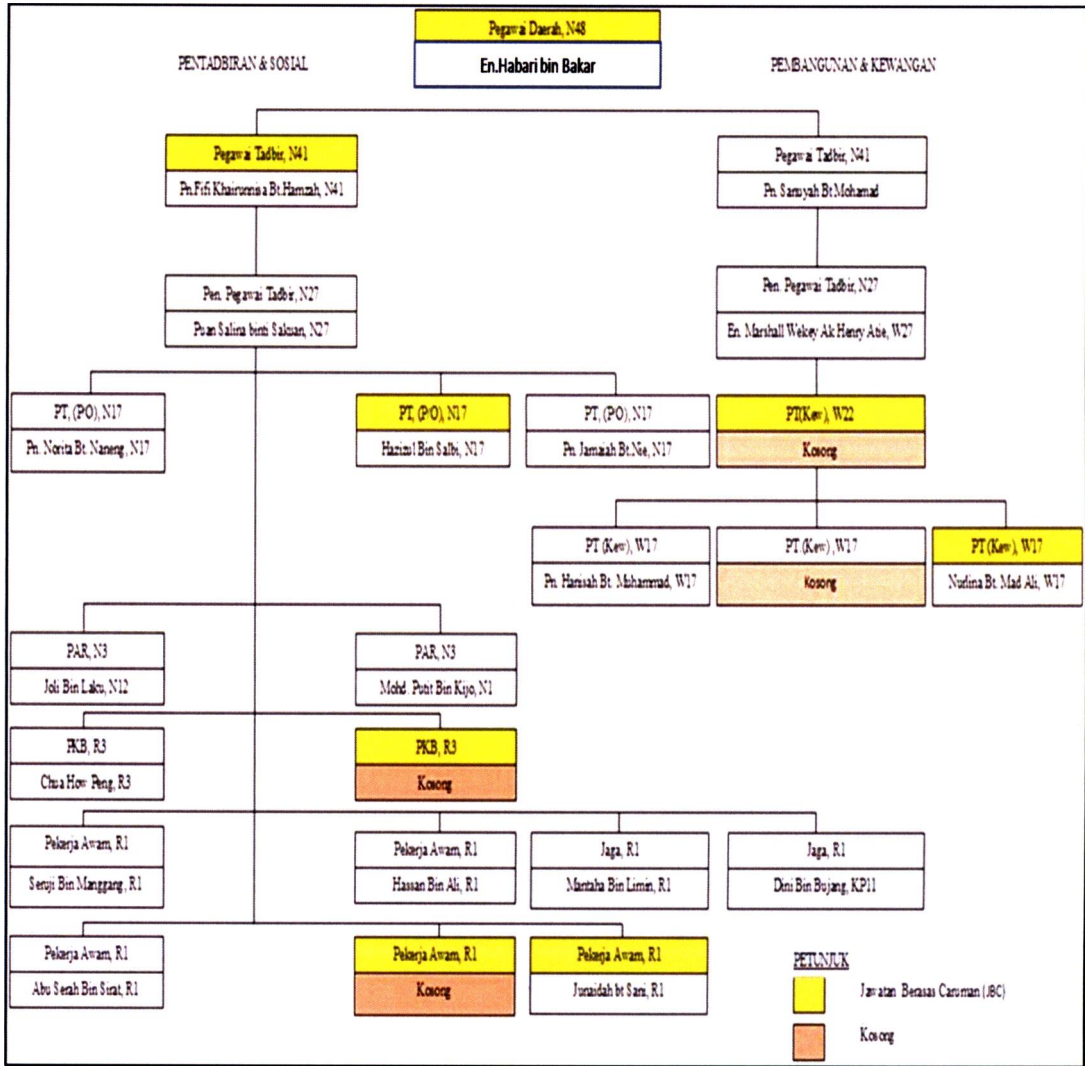


Figure 1.3 Asajaya District Office Organization Chart

(Source from: [www.asajayado.sarawak.gov.my](http://www.asajayado.sarawak.gov.my))

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## 1.4 ORGANIZATION CORE BUSINESS

According to (Asajaya District Office, 2015) the organization core business is to ensure the vision, mission and objectives that have been set as above, we have listed the functions and roles of Asajaya District Office as below: -

### 1.4.1 IMPROVE ADMINISTRATIVE EFFICIENCY

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- Issuance of permit to buy ammo
- Management and registration JKJK
- Managing and coordinating infrastructure

### 1.4.2 HUMAN RESOURCE MANAGEMENT

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- Plan and implement staff training program
- Management system, community leaders and community leaders

### 1.4.3 FUNCTIONS LEGISLATION

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- Registration probate
- Registration license business names
- Registration of adoptions
- Registration of transfer shotgun
- Registration indigenous court case

#### 1.4.4 DEVELOPMENT PROJECT MANAGEMENT

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- Project of village roads
- Project Futsal courts
- Project sepak takraw court
- Project screening hall
- Project Rural Electrification Scheme (RES)
- Rural Water Supply Project (BALB)
- Project mosque / surau

#### 1.4.5 ADJUSTMENT PROGRAMMES POVERTY

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- Registration e-Kasih
- Income Improvement Project (PPP)
- Housing Assistance Project (PBR)
- Project Mindset (PPMI)

#### 1.4.6 MANAGEMENT OF DATA AND INFORMATION

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- Regional Profile
- Village Profile
- Social Profile

- Poverty Profile
- Annual reports Profile
- Profile Quarterly Report
- Rural Project Data
- Data Quality Operations

#### 1.4.7 FUNCTIONS OF FINANCE

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- Maintain and update all accounting records
- To manage all types of bills and payment of claims
- Make payments development projects
- Provides Sub Treasury
- Provide Financial Reporting Month
- Prepare the Annual Budget
- Asset and Inventory Management
- Procurement

#### 1.4.8 OFFICIAL EVENT MANAGEMENT

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- Plan an annual event calendar
- Coordinator of NGO programs (JKKK)

- Program of mutual assistance
- Fair repeat Asajaya
- Al-Quran Recital District Level
- Sacrificial Meat Council District Level Distribution
- Fair Day with Customers
- Program Leaders
- Human Capital Development Program

## CHAPTER 2 SCHEDULE OF PRACTICAL TRAINING

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### 2.0 INTRODUCTION

I undergo my practical training at Asajaya District Office which is known as ADO and located at District Asajaya, 94600 Asajaya, Sarawak. I am doing my practical training from 20 January 2015 until 27 February 2015. I was assigned to Administration Unit and Supervise by Pn.Fifi Khairunnisa Bt Hamzah, the Administrative Officer at ADO. Throughout my five weeks of practical training at ADO, I was exposed to a several daily tasks. My daily tasks were including attending the meeting related to responsible parties, assist in managing all the related files, prepare and fax related letters to each and every local authorities that involved in my daily event.

### 2.1 WEEK 1 (20/01/2015-23/01/2015)

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In order to complete the subject requirement for third year of my degree on semester 5, I have chosen Asajaya District Office (ADO) for my practical training location. This is due to my field of study administration department is related with the course that I have studied. Asajaya District office is one of the

government units that have the objective to help out with the community needs. The period of time for my practical training in ADO is 6 weeks. The practical training starts on 20 January 2015 and end on 27 February 2015.

In my first working day, I have been presenting myself to Asajaya District Office for my practical training program. First, I'm getting into practical trainee entrance reporting process, which is reported to Planning and Development Unit, in charged by Mrs. Sanuyah bt Ahmad, SAO N41 and then placed into Administrative Unit as asked by her. When I reached to the unit, I have been introduced with the other staffs which have been working in the district office for quite some times. And then, reported to my supervisor Mrs. Fifi Khairunnisa Bt Hamzah. She managed to give me simple brief about the unit and their staff. I have also being introduced with different departments in the office which include the administrative department, the treasury department, and the Planning and Development department. Basically, the district office has the responsibility to encounter to help the locals with their license (vehicle license, business license and gun license), probates, (changing of wealth ownership) development projects (house aid, business equipment aid and etc), and many other things which regarding the locals' needs. I have been placed in the administrative departments to help out with the administrative works. However, as a practical student, I will also be called to help out in the development department with their works. The first day of my internship went tough for me because I have been asked to

accompany my supervisor to attend meeting with community leaders. The meeting was aims to brief the community leaders regarding of the preparation to face the upcoming flood phenomenon that may happen in within a days ahead due to the King Tide Phenomenon and heavy rain whether as reported by Meteorology Department before. After the meeting, we visited to the operational location due to the report received by ADO from flood victims according to current situation during last weekend. It is to monitor the condition of the affected villages as mention. The villages are Kg Jemukan Cina, Kg Ulu Semera, Kg Terasik and SJK Chung Hua Semera.

There are 5 other officers that work in the same department. They gave me a very warm welcome starting from my first step into their office. One of them, which is Mdm. Hajjah introduced to me how to do photocopying task using photocopy machine. Usually, as an admin worker, we will handling photocopying task for example, for filling system which mean to keep original document copies as reference later and other some purpose. There are 5 common processes for photocopy task, which were basic copying process (from A4 to A4 and one-sided copy), the (from A3 to A4 copy document) usually A3 document was the land grant from people). Third, double sided copy process and (from original size of document to A4 copy process). After the learning process done, handling every photocopying task at my workplace relating documents involved for those



program which are PBR (Pogram Bantuan Rumah), 1 Azam and project management of small rural areas.

In the second day, Mdm. Norita Bt Naneng, which is one of the staffs in the department that I'm working in, introduce me to faxing process and taught me on how to answer phone call (what I have to say and who should I refer to), which work is important that I need to print if the resident come, and how to do photocopy job. At this point, I faced a very challenging situation where I need to remember everything that I have learnt from her. My first faxing task handled by me was faxing (Borang Pengesahan Kehadiran Pelajar Latihan Praktikal) to Mr. Fairuz Hidayat Merican bin Wan Merican which is my Practical Training Coordinator for Administrative Science Student AM228. Then, I have been thought how to answer phone call and the ethics. First, give a warm greeting to caller and inform them my organization name. Second, ask for caller identification for example their name, village and so on. Third, ask what can we do for them and if they ask to talk with certain person, give to the person in charge for any matter related to the caller will. At last, I have to remember all that have been thought to me.

Yet, I am a very forgetful person, which makes this memorizing period become more difficult and worse. I have faced this situation a lot when I was studying for my exams in UiTM. However, I managed to overcome that situation by using the tips and methods that I learnt in the University Life subject-use

abbreviation for memorizing information. Due to that, I tried my best to apply the other theoretical learning that I have learnt in the university life subject; there are many other terms and knowledge that can be connected to my practical problem; in this memorizing situation, I applied the link method in my attempt to memorize every step that Mdm. Norita Bt Naneng taught me; the link method is a techniques to associate visualization (picture) to what we are trying to do. For example, if let say I need to do double sided photocopy, I need to change the function on the photocopy machine before I do the photocopy job. Even though I have been thought for several times, I always forget the function that I need to select. I am a fast learner, but I'm also tend to make a mistake by easy way, once I memorized it will be in my head forever. Due to that, I try to associate the picture with the function that I need to change into. For example, if I need to photocopy both sides of a paper into 2 sided photocopy paper, I need to change the function into 2 to 2 duplex. With this association, I managed to do the job correctly.

This week, my practical training period went just well. Maybe it was due to that fact that it is my first week so they did not pressure me much. I will be waiting for more to come and learn in the next few weeks of my practical training.

## 2.2 WEEK 2 (26/012015-30/01/2015)

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It has been one week since my internship period has started and this week I have learnt something new despite of the things that I learnt in the last week.

This week, I have been given responsibilities to handling typing work asked by supervisor or other staff if any, I am typing those things, such as a form using Microsoft Word, a letter, and data entry using Microsoft Excell. My work going smoothly with photocopying, printing, answer phone call and served resident which came to Administration unit. Sometimes, I have been asked to get a signature from officers from different units which is the District Officer (D.O Mr. Habari Bin Bakar) and Admin Officer (SAO Mrs. Sanuyah Bt Muhamad) from Planning and Development unit and Assistant Admin Officer (SAO Mr. Michelle) from Treasury Unit.

I also have been taught on how to do organization profiling for the company that worked together in order to serve the best for the resident. In this profiling work, I have been taught on how to keep in track with the projects that the selected companies have worked on. I have been introduced to filing system which is all the document files kept into systematic arrangement, every file have different number and coding system each of them. I have been taught of how to do filing (divided file into different section and file). In this filing learning, I need to make sure that I keep the correct letters and any other stuff in the correct file. I

also needed to do numbering so that it will be easier for the responsible officer to do closed data. For example, for PEMADAM matter with file reference number (DOA/P/17/8) and file number 112 according to number arrangement in the file room. For example, in certain situation, each company that I have already profiled will be saved in the district office data as a review in the future. It will also become a proof to show that these selected companies have done a partnership with Asajaya District Office in order to build up locals' house aid or supply for business starter kits. I have also prepared an evaluation form for the district officer to evaluate the works that selected company has done. In this evaluation form, selected district officer will evaluate the works that the company has done to find out whether they fulfill the locals' need or not. If the company did not fulfill the requirement that has been listed, the district office will not continue their contract with that company in the future. This is to make sure that the locals' need will always be the government first priority and everything they prepared for them will have a complete and perfect result.

At this point, I have faced an obstacle which test out my loyalty towards the company (Asajaya District Office); I have to keep the information that I decoded from everyone knowledge including both of my parents. It is not that hard to keep any secret from others, but to keep any secret from my parents is a real challenge for me; I disclose every single thing to my parents.

### 2.3 WEEK 3 (02/02/2015-06/02/2015)

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In third week, I have been given an assignment from my supervisor to make a report regarding Cultural Practices Study (Managing Cultural Change Questionnaire) in the workplace for staff according to the position of P&P, staff support 1, and staff support 2. There were 61 questions contain in the questionnaire, 12 section which is section A to G. Each section has been divided into 2 to 3 subsection. Some of information that I have collected from the report were, 36.9% from whole staff agreed that organization vision have been informed effectively toward them. Meanwhile, according to separation of position, 24 staffs which involved of second assistant staff have been agreed with the statement. This is one of the example that I read from the report that I have done. Second, 38.5% from whole staff agreed that they really understood the organization vision. Meanwhile, according to separation of position, 26 staff which involved of second assistant staff have been agreed with the statement.

### 2.4 WEEK 4 (09/02/2015-13/02/2015)

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I have been given an assignment to update the organizational charter (customer charter) information which was asked by my supervisor according to the current information updated in last meeting which was attended by my supervisor.

#### 2.4.1 CLIENT CHARTER:

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- We are committed to providing quality, efficient, trustworthy, fair and friendly at all times
- We are always willing to work and give advice to you if our services are needed
- All applications for registration of probate will be completed within a period of TEN (10) working days of receipt of the application with conditions related documents are complete
- All local purchase order (LPO) and service order (SO) will be provided within THIRTY (30) minutes to suppliers
- The registration process indigenous cases will be made within one (1) hour based on the facts of the case are reasonable
- Preparation of payment vouchers will be made once all the bills are received within fourteen (14) working days
- Revenue collection from the public will be made within fifteen (15) minutes
- All applications adopted child shall be completed within five (5) days worked by the terms of the provision of documents related document is complete and involved individuals present with
- We ensure that the delivery of letter post, circular and circular invitations in the district can be completed within one (1) working day from the date of the document prepared

- Registration of business names and commercial applications these licenses shall be completed within three (3) working days from the date of receipt of such documents
- Application for the issuance of permits to purchase ammunition for shotguns will be completed within one (1) hour
- Application for renewal of title shotgun to be completed within one (1) month
- Event management implemented according to plan schedule / program established by the committee
- Registration is open E-love made within five (5) minutes

\*\*\* The above processing period subject to the application form is complete and the officer in charge was in office.

*(Source from:Asajaya District Office Meeting Minute Document)*

This week was a really tough week, every staff busy with flood victims in the villages which affected to the flood phenomenon. While the others staff were busy helping and monitoring the situations and victims at the Transfers Centre located at Sk. Haji Kelali and Pusat Sumber Sadong Jaya, I have been on standbys mode for upcoming flood which is in dangerous zone and probability for a new Transfers Centre (Pusat Pemindahan) be open is high.

## 2.5 WEEK 5 (16/02/2015-18/02/2015)

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In the fifth week, I have been appointed to control collecting data process for the program 1 Azam Pelaburan among the processes involved are; make a checklist for eligible beneficiaries, issued a summons to provide data to the district office as a reference for subsequent procedures. After receiving feedback and the list of recipients have given the necessary data, and the data will be collected as reference. Nothing much that I have done for this week because only 3 working days and the rest my office having Chinese New Year public holiday from 19 February to 20 February 2015. Besides that, again, as for my situation, I need to enclosed all the information and detail about the thing that my company do. I should not disclose it even if I think that it is not rational; everything might have certain reasons behind it which I do not know.

## 2.6 WEEK 6 (23/02/2015-27/02/2015)

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In my last week in ADO, I have been given a responsibility to collecting data for Program Bantuan 1 Azam Pelaburan that has been approved in last meeting between Asajaya officers with state government, the data were collected among the qualified candidates which was selected from residents who was entitled to Program E-kasih candidates under government program, the data that



I have been collected was a copy of confidential document such as copy of identification card, a copy of the front page Passbook of Amanah Saham Berhad (ASB) for each candidates and their mother's name. This task was very challenges for me because I need to kept all this confidential information secretly from other people including my family or my neighbor, I must kept in my mind that every candidates which qualified were reasonable to get the benefit from the program without any doubt, because sometime across in my mind that some candidate not reasonable to get the 'bantuan' because there were some other people are more poor than them.

This week, ADO has held Collaborative Premiere (gotong-royong perdana) for preparation to welcome state secretary arrival (YAB Tan Sri Datuk Amar Haji Mohamad Morshidi bin Abdul Ghani) to the ADO area for the annual visit. All staff, including myself, have to make sure that the area under the distribution area of responsibility according to their respective zones has been determined to be neat and clean each.

## CHAPTER 3 ANALYSIS OF PRACTICAL TRAINING

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### 3.0 INTRODUCTION

In Asajaya District Office (ADO), I have been attached at administration unit. There are several subjects that I have been applied during my practical training, such as organization behavior, strategic management and human resource management. Therefore, I would like to relates these subjects to my practical training experience in ADO

### 3.1 MY EXPERIENCE ON APPLYING OB

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Organisational behaviour (OB) is defined as the study of human behaviour in organizational contexts, with a focus on individual and group processes and actions (Brooks, 2003). Organizational behavior (OB) also can be define as a field of study that investigates the impact that individuals, groups and structure have on behavior within the organization, for the purpose of applying such knowledge towards improving an organization's effectiveness. In other word, OB can be described as the study of what people think, feel and do in and around organization. It focuses on employee behavior related to employment that related to situations such as jobs, work, absenteeism, employment turnover, productivity, human performance and management.

In ADO, OB can be seen among the employees of this organization. Besides that, this subject gives a greater impact towards this organization in process and delivery service, for example, one aspect of OB that clear in ADO is communication among the employees. Communication can be refers to process by which information is which is transmitted his intended meaning towards the receiver, and meanwhile the receiver understood the intended meaning given by sender. All commands made by DO well understand by all staff and officers as well as I can see that my supervisor as Admin Officer when she giving instructions to me and other office staff.

There are a few importance of communication in organization. One of that is the vehicle through which people clarify their expectations and coordinate work, which allows them to achieve organizational objectives more efficiently and effectively. Secondly id the vital instrument for organizational learning and decision making. Thirdly, communication is aids employee well-being. This is means, information communicated from co-workers help employees manage their work environment, telling them, for instance, how to complete work procedures correctly or handle difficult clients which is the Asajaya residents.

Furthermore, every organization in the world has an organizational structure included ADO. Organizational structure can be defined as the pattern of coordination, communication, workflow and formal power that direct

organizational activities. There are a few elements of organizational that can be found is span of control, centralization, formalization and departmentalization.

Span of control can be referred as the number of people directly reporting to the next level in the hierarchy. A narrow span of control exists when very few people report directly to a manager, whereas a wide span exists when a manager has many direct reports. Meanwhile, the centralization and decentralization are the second elements that I found in ADO. Centralization can be referred as a normal decision-making authority is held by a small group of people, typically those at the top of the organization hierarchy. For example, every department of ADO, for instance, the state government is responsible to make a promotion for all qualified employees of ADO not the administration unit. Moreover, centralization is a total authority and power throughout the organization. In order to ensure the effectiveness and efficiency the function of ADO, every division of ADO has the authority and power to make decision instead of giving ADO the authority power.

Moreover, formalization can be defined as a degree to which organization standardize behavior through rules, procedures, formal training and related mechanism. For example in ADO, every employee will be instructed to join training from time to time in order to them know about their roles and function related to their works fields. Besides that, ADO also has departmentalization which is specifies how employees and their activities are grouped together.

During my practical training, I have experienced three types of communication flow in ADO which are downward, upward, and horizontal. Downward occurs when the superior gives his command to subordinates. This communication flow is used by the managers to transmit work-related information to the employees at lower levels. Employees require this information for performing their jobs and for meeting the expectations of their managers. Downward communication often occurs when my supervisor, Mdm. Fifi Khairunnisa Bt Hamzah asked me to handle the meeting preparation for all divisions.

Besides that, upward communication is a communication that flows to a higher level (the District Officer) in an organization (ADO). There are a few advantages of this communication which are it can provide feedback on how well the organization is functioning; the employee can convey their problems (like come late to office) and performances (task cannot be completed on time) to their superiors; employee can tell how well they have understood the downward communication; employee can share their views and ideas and to participate in the decision-making process; leads to a more committed and loyal workforce in an organization; and the managers get to know about the employees' feelings towards their jobs, peers, supervisor and organization in general. I also experienced it when I have an often discussion with supervisor due to the task

given by her. When I have any confusion towards the task given, she understands on my situation and tries to explain the task in easier way.

Meanwhile the horizontal communication flow is a lateral communication which is communication of the Admin Officer at same levels or between any horizontally equivalent organizational staffs. It is used to fulfill the socialization needs, coordinates the activities, enable better understanding of individual and responsibilities and also help to individual solve their own problems.

As a conclusion, within my practical training period, one of the important experienced that I can gain from ADO is improving my interpersonal relationship by having a good relationship with ADO's staff. From the good relationship, I can learn very much on how their work and how they build their interpersonal relationship with other people from different department. Moreover, as practical student, I have to give my best performance towards the task given by all senior administrators in that department. All of the experience that I gained during practical training teaches me to more committed and responsible towards the work.

### 3.2 MY EXPERIENCED ON APPLYING STRATEGIC MANAGEMENT

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The definition of strategic management according to John Viljon & Susan Dann (2003) is the process of identifying, choosing and implementing activities that will enhance the long-term performance of an organization by setting direction and creating compatibility between the internal skills and resources of the organization (Fadilah Puteh, 2011). Besides, strategic management also can be defined as the art and science of formulating, implementing and evaluating cross functional decision that enable an organization to achieve its objectives.

The vital element must be identified first before formulating strategies is set a vision, mission and objective of ADO. Furthermore, the organization must do internal analysis which is about their own strength and weaknesses include the external analysis which is identifying the opportunities and threats to the organization. The vision of an organization defines what that the organization is and what the core organizations identify as I mentioned before in Chapter 1. In other word, the vision is representing the reason why the organization exists. Moreover, it is closely linked with that the organization can do, reflecting its resources, capabilities and competencies. Through a vision, organization like ADO can express the dynamic of the organization, where it has come from and where it is going into the future. Usually, the organization will express the vision in writing; however, some organization is not expressing it writing but verbally at

relevant time. This is done by organize meeting and face-to-face contact. In this context, a leader of an organization plays a main role in expressing a vision verbally without any resort to the written word.

The mission statements may articulate the organization's vision. It is intended to alert the stakeholders as to what is being done in their interest and persuade to acquiesce in organization wants to be and whom it wants to serve. Moreover, mission statement also can be referred as a statement of belief, statement of purpose, statement of philosophy, and statement of business principles. Beside, organizational objectives are short-term and medium-term goals that an organization seeks to accomplish. An organization's objectives will play a large part in developing organization policies and determining the allocation of organization resources. Achievement objectives helps an organization reach its overall strategic goals. In order to make the objective effectively, it should use S.M.A.R.T in setting an objective of organization which are specific, measureable, attainable, reliable and timely.

Meanwhile, SWOT analysis play an important role in determines the internal and external that may influence the performance of organization. As stated earlier, internal analysis is to determine the strength and weaknesses of organization meanwhile the external analysis is include the analysis of opportunities and the threats that arise within environments.



During my first day of practical training, my supervisor Mdm. Fifi Khairunnisa Bt Hamzah introduced the vision, mission and objective of ADO to me. As a practical student in ADO, I bound to rule and regulation for this company. This shows that I am part of this organization and I have to know the basic of ADO such as the vision, mission, and objective. The vision for this organization is “Spear heading the advancement of a holistic social development of Sarawak towards harmonious, cultured and high-income society”.

### 3.3 MY EXPERIENCES ON PERFORMING HRM

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Human Resource Management (HRM) Human Resource Management focuses on a part of managing people within the employer-employee relations, and contains the creative aptitude of an organization's member (UK Essays, 2015). Besides, human resource management can be considered as an activity found in an organization whether they are business or service oriented, large or small.

ADO is organizations that practice the performance appraisal towards his employees. Performance appraisals are the assessment of individual's performance in a systematic way. It is a development tool used for all round development of the employee and the organization. The performance is

measured against such factors as job knowledge, quality and quantity of output, initiative, leadership abilities, supervision, dependability, co-operation, judgment, versatility and health. Assessment should be confined to past as well as potential performance also.

The second definition is more focused on behaviours as a part of assessment because behaviours do affect job results. The purpose having the performance appraisal is to improve the company's productivity; to make informed personnel decisions regarding promotion, job changes, and termination; to identify what is required to perform a job (goals and responsibilities of the job); and to assess an employee's performance against the goals. There are a few types of appraisal and assessment term which is traditional, self-appraisal, employee-initiated reviews, and 360 degree feedback.

The traditional ways to evaluate employees performance is a manager sits down with an employee and discusses performance for the previous performance period, usually a single year. This routine of simple briefing I always saw every morning twice a month, the District officer (En Habari Bin Bakar) will assembly all the SAO or Pegawai Tadbir to come to his office for discussion of District Issus arose. The discussion is based on the manager's observations of the employee's abilities and performance of tasks as noted in a job description. Other than that, self-appraisal is where the employees are responsible for their own performance by assessing their own achievements or failures and promoting

self-management of development goals. It also prepares employees to discuss these points with their manager.

Furthermore, in ADO also always sent their employees to join the training and the development that organize by State Government which is organized at Majlis Daerah Serian, Majlis Daerah Samarahan and others appropriate location. Training and development can be defined as a set of intervention of activities aimed to facilitate learning of knowledge, attitude, and skills among its people in the organization to improve their current job performance and contribute to the achievement of organizational goals. Beside, training and development can help ADO in order to prepare the available and adequate replacement for employees that will leave or move from the organization. Moreover, through training and development ADO can build efficient, effective and highly motivated team among the employees of ADO. This is because in training and development program, all candidates will be trained to work smart in order to achieve the vision and mission of ADO. It also will enhance the organization competitive position and improves job performance of ADO's staffs.

My experienced during practical training was, I have been trained by my supervisor in Administrative Unit to perform task given with effectively and efficiently. For instance, my supervisor asked Mdm Salina Binti Sakuan, her Assistant Officer to train me about her task which is training activities for the staff, report from all the department and staff leave. They have their own record in their

system. The, she showed to me which information from the record that need to be fill manually.

### 3.4 MY EXPERIENCES ON PERFORMING LOCAL GOVERNMENT

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An administrative body for a small geographic area, such as a city, town, county, or state. A local government will typically only have control over their specific geographical region, and cannot pass or enforce laws that will affect a wider area. Local governments can elect officials, enact taxes, and do many other things that a national government would do, just on a smaller scale. (BusinessDictionary.com, 2015). They also handling complaints which is an important part of service delivery in local government, underpinning the theme of 'serving the customer better' as emphasized in the Better Local Government modernization programme and social partnership agreements, including Sustaining Progress. Local government's commitment to the principles of quality customer service have been illustrated in recent years through a variety of practical developments, such as through extending opening hours, improving facilities, providing more accessible services, e-government initiatives, and published service standards, in many cases through public customer charters and customer service actions plans (Group, 2005).

In order to operate a successful complaints system we need to define what a “complaint” actually is. Many “complaints” received by the local authority are merely requests for information, or matters for which there is a statutory right of appeal e.g. planning decisions, rate able valuations etc. Here in ADO I have learned how to handling public complaints toward ADO services, a staff complaints to other staff or others group of unit where first I must identify the complaints whether it is valid or really happen or just a rumors. According to the complaints hierarchy or customer chart prepared by ADO, a complaints should, in the first instance, be addressed to the Unit head. Every unit will have separated complaint section by each of them. In the absence of a comprehensive response, within a specified time frame, the customer would then have the right to appeal to the Internal Complaints Officer which is usually handled by Admin Officer (Mdm.Sanuyah Ahmad).

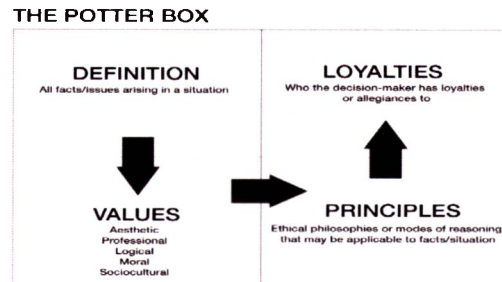
During my practical training, I always received a complaint towards one of our staff in Planning and Development unit because of his rudeness towards people who come to see him. His job is mainly handling E-Kasih programmes which is he will received a visit by public every day to applying e-kasih and others welfare provided by ADO. All I can do is face the complaints made by residents before to my supervisor first before she bring it to DO for further action toward the staff mentioned before. That case gave a bad image toward ADO because

one of their staff unable to give appropriate service to residents who came to get help.

### 3.5 MY EXPERIENCES ON PERFORMING PUBLIC RELATIONS

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However, referring back to what I have learnt in Public Relation subject, a public relation practitioner need to show their loyalty to the company that they work for. It is one of the laws and ethics of Public Relation practitioner. It has also being stated in the Potter Box diagram that has been introduced by Prof. Ralph Potter from Harvard Divinity School. According to this Potter Box Diagram, every situation that the PR practitioner involves in, they need to prioritize the values and public that are most important to the organization. As for my situation, I need to enclosed all the information and detail about the thing that my company do. I should not disclose it even if I think that it is not rational; everything might have certain reasons behind it which I do not know.



*Figure 3.5 The Potter Box*

*(Source from: Public Relations Reference Book)*

During my training period it is very difficult and challenging to me to keep all information secretly. As my situation, one of the village empowered under ADO having a conflicts because they do not have replacement person for the 'Arwah Penghulu' which is died named Penghulu Lai Haji Adon. And then, there were so many candidate applying to replace the Penghulu but one of the person being recommends by Admin Officer to District Officer is Haji Ellin Bin Naneng which is my own grandfather. I am very happy when I heard that news but I cannot sharing the happiness with my family members as I must keep it as a secret and let all the candidate have their fair election process to become a Penghulu.

Then also a situation faced by me when I'm handling Project Tender Proposal and Documents. I always being ask by my supervisor to make a photocopy of that document and keep it confidentially. This is because when the

documents spread or read by public then the contractor will have a chance to facing a problem because of some irresponsible parties or other competitors. I must show and keep my loyalty to ADO as a responsible practical training student that will keep all the information or data from ADO confidentially.

### 3.6 MY EXPERIENCES REGARDING FILING SYSTEM

At ADO, there are using the same filing system in all unit because they have to standardize all the system to be more effective and easy using. In ADO, the filing system that they implemented is Alpha-Numerical Classification. It is a combination of the alphabetical system and the numerical system. The cabinet will have their own alphabetical and each alphabetical will represented the level of cabinet then every cabinet will have the number of files to know their order of files. All file also contents the shorts form of development section to make sure they is no misplace to others filing section. For example, for PEMADAM matter with file reference number (DOA/P/17/8) and file number 112 according to number arrangement in the file rack. For example, in certain situation, each company that I have already profiled will be saved in the district office data as a review in the future.



This filing system using by ADO is very good and clear to make their staff easy to find the files although there are many matters that have been handled by ADO in Asajaya. This type of filing makes me easy as a trainee to identify the files and learn on how to compile the files and search for the desired files. As this is my daily task to collect, make a copies all the incoming and outgoing letters that related to all councils.

Besides, in ADO, all the important files were stored at Planning and Development office, while the confidential files were kept in Officers Office and those files in and out activity only permitted to those officers only. Usually the confidential files are the project files. Only Officers have the authority to monitor the incoming and outgoing of any project file and every file that has been received or sent will be updated in the file database. I was given the task to gather all the previous and latest project files and to key in it into database.

The filing equipment used at the organization is file folders, file boxes, drawer filing, shelf filing, and many more. They exactly follow the theory in filing system whereby the uses of this specific equipment are practiced. My usual task are involving filing system and in six weeks of practical training I get used to the filing system at ADO. From my experience, they manage to practice it successfully and it helps doing their job accurately. There are cases of misplace of records due to certain reason by the employees. Although there are problem occurred, but it solved in a very effective way. They did search for the records in

all of the filing equipment and the previous procedure before filing the records are being revised.

The success of a business largely depends on the good filing system because it acts as a tool in the hands of the management. A good filing system is not only concerned with storing of records but also concerned with their systematic arrangement so that these can be used for future reference. A good filing system increase efficiency in operation, helps in formulating organization policies and provides a protection to valuable records. ADO did well in their filing system and of course it needs to be improved by the future.

## CHAPTER 4 RECOMMENDATION

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### 4.0 INTRODUCTION

This chapter will highlight and discuss the strengths and weaknesses of tasks that been given by the administration department. Through this chapter also, I have been suggest some of recommendation in order to make improvement and overcome the obstacle of task. Thus, ADO should do the recommendation in order to get the huge benefit of ADO itself. In addition, the benefit also will be gained for many stakeholders of ADO and future trainee in ADO. Specifically, based on practical training at ADO, I will focus more on the filling system at ADO that has many rooms for improvement. They also has shown that they also trying their best in following the filing procedure. The employee willing to learn the filing process and they did not refuse to learn or accept the things.

### 4.1 THE STRENGTH OF JOBS

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Generally, the first strength that I can see during my practical training is the commitment and leadership management. This strength will enhance the excellent service. The staff will get motivated when the leader were commit with work. It will influence the credibility of the staff to the task given. Leader is the

main important for the staff in achieving the excellent work. Apart from that, I can see during my practical training, the facilities of admin department are excellent. This affects others in performing the task given effectively and efficiently. The internet connection was really good. The environment of ADO is very clean and everyone giving cooperation to taking care of the department. All the material were provided. For example, at my workstation, they have provided the computer, stationaries, files and rack. Besides, I have located at the real workplace at administration department. And all of the staff welcoming me as intern student. I am so comfortable working at that section. This culture giving me the experience work culture in the future as I graduated. This will bring the good image of the ministry towards every intern student. They will recommend this organization to other student's practical training.

Here, firstly I want to focus more on the strength of filing system at Asajaya District Office (ADO). A manual filing system cannot be destroyed by an accidental power loss, hackers, any database system error. This helps in security issue of the company. According to the setup in the office, the filing has its own filing room whereby it can be locked to prevent any person to steal the private document such as personal records. For example, if one of the file is being recorded in the online system, if there are suddenly black out meant no power resources such as the electricity down at certain time, it may lead to the loss of the information and the employee has to redo their data recording. It may

consume much time and it lead to low employee motivation to do their work. If they are using manual filing system, they can easily continue their work. The manual filing system also did not require any internet connection.

Secondly, the strength of filing system at ADO is they have the limit authority to view the document in filing room. Only certain staffs have the authority to enter to the filing room. This is to prevent any of the records are missing or used for other purpose. For example, when I have been asked by SAO Pn.Fifi to get some file then only I can enter the file room. The when I want to take those files, the person in charge of the file room will asks me strictly regarding the need of those files. And every in and out of file need to be record in log book. This is to secure the file and when the file went missing so they will have the person who took the file name before. With the dedicated staffs at the organization, they are always aware on this matters because any misplace of the records will brings trouble to them. Pn.Rabuyah the person in charge and always keep the filing room are in neat and tidy condition.

Thirdly, they are also using colour code filing system whereby the file is clearly is clearly distinguishable and easily retrieved. By using this methods, filing process is fast and easy and the work environment also pleasant. It creates efficient and well-organized filing system for the development department. Color-coding systems provide a variety of labels that make it easy to organize and consistently maintain file order, identify special sub categories, and create a

uniform system. The connection between colour and alphabet numeric make it easy for anyone to use. A good colour code system can work for the files and in most cases pays for itself in less than a year due to the time saved in filing and retrieval without misfiles.

Finally, the employees at ADO are very familiar to the filing methods that they use. They are the senior employees that have very preferable experiences at filing methods. They know exactly what should they do to keep the records updated. With the training that they undergo, they have good skills at keeping the records safely and updated. For example is Pn.Fifi my supervisor, she has a very good memory at where the records located and she exactly know what are the procedure needed to be taken before filing process can take place. For my personal experience, before doing the filing process at the organization, the first step is to differentiate the letter according to matters. Second step is to differentiate it according to the type of letter which means whether it related to what matters, projects, tender and other categories. Each of the categories has their own number to locate to which locker to keep it.

## 4.2 THE WEAKNESSES OF JOBS

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The same happen here, generally, the weaknesses I found in ADO is poor work culture among the unit in the office. For example, the relation between Administration unit and Planning and Development Unit was unwell, there was a gap between them. The culture will affect the effectiveness and efficiency of ADO itself. In addition, when this culture continually happen in there, it will give a bad image towards ADO and will lead the new staff that entered ADO to emulate the culture of senior staff. Secondly, the weaknesses that I experienced in ADO was, I am only attached at administration unit. As we know, ADO have various divisions so I should been attached at different section to gain knowledge. The rotation from one section to other will gained my new experienced at new places. For example, if I have attach to finance division, I will learn how the money going in and out, doing the budget things, experience the real account transaction or billing process. Lastly, even though the facilities for the staff were good enough for their daily task, the file keeper facilities still week. This matter have been realize by me when I have been asked to find a document related to PBR Project, all the information and data kept at only one locker, no numbering or other filing tools.

Specifically, first, the weakness of filing system at ADO is the organization did not have e-filing system that might help them to locate the file more

accurately and reduce time to consume to find the records. It is considered as technological globalization whereby the organization should be up to date to current technology. At ADO, they have to remember where the certain types of document are located and it requires high experience on filing at the organization. They need to learn to memorize where the file is but if for new employee or staff, it might cause longer time for the new employee to get use to the environment. Then, for the senior staff, they need to teach the new staff and make their work overloaded and wasting their precious time.

Secondly, the unnecessary documents are still being kept at the filing room. For many years, the unnecessary records are not yet sent to archive and this is because the filing locker or room is full of pointless documents. It also because the file is harder to find because the locker or room is full and getting smaller might not have the space to keep the updated records. Besides, the employee that responsible to the filing room and locker takes the great workload and this might lead to dissatisfaction in term of jobs done. Even though the task is not done by one person, but the person who are responsible to take care of the filing room taking heavy workload to ensure the file are in correct order and tidy.

Thirdly, weaknesses of the filing equipment. The condition of the equipment is not satisfying whereby it looks a little bit old and outdated. For example, the file folder. The file folders are very old and certain of the file already broken. Some of the file folders need to be tied up with nylon rope. Apart from



the condition of the filing equipment, the filing room or locker also not in tidy condition. They need to do something about this mess to ensure the effective and efficient filing system produced.

And last weaknesses at ADO is the environment. Some of the hall cannot be used because their deck and roof were broken and emerge a problem when there was a rainy day there. The deck of their hall also become a bird nest or habitat as I seen there. They do not have a specific person to do cleanliness and to hiring one they do not have enough budget. Then, cleanliness job only done by on person which is general worker Pn.Junaidah to maintain the office cleanliness. Then when all the staff and officer have been asked to do maintaining cleanliness of the office they refused to do it and appoint the job to responsible person which is not doing any daily office tasks. The cooperation of staff and officer are weak and need a drastic improvement before the office having a drastic disaster.

#### 4.3 CONCLUSION OF RECOMMENDATION

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During my practical training in ADO for sixth weeks, I gained a lot of new things and the staff really good in treating student intern. Environment and working atmosphere is very important for the learner and future graduates like

myself later. As we all know, most companies and organizations out there that are looking for workers who have experience in their field of study to be absorbed into labor. So, this is where there is the advantage of practical training to the students to have it before they end their study. This is because, although the opportunity to absorb work immediately after graduation are slim, meaning to "fresh graduates" to get job, this is where practical experience will be a very useful learning for graduates and the organizations that they will join to have at least a practical experience of working environment before..

In my view, the Asajaya District Office is an organization that suitable for further practical training students. This is because, Asajaya District office have employees who are willing to guide students practical and very pleased to share his knowledge, as well as other staffs were so friendly and happy to help if there are a problems or difficulties in making assignments which is given as practical student responsibility. Do not be mistaken that calm waters have no crocodiles, as well as ADO, do not think that a calm and quiet environment office has no internal conflict. Although there is some internal conflict experienced by some fellow employees with other staff, between the different units, this conflict can also use as a teaching information so that we can manage the conflicts that arise in the future and most importantly when we have a job later. Because many people are manifold, the problem is different in different places.

Then, recommendation especially for the filing system at ADO. The first recommendation that I would like to suggest is they should invest in proper filing cabinet. A filing cabinet is an office furniture used to store documents according to file format are stored. Even though at ADO already have a cabinet but it still not enough. The main problem here is the organization has short of filing equipment and they should consider upgrading their filing equipment. For example is to use the filing equipment that is fireproof or waterproof from potential hazards like fire and floods. Actually the file room have another serious problem. The deck having a worse broken ever that I have seen in many government organization. Then, when it rainy day all the room will leak with rain water and it is very upset to experience.

## CHAPTER 5 CONCLUSION

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### 5.0 INTRODUCTION

In conclusion, I would like to conclude that I have learned a lot of knowledge which I cannot obtain in the book of references. Even though it is only six weeks of training, the experiences in the industry during six weeks is valuable for me. I have learned to be responsible for my position and be punctual on work. It was an eye-opener to how real world tasks are dealt with and the exposure to both on-field and office work was a welcoming practice. The practical training exercise was mainly to enable me acquire practical skills and link theory to practice in the real world. I have been able to acquire practical skills like record keeping and data analysis, handling the event and many more. Nevertheless, I did enjoy the training to the fullest and am very sure that this training will help me in my future endeavors.

### 5.1 CONCLUSION CHAPTER 1

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During my practical training, I learnt that the Local Authority (Asajaya District Office) is entrusted with the responsibility to ensure that the citizen needs be fulfilled. Mainly, to ensure that they exercise their powers within the provision

of the relevant laws and to ensure sufficient funding from state government have been use properly.

## 5.2 CONCLUSION CHAPTER 2

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Chapter two describes the flow of tasks that had been done during six weeks of practical training. The chapter consists of description of tasks done day by day and summary of the tasks by week. By viewing to the chapter two, we can see whether the tasks that had been given relates to the subject learn in class. Here, we convert the practical training log book into a report. Through this, we can detect whether the organization misuse the practical student by giving them unnecessary tasks to be done such as making coffees and teas. These types of tasks are called clerical works which is not suitable for he practical training student. Practical training subject is provided for the students so that the student can apply the subjects learn in class in the working environment besides experiencing the real working environment. By analyzing to the report in this chapter, we can see that the organization was fully utilize the practical student by giving me the tasks which are suitable for my course as administrative science student.

### 5.3 CONCLUSION CHAPTER 3

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Chapter 3 shows the relationship between the theories learned in classroom and the tasks that were given to me. In this chapter, we identify which area of the tasks that had been done related with the tasks given. The relationship can be in various fields of subjects. 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 and understanding regarding the theories that I had learnt before.

### 5.4 CONCLUSION CHAPTER 4

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

## 5.5 OVERALL CONCLUSION

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

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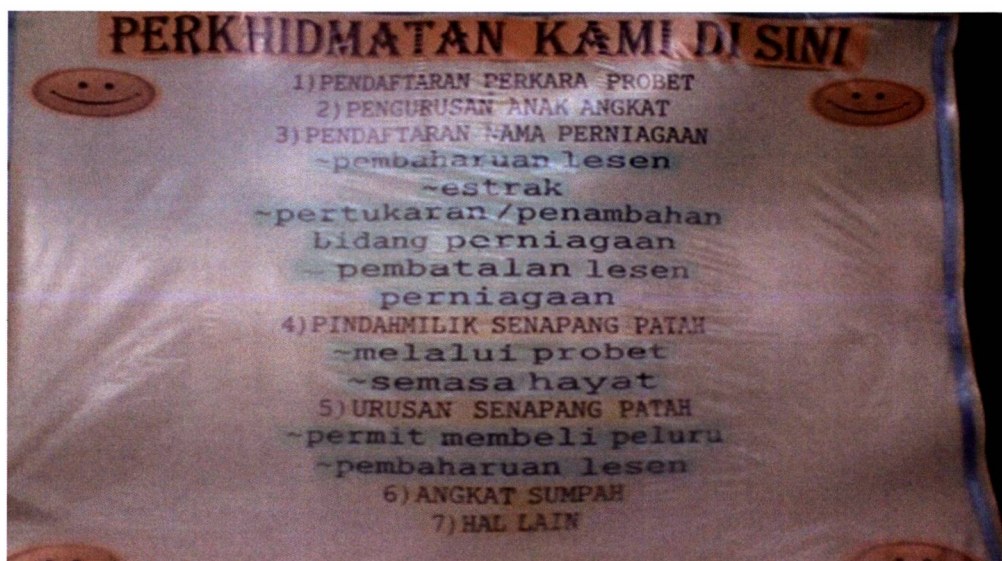
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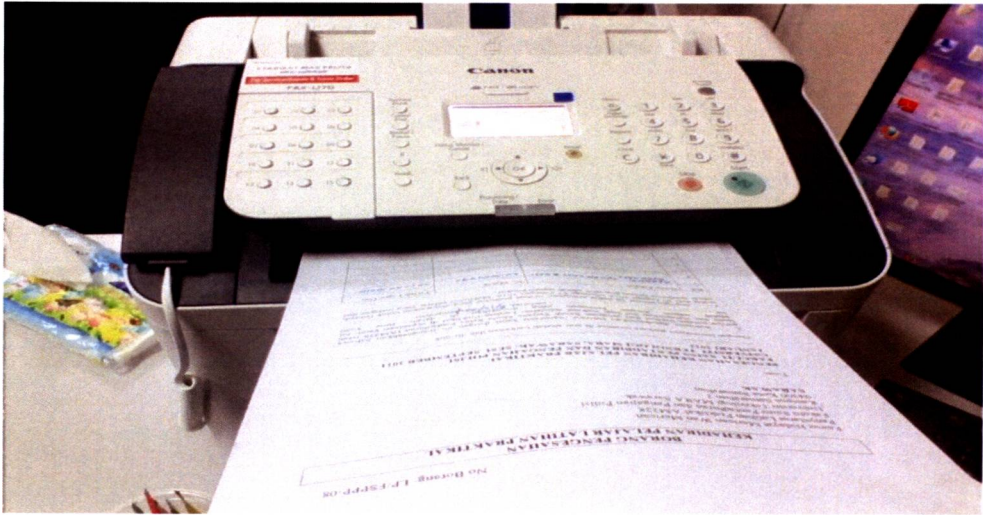
## APPENDICES



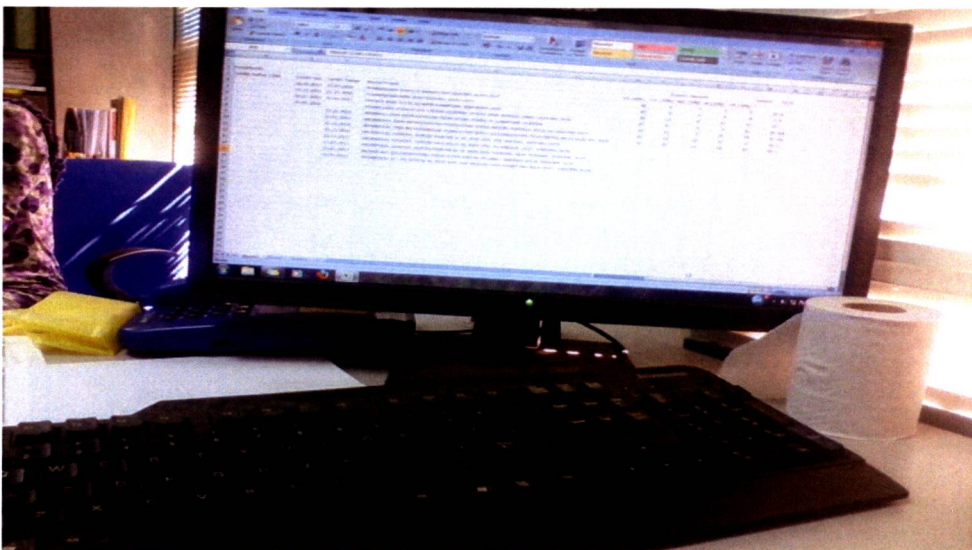
*Figure i) Pegawai dan Staff di Unit Pentadbiran  
Dari kiri: Pn.Hajijah, Ms.Ummi, Pn.Fifi and Pn Salina*



*Figure ii) Senarai Perkhidmatan di Unit Pentadbiran*



*Figure iii) Fax machine which is used in daily tasks.*



*Figure iv) Key-in data using Microsoft Excell*

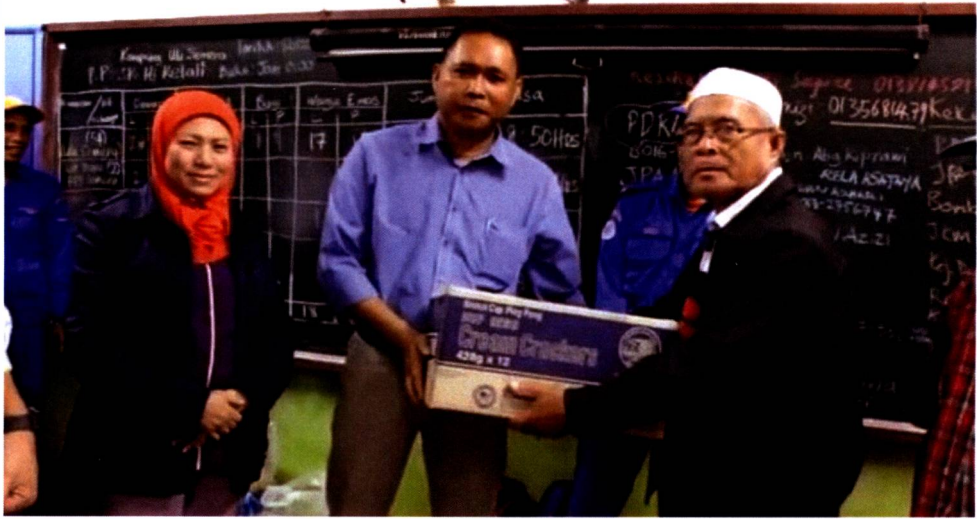




*Figure v) Charity visit to Flood Area*



*Figure vi) One of the Flood Victim House*



*Figure vii) Visit to Pusat Pemindahan Mangsa Banjir Sk Haji Kelili*



*Figure viii) YB Hajah Nancy with flood victims at Sk Hj Kelili*



**UNIVERSITI TEKNOLOGI MARA SARAWAK**

**PRACTICAL TRAINING**

**LOG BOOK**

## **Instructions**

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

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

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

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

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



### **Recording**

The log book should contain the following information:

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



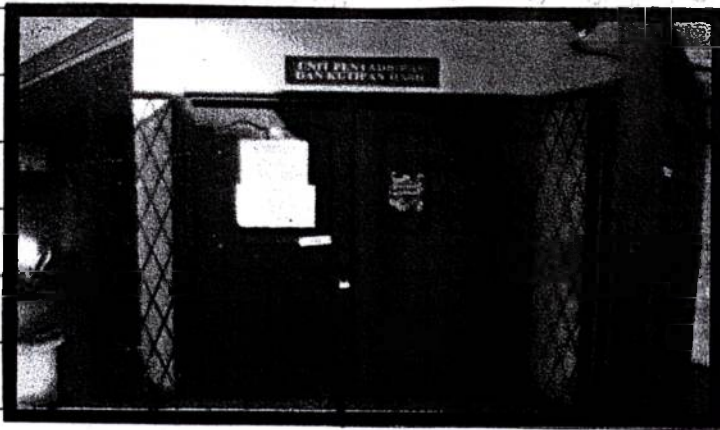


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2015 (Day)	Presenting myself to Asajaya District office for Practical Training Program.	
	Location: Asajaya District Office. Address: Asajaya District Office, 94600, Asajaya	
	Email : <a href="mailto:www.asajayado@sarawak.gov.my">www.asajayado@sarawak.gov.my</a>	
	No. Tel : 082-828200	
	Faks : 082-828201	
		
		
	<p>Practical trainee reporting process:</p> <ul style="list-style-type: none"> <li>• Report to Planning and Development Unit, In-charge by Mdm. Sanayah bt Mohamad, SAO NH.</li> <li>• Placed into Administration unit as told by Incharge officer for Practical Training Program.</li> </ul>	



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
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- Report to Administration Unit under the supervision of Pa. Fefi Khanunnisa bt Hamzah as supervisor.

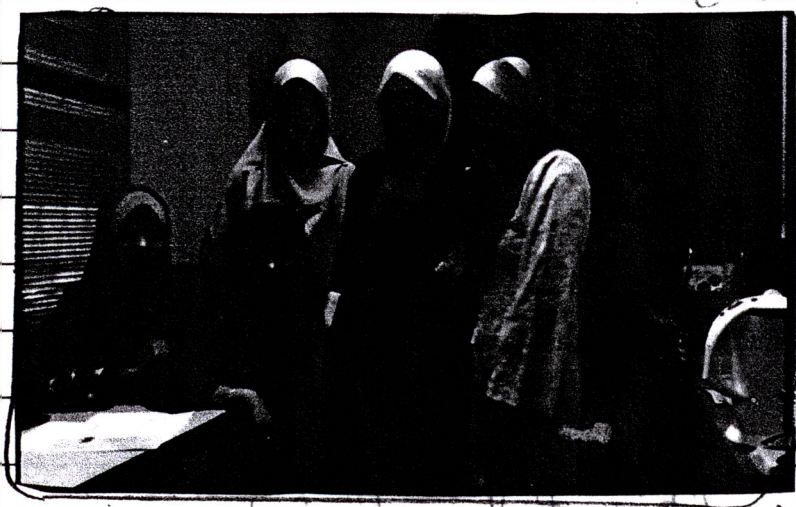


9:00 AM:

Received a briefing from supervisor on the background of the organization and the scope of work covered by Administration Unit. First, the Administration unit covers the matters relating to the registration of Probate, transfer shotgun, Permit to buy ammo, a certificate of adoption, a public referendum license and project management of small rural areas

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
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In this unit, there were 5 staffs consist of an administrative officer, assistant administrative officer, administrative assistant, LPLs and general worker. And etc.




10-00 AM:

Accompanied my supervisor, Mdm. Tifi Ichamunisa bt Hamzah to attend meeting with community leaders.

- the meeting aims to brief the community leaders regarding of the preparation to face the upcoming flood that may happen in within

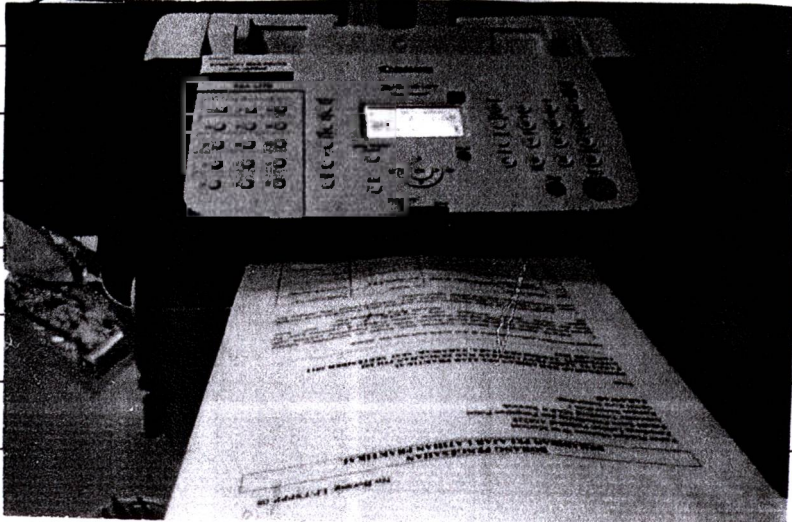
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
	<p>a days ahead due to the Kees Tide Phenomenon and heavy rain whether as reported by Meteorology Department before.</p>	
	<p>After meeting:</p>	
	<ul style="list-style-type: none"> <li>◦ Visiting to the operational location due to the report received by ADO regarding flood victims according to current situation during the last weekend.</li> </ul>	
	<ul style="list-style-type: none"> <li>◦ visited the location to monitor the condition of the affected villages as mentioned</li> </ul>	
	<ul style="list-style-type: none"> <li>◦ the villages are (Ks Jemulken Cina, Ks Ulu Semera, Ks Terasak and etc.)</li> </ul>	<p>* sign here ✓</p>
	<div style="border: 1px solid black; height: 200px; width: 100%;"></div>	

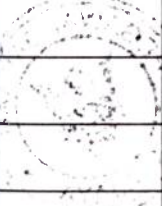
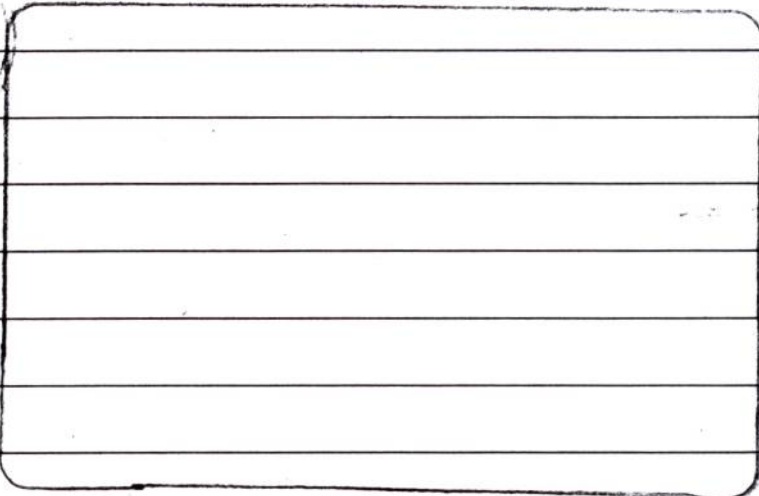


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
1/2015 - 01/2015 (1 week)	<p>1) Introduce to photocopying job task The processes are: usually as an admin worker, we will handling photocopying task for filing system (keeping original document copy as reference) and other purpose.</p>	
	<ul style="list-style-type: none"> <li>• Basic copying process (A4 to A4 and one-sided)</li> <li>• A3 to A4 copy process (A3 document usually the label part)</li> <li>• Double sided copy process</li> <li>• By pass copy process</li> <li>• original size to A4 copy process.</li> </ul>	
		






DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>After learning process</p> <ul style="list-style-type: none"> <li>• Handling every photocopying task at my workplace relating documents involved for registration of those programs.</li> </ul>	
	<ul style="list-style-type: none"> <li>• PBRC Program Bantuan Rumah)</li> <li>• I Asam Program</li> <li>• Project management of small and rural areas.</li> </ul>	
	<p>ii) Introduce to faxing process and answering incoming calls.</p> <ul style="list-style-type: none"> <li>• First faxing task handled by me is faxing (Borang Pengesahan Kehadiran Pelajar Latihan Praktikal) to En. Fairuz Hidayat Meneam bin Wan Meneam (Penyelaras Latihan Praktikal AM228)</li> </ul>	
		

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	iii) thought how to answer the phone call and the ethics	
	steps:	
	<ul style="list-style-type: none"><li>• Give a warm greeting to caller and inform caller our organisation name</li></ul>	
	<ul style="list-style-type: none"><li>• Ask for caller identification (name, living village, etc.)</li></ul>	
	<ul style="list-style-type: none"><li>• Ask what can we do for the caller.</li></ul>	
	<ul style="list-style-type: none"><li>• Give to the person in charge for any matter related to the caller</li></ul>	
		

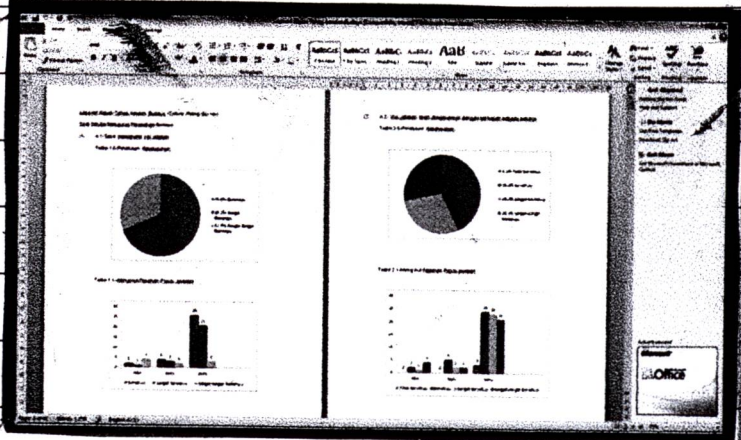





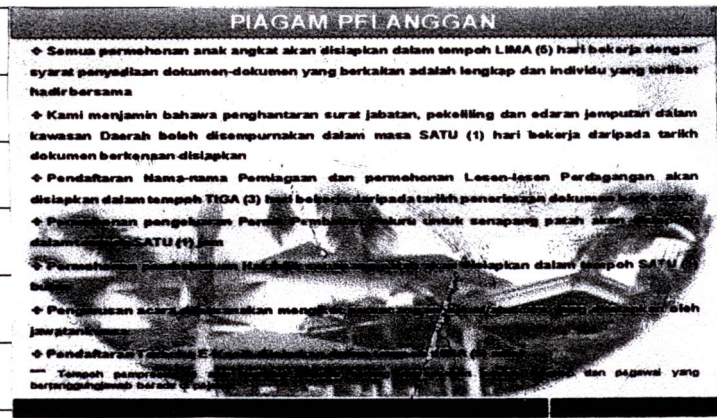
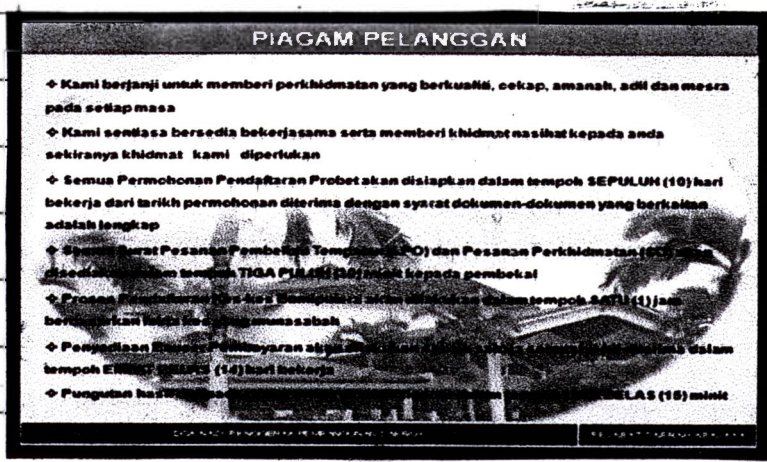


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>My work goes smoothly with photocopying, printing, answer phone call and serving residents which came to administration unit.</p>	
	<p>vi) sometimes I've been ask to get signature from officers from other units which is the District Officer (D.O Mr. Haban bin Bakar), (SAO Madu Sanayah bt Muhammad) from Planning and Development unit.</p>	
	<p>vii) Filing system          • I've been introduce to filing system which is all the document file putting into systematic arrangement, every file have different number and coding system each. For example, for PEMADAM matter with reference no. DOA/P/17/8 and file no. 112.</p>	<p>* sign here</p> 

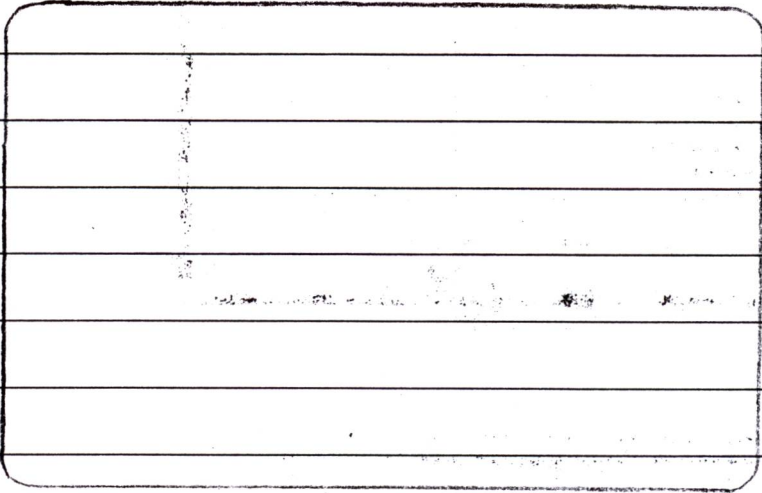



DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
<p>2/02/2015 - 3/02/2015 (3rd Week)</p>	<p>viii) I had been given an assignment from my supervisor to make a report regarding Cultural Practices Study (Managing Cultural Change Questionnaire) in the workplace for staff according to the position of P&amp;P, staff support 1, and staff support 2.</p> <p>* report example</p> 	
	<p>There were 61 questionnaires in the questionnaire. 12 sections from section A to G. Each section divided into 2 to 3 subsections.</p>	<p><i>[Handwritten signature]</i></p> 

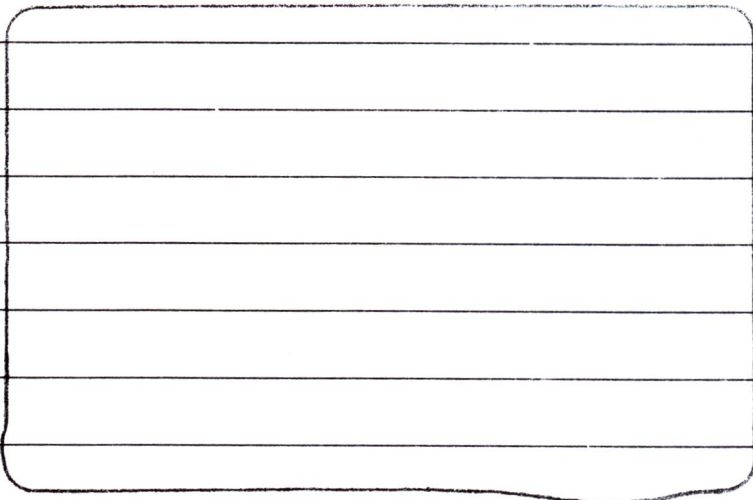
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
02/2015 - 02/2015 (4th week)	vii) Update the organisational charter (customer charter) information which was asked by my supervisor according to the current information updated in last meeting which attended by her.	





DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	<p>this week <del>is</del> <sup>was</sup> a really tough week every staff busy with flood victims in the villages which <del>related</del> <sup>affected</sup> to their <del>phenomenon</del> <sup>flood</sup> phenomenon. While the others staff were busy helping and monitoring the situations and victims at the transfers centre located at sk. Haji Kelali and Pusat Sumber Srdog Jaya.</p>	
		<p><i>[Handwritten signature]</i></p> <p>* sgr</p> 
	<p>I'm on standby for upcoming flood which can affecting other villages which is in dangerous zone and probability for a new transfers centre (Pusat Pemindahan) be open is high.</p>	

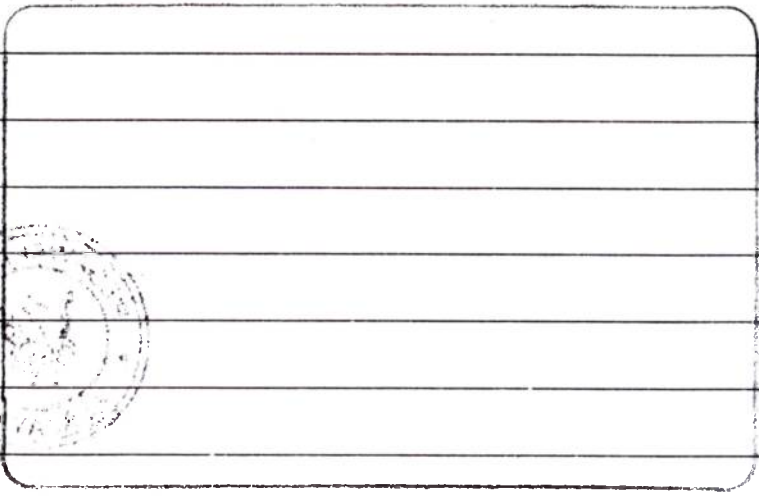
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02/2015	Control the process of collecting data	
02/2015	for the program 1 Asam Delaburan	
Ph Wee)	Among the processes involved are:	
02/2015		
esse New	<ul style="list-style-type: none"> <li>• Make a checklist for eligible beneficiaries</li> </ul>	
and		
02/2015	<ul style="list-style-type: none"> <li>• Issued a summons to provide data to the district office as a reference for subsequent procedures.</li> </ul>	
(a Holiday)		
	<ul style="list-style-type: none"> <li>• After receiving feedback and the list of recipients have given the necessary data, and the data will be collected as reference</li> </ul>	




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DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
02/2015	vii) collect data for Program	
02/2015	Bantuan 1 Acaim Pelaburan	
h week		
7 week)	Data such as:	
	<ul style="list-style-type: none"> <li>• Copy of Identification card</li> </ul>	
	<ul style="list-style-type: none"> <li>• A copy of the front page</li> </ul>	
	Passbook of Amanah Saham	
	Berhad (ASB)	
	<ul style="list-style-type: none"> <li>• Mother's Name</li> </ul>	
		
	Gotong -royong Perdana - Lautan	
	Setiausaha Kerajaan Negeri Lee	
	Pejabat Daerah Asajaya	
	(YAB Tan Sri Datuk Amar Haji	
	Mohamed Marshidi bin Abdul Ghani)	
	- semua staff termasuk saya sendiri memastikan kawasan mengikut arahan	

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
	Kawasan tanggungjawab mengantar dan masing-masing telah dieksekusi benar termasuk margin biaya masing-masing	
		
		* sign here ✓



PENTADBIRAN BAHAGIAN SAMARAHAN			PROSEDUR KUALITI SOKONGAN KEPUASAN PELANGGAN	
Muka Surat	2/1		No. Pindaan	00
LAMPIRAN 2*			Nombor Dokumen : PKS-PBS-06	Tarikh Kkuatkuasa : 02 OGOS 2010

### MAKLUMAT ASAS RESPONDEN – ORANG AWAM

Perkerjaan:	a) Kakitangan Kerajaan	( )	Tarikh	:
	b) Swasta	( )	Umur	:
	c) Bekerja Sendiri	( )	No. Telefon	:
	d) Lain-lain (sila nyatakan)	( )	E-mail	:

### JENIS URUSAN

a) Pendaftaran Probet	( )	<del>a)</del> Lesen Pungutan Awam	( )
b) Pindah Milik Senapang Patah	( )	f) Urusan Pendaftaran Perniagaan	( )
c) Permit Membeli Peluru	( )	g) Perkahwinan Khas Bukan Islam	( )
d) Sijil Anak Angkat	( )	<del>h)</del> Pengurusan Projek Kecil Luar Bandar	( )
		i) Lain-lain (Nyatakan) _____	

**Luangkan masa anda untuk menilai pencapaian perkhidmatan bagi organisasi kami. Maklumat yang diberikan oleh anda membolehkan organisasi kami lebih responsif terhadap kehendak anda untuk menyediakan perkhidmatan yang cemerlang melalui penambahbaikan berterusan.**

Isikan nilai kod penilaian seperti di bawah dalam ruangan ( ) yang disediakan.

**Kod Penilaian**

1- Sangat Lemah

2- Lemah

3- Sederhana

4- Memuaskan

5- Sangat Memuaskan

**Kod Penilaian**

		1	2	3	4	5
1	Tahap kepuasan terhadap perkhidmatan					
2	Tahap kepuasan terhadap layanan pegawai atau kakitangan					
3	Tahap kepuasan terhadap persekitan pejabat					
	a) Kaunter Pertanyaan					
	b) Ruang Menunggu					
	c) Keceriaan Pejabat					
4	Tahap kepuasan terhadap masa perkhidmatan					
	e) Tempoh Menunggu					
	f) Tempoh Mendapatkan Maklumat					
	g) Tempoh Urusan Selesai					
5	Tahap kepuasan secara keseluruhan terhadap organisasi					

## PIAGAM PELANGGAN

Pentadbiran Bahagian Samarahan menjanjikan pelanggan-pelanggan perkhimatan yang telus, berkesan dan cekap seperti yang termaktub dalam Piagam Pelanggan kita seperti di bawah:

- (a) Permohonan Lesen Pungutan Awam yang telah lengkap diisi akan dimaklumkan dalam tempoh lima (5) hari bekerja;
- (b) Pelanjutan tempoh Lesen Pungutan Awam akan dimaklumkan dalam tempoh tiga (3) hari bekerja;
- (c) Permohonan Lesen Perkahwinan Khas Bukan Islam yang telah lengkap diisi akan diluluskan dalam tempoh satu (1) hari bekerja;
- (d) Permohonan Surat Kuasa Mentadbir (LA) atau Probet Wasiat diluluskan dalam tempoh sepuluh (10) hari bekerja; ✓
- (e) Permohonan Pindah Hakmilik Lesen Senapang Patah (*Shotgun*) Melalui Probet yang lengkap diterima oleh Pejabat Daerah akan diproses dalam tempoh sepuluh (10) hari bekerja;
- (f) Keputusan permohonan Pindah Hakmilik Senapang Patah (*Shotgun*) Melalui Probet yang lengkap dan diterima oleh Pejabat Residen akan dimaklumkan dalam tempoh tujuh (7) hari bekerja;
- (g) Permohonan Permit Membeli Peluru Senapang Patah (*Shotgun*) akan disiapkan serta-merta;
- (h) Tempoh urusan bagi Nama-Nama Perniagaan adalah seperti berikut :
  - (i) Pendaftaran Nama-Nama Perniagaan (Baru) – akan disiapkan dalam tempoh satu (5) hari bekerja; ✓
  - (ii) Pengeluaran Ekstrak Nama-Nama Perniagaan – akan disiapkan dengan serta-merta;
  - (iii) Pindaan Butir-Butir dan Pembatalan Nama-Nama Perniagaan – akan disiapkan dalam satu (1) hari;

A3

(i) Permohonan Sijil Anak Angkat yang diterima akan disiapkan dalam tempoh lima (5) hari bekerja;

(j) Projek-projek Kecil Luar Bandar (MRP) siap dilaksanakan mengikut peraturan-peraturan kewangan dalam tahun semasa;

(k) Pengurusan Acara diurus mengikut perancangan yang ditetapkan oleh jawatankuasa penganjur;

(l) Laporan Suku Tahun Prestasi Pelaksanaan Projek-projek Rancangan Malaysia dapat disiapkan dan dihantar kepada Jabatan Ketua Menteri (Unit Pelaksanaan dan Pemantauan Negeri) dalam setiap tiga (3) bulan sekali, yakni minggu kedua setiap bulan Januari, April, Julai dan Oktober;

(m) Resit pembayaran akan dikeluarkan serta-merta bagi semua pungutan hasil dari orang awam.

\* Tempoh pemprosesan di atas tertakluk kepada borang permohonan adalah lengkap, mematuhi peraturan yang ditetapkan dan pegawai yang bertanggungjawab berada di pejabat.



**JABATAN KETUA MENTERI  
(BAHAGIAN OPERASI)  
TINGKAT 19, WISMA BAPA MALAYSIA  
PETRA JAYA  
93502 KUCHING, SARAWAK**

Telefon Am: 082-319553, 082-319554  
Fax : 082-448214



Ruj : ( )JKM/SPU/610-1/1/1

Tarikh: 3 Februari 2015

Kepada : Suhaili Bin Ahim  
Kampung Tanjung Kelaso

No. Kad Pengenalan : 511028-13-5034

Tuan/Puan,

### **BANTUAN IAZAM PELABURAN**

Dengan hormatnya perkara di atas dirujuk.

2. Adalah dimaklumkan bahawa Kerajaan Negeri Sarawak telah mewujudkan bantuan IAZAM Pelaburan pada tahun 2010 dengan tujuan membantu keluarga miskin tegar. Bantuan ini diberikan berdasarkan kepada senarai miskin tegar dalam eKasih yang dikenalpasti pada tahun 2010.

3. Sukacita dimaklumkan bahawa tuan/puan adalah salah seorang daripada penerima yang layak untuk menerima bantuan berkenaan. Sehubungan itu, tuan/puan atau wakil adalah diminta untuk hadir ke sesi pendaftaran bantuan IAZAM pelaburan pada \_\_\_\_\_, jam \_\_\_\_\_ di \_\_\_\_\_.

4. Tuan/Puan adalah diminta untuk membawa bersama salinan kad pengenalan untuk pengesahan dan buku ASB (sekiranya ada).

5. Perhatian dan kerjasama tuan/puan adalah dihargai.

Sekian, harap maklum.

**"BERSATU BERUSAHA BERBAKTI"  
"AN HONOUR TO SERVE"**

**(DATU OSE MURANG)**

Timbalan Setiausaha Kerajaan Negeri (Operasi)  
b.p. Setiausaha Kerajaan Negeri





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

**AKLUMAT ASAS KETUA ISI RUMAH (KIR) DAN PASANGAN**

Nama : SAMSUDIN BIN ANHAD  
 No. K/P : 700507-13-6159 (format: xxxxxxxyzzzz)  
 Umur : 41 tahun  
 Taraf Perkahwinan \* :  Bujang  Berkahwin  Janda  Duda  
 Usia Perkahwinan : 15 tahun  
 Jantina \* :  Lelaki  Perempuan  
 Bangsa : MELAYU  
 Kaum : MELAYU  
 Pekerjaan : PETANI  
 Pendapatan Bulanan (RM) : 500.00 (format: xxx.x)

1. Nama Pasangan : SARINAH BT CHEE  
 2. No. K/P Pasangan : 750408-13-6104 (format: xxxxxxxyzzzz)  
 3. Pekerjaan Pasangan : SUKI RAMAH  
 4. Pendapatan Pasangan (RM) : - (format: xxx.x)  
 5. Bil. Anak : 7 orang  
 6. Bil. Tanggungan : 5 orang  
 7. 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		

