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**FACULTY OF ADMINISTRATIVE SCIENCE AND POLICY STUDIES
BACHELOR OF ADMINISTRATIVE SCIENCE (HONS)**

**ADS666 PRACTICAL TRAINING
SOCIAL WELFARE DEPARTMENT SARAWAK**

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CHAPTER ONE

BACKGROUND OF ORGANIZATION

1.0 INTRODUCTION

Students of Bachelor in Administrative Science (Hons) or AM228 of UiTM Samarahan, Sarawak are required to attend a practical training with any organization that chooses by the student themselves. In order to complete this subject, I decided to do my practical training at Department of Social Welfare Sarawak (JKMNS) within 6 weeks, starting from 22 January 2014 until 28 February 2014. All of students are provided with log book to be filling in with their tasks during practical training every day from Monday until Friday. This chapter will summarize about the background of the organization, mission, vision, motto, client charter, organization structure, and also list of their policy especially in Department of Social Welfare Sarawak (JKMNS).

1.1 HISTORY OF ORGANIZATION

In March 1993, Social Welfare Department has been upgraded from the Welfare Division of the Ministry of Social Development Sarawak. The function of this department has been developed and placed as important agencies under the Ministry of Social Development and Urbanization Sarawak. In the beginning, the Welfare Division was established to address the welfare by taking over the function from

Sarawak Welfare Council in General Assistance by assisting victims of disasters, as well as expand its charitable activities by providing the necessary services in accordance with the changing times.

Development of the Department of Social Welfare in detail as follows:

Year of establishment

1965	:	Ministry of National Youth Culture
1966	:	Welfare Division
1975	:	Ministry of Welfare
1984	:	Ministry of Social Development
1993	:	Department of Social Welfare

The Welfare Department was enacted under the Constitution of Malaysia, in Table 9 List With or concurrent list and therefore in the state, the Department of Social Welfare has been declared as an agency responsible for such things as the following:-

1. Coordination of all Policies and Activities relating to Welfare Services
2. Charitable Trusts (excluding Muslim Charitable Trusts)
3. Care and Counseling Service for Juvenile Delinquents

4. Protection of Women and Young Girls
5. Protection of Welfare of Children and Young Persons in need, and prevention of Child Abuse
6. Adoption of Children
7. Rehabilitation and Welfare of Disable and Vagrants
8. Coordination and Supervision of Activities of Voluntary Organizations
9. Relief and Rehabilitation of Victims of Natural and Civil Disasters
10. Administration of Old Folk Homes
11. Supervision of Care Centre

Social Welfare

Welfare is defined as "a system of social services and standard of living, health standards, social and personal relationships that allow them to build capacity and promote the well-being of harmony based on the needs of the family and society.

Social Works

In performing their duties and responsibilities, the Department of Social Welfare use social work as an approach toward achieving social welfare. Social work is defined as "a professional activity that helps individuals, groups or communities to enhance or improve their

capacity to meet social needs and create conducive conditions to achieve that goal".

1.2 MISSION, VISION, MOTTO OF ORGANIZATION

MISSION	Providing Quality of Welfare Services for Those People Who Needs
VISION	Agency as a Leader in Welfare Services for People's Welfare
MOTTO	Humanity in Giving Welfare Services

(Sources: Official Social Welfare Department website.
www.welfare.sarawak.gov.my)

1.3 CLIENT CHART

Every organization have their own client charter in order to make sure that all the services are fulfill by the staff and same goes to Department of Social Welfare Sarawak (JKMNS).

We are committed to provide quality and friendly in service to our target groups regarding each of following departments:-

1. **The Socio-Economic Management and Assistance**

- Approval monthly payment within 30 days from the date the application is received
- Early Disaster Relief will be extended during the first visit made

2. **Care, Protection and Rehabilitation of Children**

- Initial investigation cases of children made immediately within 24 hours of receipt

3. **Development and Empowerment Group Targets**
Productive

- Grant Approval launch within 2 months from the date the application is received

4. **The Care and Protection of Senior Citizens**

- Approval of Application for Admission to the Institution within 45 days from the date the application is received
- Preliminary investigations carried Domestic Violence cases within 24 hours after receiving complaints

5. **Recovery and Empowerment of Persons with Disabilities (PWDs)**

- OKU card processing within 14 days from the date the application is received

6. **Development Community and Voluntary Welfare Association (NSA)**

- State grants approval within 3 months from the date the application is received.

7. **Recovery Young Offenders**

- Social Report prepared within 30 days from the date of the charge received from the Police / Court.

1.4 POLICY IN ORGANIZATION

1.4.1 Policy for Persons with Disabilities

1.4.2 Social Policy

1.4.3 Policy for the Elderly

1.4.1 POLICY FOR PERSON WITH DISABILITIES

INTRODUCTION

The persons with disabilities (PWDs) are part of the community. Therefore, they have equal rights and opportunities to lead a life like other members of society. Rights-based approach or rights-based and should be used to ensure the protection of the interests and welfare of disabled people.

DEFINITION

Handicapped is a person with a disability long-term physical, mental, intellectual or sensory when faced with obstacles may not be able to participate fully and effectively in society.

STATEMENT OF POLICY

Disabled policy is basis of equality of rights and opportunities for disabled people to participate fully in society. This also gave

importance to human rights such as dignity, respect and independence to enable them to live independently.

POLICY OBJECTIVES

Disabled Policy sets out three objectives:

1. Recognition and acceptance of the principle that disabled people have equal rights and opportunities for full participation in society
2. Eliminate discrimination against any person on account of his disability
3. Educate and raise public awareness about the rights of disabled people.

STRATEGY

Disabled under the Policy Strategy is divided into 15 areas as follows:

1. **Advocacy**
 - Raising awareness and positive attitudes towards disabled people in the community through an effective program.

2. Accessibility

- Ensure the provision of barrier-free environment (barrier-free), including those in and out of buildings, workplaces, neighborhoods and public spaces.
- Improve the provision of public transport accessible
- Encourage the provision of and access to information and communication technology (ICT).

3. Health

- Improving health services including prevention, detection and early intervention (primary care)
- Improving the quality of medical services for the disabled (secondary and tertiary care)

4. Recovery

- Improve the effectiveness and expand existing programs for disabled rehabilitation.
- Creating a new rehabilitation program for the disabled in accordance with the current development.

5. Education

- Improving disabled access to education at all levels, including lifelong learning.

6. Employment

- Open up more job opportunities and encourage employment of disabled people in all sectors of employment.
- Promoting self-employed disabled persons (self-employed) and independent.

7. Personal Safety and Social Protection

- Protecting the disabled from all forms of exploitation, violence and abuse.
- Enhance services and facilities for the disabled are eligible and needy.

8. Support Services

- Strengthening mechanisms of support services tailored to the needs of disabled people.
- Encourage the production and sale of artificial devices and support affordable disabled.

9. Social

- Improve facilities and encourage the participation of disabled people in social activities.

10. Human Resource Development

- Develop the capacity and provide adequate trained human resources as well as providing services to the disabled.
- Develop capacity of non-governmental organizations (NGOs) representing the interests
- Increase the participation of disabled people in the planning process and decision making.

11. Community Involvement

- To encourage the involvement of volunteers in program development disabilities.
- Establish and strengthen multi-sector and multi-disciplinary collaboration network.
- Encourage private sector participation in corporate social responsibility.

12. Research and Development

- To promote research and development of disabled and disseminate research findings for the improvement actions.
- To strengthen coordination mechanisms of implementation, monitoring and evaluation of programs disabled.

13. Housing

- To promote universal design in the construction of the house and surrounding areas.
- Provide opportunities for the disabled to own a home.

14. Disabled children

- Best interests in mind (best interest) for children with disabilities in all development programs, advancement and empowerment of people with disabilities.

15. Disabled Woman

- Best interests in mind (best interest) to women with disabilities in the program development, advancement and empowerment of people with disabilities.

1.4.2 NATIONAL SOCIAL POLICY

Umbrella Policy that covers the philosophy and various national social development policies of the Constitution, National Principles, Vision 2020 and the country's international commitments. Social Policy (NSP) is a social development policy based on moral values and human capacity to achieve social cohesion and stability, national resilience and well-being of Malaysians who developed and established.

POLICY STATEMENT

National Social Policy is the basis of the social development values and increase human potential to achieve social cohesion and stability, national resilience and well-being of Malaysian society developed and established.

STATEMENT GOAL

Creating a Malaysian society that developed and established by each member of the community the opportunity to develop their potential to the optimum in the environment based healthy social traits united, resilient, democratic, moral, tolerant, progressive, compassionate, fair and consistent with the goals of Vision 2020.

BACKGROUND OF NATIONAL SOCIAL POLICY

- 1990: The discussion of social issues and the need for National Social Policy
- 1996: The establishment of a Cabinet Committee to Combat Social Problems (CCESP)
- 1998: NDPC discussed the need for an NSP
EPU requested MNUSD the NSP
- 1999: MNUSD workshops DSN
Appointment of SAP consultants

2002: SAP consultants produced a draft of the NSP

Special Task Force in MNUSD

NSP, machinery performance and approach presented
to CCESP

2003: NSP was approved by the Cabinet (February 19)

NSP officially launched (August 19)

NATIONAL SOCIAL POLICY OBJECTIVES:

General Objectives

To ensure that every individual, family and community, regardless of ethnicity, religion, culture, gender and political affiliation and regions can participate and contribute to national development and well-being continuously

Specific Objectives

- Ensure that the basic needs of the individual, family and community are
- Develop and empower people throughout life
- Strengthening and developing social support systems and social services
- Generating multi-sector synergy

OBJECTIVE 1

Ensure the Basic Needs of the Individual, Family and Community

They include: -

- The basic requirements are adequately
- Physical environment that is healthy, clean, safe and people friendly
- Social environment that emphasizes good values
- Opportunities to improve the quality of life
- Family life and society as well as the rights of citizens
- Other necessities of life appropriate to the current situation

OBJECTIVE 2

Develop and Empower People for Life:

- Without distinction of gender, ethnicity and physical ability to utilize and enhance the resources and the optimum at each stage of the life cycle

OBJECTIVE 3

Consolidate and Social Support System Developing and Social Services

Strengthen and add:

- Social support systems such as family systems, ethnicity, religion, social organizations and others in the community
- Social service delivery in all sectors involved in social services

OBJECTIVE 4

Multi-Sector Synergy EARN

- Cooperation between different fields within and between the public, private and voluntary sectors should be strengthened to create synergy and resources in the community to secure social services for all members of society, based on the concept that social development is a shared responsibility.

1.4.3 POLICY FOR THE ELDERLY

INTRODUCTION

Malaysia can be a united and tolerant, with a society that has self-confidence, moral values and ethical, progressive and prosperous, and be able to play the role of ensuring the well-being of all communities.

To achieve this goal, it should be created a society that is caring and thoughtful, with a social system that emphasizes universal needs,

the welfare of the people of terraced family system strong and established to enhance and strengthen ongoing basis.

Consequently, the elderly who are part of the society and the nation admittedly has a lot of experience and skills. They have contributed over the years and still have the potential to contribute to family, community and country. Therefore it is appropriate that they get the attention, respect and care to ensure their well-being.

DEFINITION

The elderly are defined as those aged 60 years and above. This definition is based on the definitions made in "World Assembly on Aging in 1982" in Vienna.

POLICY

Nation to create the prosperous community seniors, dignified, possessed as well as to high, by optimizing the potential, as well them and they determine besides being given the opportunity to enjoy all the care and protection as a member of the family, and community

OBJECTIVES

- i. Enhance the respect and dignity of the elderly in the family, community and country.
- ii. Developing the potential of older people so that they remain active and productive in the country's development, and creating opportunities to help them continue to live independently.
- iii. Encourage the creation and provide certain facilities to ensure the care and protection of the elderly towards their wellbeing.

STRATEGY

Self-respect and dignity

- Enable the elderly to live with respect and dignity, and safe and free from oppression and persecution
- Determining the elderly are treated fairly and equitably regardless of age, gender, ethnicity, religion, disability or other conditions, regardless of their ability to contribute
- Enabling the elderly to enjoy the opportunity to realize their optimum potential
- Help the elderly gain access to educational resources, cultural, spiritual and recreational facilities in the community.

INDEPENDENCE

- Ensuring that the elderly can meet basic needs through source of income, family and community support and self-help
- Help the elderly get the opportunity to continue to serve and contribute to the nation
- Ensuring that the elderly can enjoy a safe and easy to adapt in line with the ability to change
- Enable older people to continue living with their families and communities as long as possible
- Provide early preparation to the elderly to plan contributions based on the expertise and capabilities steadily towards national development.

DISCLOSURE

- The elderly play in society and participate actively in the formulation and implementation of policies related to their well-being and pass on knowledge and skills to the younger generation
- Provide opportunities for older people to contribute to the community on a voluntary basis in accordance with their capabilities and interests
- Encourage the elderly to form societies or organizations to carry out activities for their well-being.

CARE AND PROTECTION

- To create facilities for the care and protection of the family and society in accordance with the system and the values of society
- Help the elderly to health care to help them to maintain or restore their physical, mental and emotional health to an optimum level and prevent the infection of the disease
- Enabling the elderly to benefit service institutions providing care, protection and social and mental stimulation in a safe and comfortable
- Help the elderly to social and legal services for the development of individual autonomy, protection and care
- Securing senior citizens enjoy the basic rights of individuals while in the care and treatment with respect to their dignity, beliefs and needs of their
- Establish a comprehensive social security system to guarantee a stable income and welfare of the elderly.

RESEARCH AND DEVELOPMENT

- To promote research on the elderly for the purpose of gathering information for use in planning development programs of the elderly
- Creating an Advisory and Consultative Body Elderly to help coordinate and identify the needs to make, the activities for the elderly

POLICY ACTION PLAN OF OLD posts

- Implementation of programs and activities related to the elderly by individuals and groups, voluntary organizations, local communities, government agencies and the private sector based on the National Policy for the Elderly.
- To ensure the successful implementation of the National Policy for Older concerted efforts and comprehensive to be taken by the relevant agencies, including:
 - i. Education**
 - Education facilities and training should be provided to enable the elderly to attend courses and further education to enable them to develop their potential to the optimum. The school curriculum should include family life education to the younger generation to understand and appreciate the elderly.
 - ii. Employment**
 - Seniors are encouraged to continue to contribute to national development through employment based on their experience and their skills. In this way, they can live independently in terms of income and well-being.

iii. Participation in Society

- The elderly are encouraged to participate in family activities and community organizations, to enable them to play a role in family and society as well as to interact with them.

iv. Leisure

- Appropriate facilities should be provided for the elderly carry out recreational activities in the areas of housing, recreation and sports centers.

v. Transport

- The public transport system must provide suitable facilities to enable older people to move from one place to another with ease.

vi. Housing

- The houses are available and will be built should include suitable facilities for the elderly to enable them to live more comfortably.

vii. Family Support Systems

- To ensure that the elderly continue to live with the family, a support system for families to be established in residential areas to assist families in caring for the elderly. Certain incentives should be introduced to support the family members who care for elderly resume their roles.

viii. Health

- Medical facilities and appropriate health and specifically for the elderly should be provided to ensure that their health is perfect.

ix. Social Security

- A comprehensive social security scheme to guarantee the future of the elderly should be provided.

x. Media

- To raise awareness of the elderly people, the print and electronic media should play a more active role.

xi. Research and Development

- These studies should be undertaken to obtain information to enable better planning can be implemented for senior citizens.
- Social Welfare Department under the Ministry of Women, Family and Community identified as the agency responsible for the coordination of the implementation of the action plan.

1.5 COMMUNITY SERVICE ORDER

1.5.0 INTRODUCTION

The Community Service Order (CSO) is a new division formed on February 1, 2007 following the Special Parliamentary Select Committee (Select Committee) was wet up by Parliament to review

and the Committee was chaired by Dato' Seri Mohd Radzi Sheikh Ahmad Bin Minister of Internal Affairs.

On July 18, 2006 Criminal Procedure Code (Amendment) Act 2006 [Act A127A] and the Penal Code (Amendment) Act 2006 [Act A1273] was passed in Parliament. Next the Ministry of Women, Family and Community Development has been tasked to formulate and carry out a Community Service Order under section 293 of the Criminal Procedure Code (Amendment) Act 2006 [Act A1274].

Young Offender aged 18 years and below 21 years old who was ordered to undergo a Community Service Order by a court order. The number of hours specified in a Community Service Order in relation to an offence must not exceed 240, or the number of hours prescribed by the regulations in respect of the class of offences to which the offence belongs, whichever is the lesser. The young offender must complete the number of hours in a Community Service Order as set by the court. Court also decides the place or institution for young offender to undergo Community Service Order activity, type of activities, aggregate hours and so forth.

1.5.1 INSTITUTION PLACE YOUNG OFFENDERS IN MALAYSIA

State	Institutions	
Perlis	1.	RSK Kangar
	2.	RSK Arau
Kedah	1.	RSK Bedong
	2.	TSH Jitra
	3.	Bengkel Daya Sg Petani
Pulau Pinang	1.	RKK Taman Bakti Kepala Batas
Perak	1.	RSK Taiping
	2.	RSK Tg Rambutan
	3.	RKK Kuala Kangsar
Selangor	1.	RSK Cheras
	2.	RE Kuala Kubu Bharu
	3.	Komp. Penyayang
	4.	TSH Cheras
	5.	PLPP Bangi
	6.	TSH KKB
	7.	Bengkel Daya

	8.	PPK Serendah
Kuala Lumpur	1.	RKK Cheras
Melaka	1.	RSK Cheng
	2.	RRBL Tun Abdul Aziz
Negeri Sembilan	1.	RSK Seremban
	2.	TSH Tengku Ampuan Najihah Seremban
Johor	1.	RSK Johor Baharu
	2.	Desa Bina Diri Mersing
	3.	PPK Sinar JUITA Johor Baharu
	4.	TSH Jubilee
	5.	TSH Tampoi
Pahang	1.	RKK Kuantan
	2.	DBD Jerantut
Terengganu	1.	RE Dungun
	2.	TSH Kuala Terengganu
	3.	Bengkel Pemulihan Kebajikan Marang
	4.	Asrama Anak Yatim Darul Iman

Kelantan	1.	RSK Kemumin
Sarawak	1.	RKK Kuching
	2.	RSK Kuching
	3.	RSK Sibul
	4.	RKK Datuk Ajibah Abol
	5.	Pusat Pemulihan Sarawak
Sabah	1.	RKK Kota Kinabalu
	2.	RWT Kinarut
	3.	RWT Sandakan
	4.	RWT Tawau
	5.	TDKCU Tawau
	6.	TDKCU Sandakan
	7.	TDKCU Kota Kinabalu
	8.	PPOCU Kimanis

1.5.2 PURPOSE OF COMMUNITY SERVICE ORDER

- Community Service Order is one of the alternative order may apply to young offender aged 18 to 21 years.
- Community Service Order aims to prevent young offenders from repeating criminal offences in the future to bring them into society. Elements contained in the Community Service Order is as follows:

PUNISHMENT

- Through the stripping time offenders and provide an obligation on them to be implemented.
- Punishment given not according to the convenience and needs of the offender.

REHABILITATION

- To stimulate social responsibility and a community service program to be a worthwhile experience to young offenders.

REPARATION

- To create space to young offenders undergoing rehabilitation and offer tangible benefits to the community.

(Sources: Official Social Welfare Department website.
www.welfare.sarawak.gov.my)

1.6 ORGANIZATIONAL CHART

Please refer to the next page

(Sources: Official Social Welfare Department website.

www.welfare.sarawak.gov.my)

CHAPTER TWO

SCHEDULE OF PRACTICAL TRAINING

2.0 INTRODUCTION

In this chapter it will summarize the daily of activities and tasks done in Department of Social Welfare Sarawak (JKMNS), which was being recorded in the log book given. Thus, the description of job and task execute throughout training will be explained in this chapter.

2.1 WEEK ONE (JANUARY 22ND – JANUARY 24TH)

On the first day dated 22 January 2014, I attended my practical training at Department of Social Welfare Sarawak (JKMNS). I arrived at 8.00 am and gather with other practical students at JKMNS lobby at 8.10 am. There are 5 UiTM practical students including me from Bachelor Administrative Science in JKMNS. Around 8.45 am I met Madam Julia, Officer of Human Resource in JKMNS who in charge us during our practical training.

Since there are 5 of us from the same faculty, she separated us into five sections in JKMNS and we are given option to choose our own section such as Community Service Order (CSO), Socio Economic and Help, Community Development, Human Resource Development and Administration and Finance Department. I'm

choosing to undergo my internship under section of Community Service Order (CSO). After that, she brings us into the office according to our section and introduces us with our supervisor. In Community Service Order section, I worked under Mr. Norazman, CSO Officer in JKMNS. I will work under him for the sixth weeks of internship at JKMNS.

At 10.00 am, there are briefings by Mr. Norazman. He brief a little bit of CSO's background, what is young offender, why there are called young offender, why the young offender need to do CSO, for what criteria the young offender instructed to do CSO and so on. By knowing that, it helps me to know what the CSO function, roles and so forth towards the states and nation. To make me more understand about CSO, Mr. Norazman give me book to read and study which is about "Work Order of Community Service Order" and "Standard Operation Procedure of Community Service Order (Amendment 2011). From that, I learn a new term which sound unfamiliar to me since it only common in this section. Learning those term help me to understand more on CSO.

At evening around 3.00 pm, Mr. Rahmat, JKMNS's staff brings 5 of us to do ice-breaking. He brings us to all departments in JKMNS and introduced us all JKMNS's higher staff management, middle staff management and lower staff management. JKMNS's staff give

positive greets to us and they are welcoming us to do practical training there and give us motivations, supports, and ready to help if there is any problems during our practical training time.

On the second day of my practical training, which is on Thursday, 23 January 2014, there is nothing much work for me to do. On this day, I'm, receiving instruction from Mr. Norazman to updated Young Offender Registration Book. Before that, he teaches me how to update the book. I need to key in the young offender personal details such as name, identity card, home address, their offence and the punishment for their offence that has been set by jurisdiction of the court. Besides CSO, the young offender will be punishing to paid bon, sent to Henry Gurney or even be jailed.

The next day is on Friday, 24 January 2014. Every Friday morning; JKMNS staff will do the religion activity such as recital of *Surah Yassin* in *Surau Istiqomah* JKMNS. We also joined the activity together with the JKMNS staffs. They also bring some foods so that everyone can eat after the activity. Around 10.00 am, then the staffs will go back to office and start working. On my third day practical, Mr. Norazman teaches me on how to do filing. He instructed me to do filing on the CSO young offender. He ask me to update CSO young offender's file for year 2013 and check whether all the data and information needed has been kept in the file or not. In front of the file,

there are list of appendix information for CSO young offender. So, I need to check whether the CSO trainer file have the entire appendix or not. It is important to keep the entire appendix in their owned file for our section requirement. If there is missing information, he asked me to write it on the paper and later he will called the JKM division to get the information completed.

2.2 WEEK TWO (JANUARY 27TH-JANUARY 30TH)

On the first day of second week, Monday, 27 January 2014, I proceed updated the CSO trainer file. Since I'm practical at JKM headquarters, all CSO young offender cases will be submitted to our section to be kept. Therefore there are a lots of young offender file from Kuching, Samarahan, Sri Aman, Betong, Sarikei, Saratok, Serian, Mukah, Kapit, Bau and Bintulu division. So, this entire file need to be check and updated to date. However, Mr. Norazman told me to do the work slowly and don't rush to finish the work within short time. After lunch, Mr. Norazman instructed me to key in the closed date cases for year 2013 of CSO trainer in the Young Offender Registration book.

On the second day of second week, Tuesday, 28 January 2014, Mr. Norazman brought me went to outstation. He brought me to visit the places where young offenders undergo their community service order. On that day, we going to Kota Samarahan mosque where CSO young offender name NurQuyyum Fakhruallah Bin Zanudin do his

social welfare activity. The purpose he brought me there is to exposed me with the real situation and see how the young offender undergo their community service order. In addition, he also wants me to communicate and interview the young offender to know whether there is any positive feedback from the young offender after doing community service order. There, the young offender was being supervised by the officer from JKM Samarahan's division. The young offender was asked to clean the mosque, for example swept the floor, mopped, clean the drainage and so forth. When I asked the young offender about his feeling after do the community service order, he answer me that he felt regret doing offence. He will never do that again in the future, and he wants to further his study in university. He felt guilty for his parents and he being determines to change into more discipline person.

Next, around 11.00 am, we went to Rumah Seri Kenangan Kuching (RSK). RSK is one of the welfare institutions in Sarawak. The purpose is still the same. However, when we arrived, the young offender was absent. Then Mr. Norazman introduced me to the RSK staffs and briefly explains to me about RSK function and the connection between JKM. Then, we went back to office. From this exposure, I gained new experiences and learn new knowledge. After lunch, Mr. Norazman then teaches me to organize the letter received by CSO section. He told me that I need to arrange the letter according to date.

On the Wednesday, 29, January 2014, which is the third day of my second week practical, I proceed organize the letter from month of November 2013 until January 2014. The task is same like the day before, which required me to arrange the letter according to the date letter. After arrange the letter accordingly, I need to file the letter. I need to key in the headline, receiving date, recipient name and the sender name of the letter inside the in and out book and file it according to CSO categories.

The next day on Thursday, 30 January 2014, I'm still doing the same task. Organize letter and do filing. Second week of my practical training, we only have four days working and having holiday on Friday in conjunction of Chinese New Year Festive.

2.3 WEEK THREE (FEBRUARY 3RD – FEBRUARY 7TH)

On Monday, 3 February 2014, we came back to work. On that morning, I'm received order form Mr. Norazman to organize the CSO young offender's file from year 2012 until 2013. He wants me to categories the file according to institution or execution place where the young offender undergo their community service order authorized by the court. I need to divide or categories the file according to the division. After lunch I'm continue with my task to categories the CSO young offender file. After the task completed, then I'm doing filing on CSO trainer.

The next day on Tuesday morning, 4 February 2014, Mr. Norazman asked me to help him to type the list name of CSO trainer for the year 2012-2013 in Microsoft Office Word. It is the name of young offender that I categories the file according to the division. I'm doing that task for the whole day.

The third day on Wednesday, 5 February 2014, I received order from Mr. Norazman to write or register young offender name in Young Offender Registration Book for the month of January 2014. It is new cases for the year 2014. Next, I need to register that name in Young Offender Index Book.

The fourth day morning on Thursday, 6 February 2014, I'm receiving order from Mr. Norazman to do photocopy letter of Higher Management Department Meeting and Minute Meeting to be filing. Then, I precede my task by doing document printing. I need to print the list name of CSO trainer for the year 2012-2013 that I have done before this in Microsoft Office Word. The list name needs to be attached in front of the file of young offender according to their execution place. It is as checklist preparation for auditing processes. After lunch, I'm continue filing and register letter inside the in and out book.

The fifth day of my practical training on Friday 7 February 2014, there is an event in JKMNS. It is a talk event in conjunction of *Maulidur Rasul* organized by the Administration and Finance Department held in *Surau Istiqomah*, JKMNS. All the Muslim staffs are encourage coming to hear the talk and participate the event. JKMNS Director, Mr. Abang Shamshudin Bin Abang Seruji also attend the event. On that day, the talk was given by Al-Fadil Ustaz Sarbini Bin Dahlan. The talk took about 1 hour, and there also pot-luck after the talk. After that, we joined the staffs to clean the *surau*. On the evening, I'm photocopying Minute Meeting as instructed by Mr. Noraman and file the letter. After that I'm register in and out letter that has just received by CSO section.

2.4 WEEK FOUR (FEBRUARY 10TH-FEBRUARY 14TH)

The first day on Monday morning, 10 February 2014, Mr. Norazman asked me to help him to do photocopy on Minute Meeting and file it. On that day, I'm doing filing, register in and out letter and register young offender name in Young Offender Book for month of January. It is new cases that our section just received from CSO division. In the evening, I make double check on the young offender file, whether the file tally or not with the list name that I have made.

The second day on Tuesday, 11 February 2014, I help Mr. Norazman to type the CSO officer name for Staff Training of

Community Service Order, Social Welfare Department 2014 in Microsoft Office Word. It is involving all CSO staffs in all division. After lunch, I'm photocopying letter as instructed by Mr. Norazman. As usual, the letter then needs to be filing. As there is new case of CSO, Mr. Norazman asked me to open new file for CSO young Offender for January 2014. In that file, social report of young offender needs to be attached together with warrant order letter from the court and so forth.

The third day of my internship on Wednesday, 12 February 2014, my task is still the same as the day before, do filing, photocopy letter and register the letter inside in and out book.

The next day morning on Thursday, 13 February 2014, I have been instructed to type the appendix on the date of the CSO Auditing in every divisions of JKM in Microsoft Office Word. Then, I fax the letter according to the CSO division in JKM Sarawak. After lunch, I make a phone called to CSO section in all JKM division to ensure whether they have received the fax letter or not. Some of them didn't receive the fax letter. So I have to re-fax the letter and make a phone call to inform them that I'm already re-faxed the letter.

On Friday morning, 14 February 2014, as usual there is recital of *Surah Yassin* in *Surau Istiqomah*. Around 10.00 am, then all the

staff starts doing their work. On that morning, I register in and out letter and do photocopy on Minute Meeting letter to be filing. There is nothing much work I do on that day and Mr. Norazman also needs to attend meeting, so I asked permission from Mr. Norazman to help Nur Athirah from Human Resource Development Section.

The scope of work is similar which is filing, but this section involving all the staffs in JKM division since it is office headquarters. I learned on how the Human Resource Development Section kept the employee data and information. There is a room in JKM which known as Personnel File Room that stored the data and information of the staff. On the evening, my UiTM lecturer Madam Nadrawina came to JKM to supervise and monitor me doing my training. However, she didn't have opportunity to make a small discussion with Mr. Norazman to know about my performance during my practical training because Mr. Norazman needs to attend meeting.

2.5 WEEK FIVE (FEBRUARY 17TH-FEBRUARY 21ST)

On fifth week, Mr. Norazman was attending meeting in Riverside Hotel for three days starting Monday until Wednesday. He left me with some work to do while him on meeting. On Monday morning,, 17 February, I filing letter. After finishing the task, then I help Nur Athirah in PSM section to do filing in personnel file room.

These three days, my scope of work is the same, helping PSM section to do filing, do photocopy and so forth.

On Thursday, 20 February 2014, we just receiving the data information on young offender named Sudi ak Razidi. Then, I need to update his file and kept the data information inside his file. On that morning, our sections receiving a box of post which contained the Planner 2014 and Bulletin PKM which need to be distributed to the staff in CSO section in all JKM division in Sarawak. To distributed it, I need to write a memo on "Planner 2014 and Bulletin PKM" to CSO section in all JKM division. Then, printed out the memo. I need to divide the Planner 2014 according to the number of staff of CSO section in every division.

On Friday, 21 February, I started my work to register in and out letter and file the letter. After that, Mr. Norazman asked me to take out the young offender file cases in Miri, Bintulu, Mukah and Sibu area to be put inside the box and post according to their division. It is preparation for Naziran or also known as Auditing Process for CSO section in every division.

2.6 WEEK SIXTH (FEBRUARY 24TH-FEBRUARY 28TH)

This is my last week I'm doing my practical training in JKMNS. On Monday morning, 24 February, I need to attend MUET test in Muara Tuang School. In my log book I have attached the permission letter from Mr. Norazman to have half day leave. On that day, there is another practical student registered under CSO section. On the evening, we went to JKM Kuching Division to see Madam Kursia to make confirmation date went to Kuching Court. Mr. Norazman wants us to see the young offender proceeding in the court. After set the confirmation date, Madam Kursia give us short briefing on the attire code when we in the court. Since there is new practical student in our section, Mr. Norazman asked me to teaches them how to register in and out letter, how to used photocopy machine, how to fax letter and so forth. Then, I asked permission to help Nurul Fazzilla in Administration and Finance Section to do some filing.

On Tuesday morning, 25 February 2014, we went to the Kuching Court to hear the proceeding of young offender. It is new case of CSO in month of February, so we have the opportunity to hear the proceeding. We met Madam Kursia there. The proceeding was held in Magistrate Court Section 3. The proceeding took long time, on the same time there are also other cases that held in that court. The proceedings end in the afternoon and we went back to office. After lunch, Mr. Norazman asked me to re-do and make correction on the

date of the CSO Auditing in every divisions of JKM in Microsoft Office Word because there is an amendment on the date of Auditing Process in Sibul, Miri, Mukah and Bintulu division. And I need to re-fax the letter in every division. After that, make a phone called to inform the CSO section in every division on the correction and to make confirmation whether they have receive the fax letter or not.

On Wednesday morning, 26 February 2014, I'm helping Nurul Fazzilla to update BV 381 file from April 2013 until December 2013. After that, I'm receiving order from Mr. Norazman to do photocopy of letter and filing it.

On Thursday, 27 February 2014, I'm been instructed to do a memo on "Enforcement of the Program Module of Community Service Order". Then, fax the memo to CSO section in every JKM division. Finished doing the fax, I'm register in and out letter and file the letter accordingly. As usual, I make a phone call to CSO section in every division to know whether they received the fax letter or not. CSO section in JKM Kapit, Sri Aman and Sarikei didn't receive the fax letter. I re-fax the letter after lunch and make a confirmation called. At the same time, on this week JKM staffs are busy with MAKSAK activity. Then, we help them to key in the participation details that joined MAKSAK.

Friday, 28 February 2014 was the last day of my internship in JKMNS. During this week, JKMNS was busy with the MAKSAK programmed. It is because JKMNS were the organizer of the programmed. All the staffs are busy collected data and information about the participants who want to join MAKSAK. We also help the staffs to key in participant's data in the system. We continue to key in the participation details on MAKSAK programmed. Before we end our practical training, we receive an acknowledgement from JKM. We are given acknowledgement certificate by Madam Rusmallani Ab Aziz. JKM staff appreciate our existence in JKM and they thanks us because choose JKM for our practical training.

CHAPTER THREE

ANALYSIS

3.0 INTRODUCTION

This chapter will analyze the practical training report in which concentrate on the task being done as covered in the practical training log book. Thus, this chapter also discussing on the application of the theoretical aspect that has been covered in the classroom into the workplace within the period of practical training is being held. This aspect also will be explained in detail by comparing the knowledge that had been learned in various subjects during class with the real- life situation of the organization. During my six weeks practical training at Social Welfare Department Sarawak, I had been attached to Section of the Community Service Order (CSO). In this chapter, there are two subjects which related to my task analysis during my internship. The two subjects are **ORGANIZATIONAL BEHAVIOUR (ADM501)** and **BUSINESS PROFESSIONAL CORRESPONDENCE (BEL432)**.

3.1 TASK ANALYSIS

Based on my observation and experience on the work environment during my internship from 22 January 2014 until 28 February 2014, there are concepts learnt in classroom that can applied

or related to the work environment. I have given to do a practical training or task that expose me to work environment and the real situation of management.

During my internship at Sarawak Social Welfare Department, I have given some of the task that gives me a new work experience and real perspective about the organization movement. It is because; the practical training was part of the adaption process especially from the aspect of organization behaviour, work task, office management and office equipment. Besides, this internship also gives me a chance to apply what has been learned in the classroom.

While I'm doing the task, I realize that the task given is related with what I have learned in the classroom such as write a memo, sending letters to other JKM division using computer software for instance Microsoft Office Word, Microsoft Office Excel and Microsoft Office PowerPoint, telephone, fax machine and photocopy machine. The entire task assigned is very useful for me as a part of learning process and experience which I never get elsewhere.

In classroom, the lecturers only teach in theory concept according to their slide power point, extra information, textbook and so forth. As far as I'm concern, the students might not receive all the information in the classroom. From the study process, they might only

receive eighty percent of the knowledge gaining. For me, my understanding and mindset about the knowledge learning is limited and I'm not get the accurate situation about its real implementation without the real exposure in one organization.

But, during practical training, all the theory learned in the classroom is effectively implemented and applied. Through this I can see the real management in one organization. How the leader gives instructions to his or her subordinate, delegates the task effectively, organize an activity and so forth.

Even though during the practical training I was assigned into the section of Community Service Order, but I'm still can relates all task given with administration field such as key-in the data, examine young defender data, filing data, and organize an activity and so on. This task show me how importance of office management and administration process in an organization and show how management plays their roles in handling and administrates all the matters in systematic ways to ensure the efficiency. In this practical training, I have discovered some of the concept that related with the task that has been assigned to me where it related with what I've learned in classroom in term of concept and theoretical.

During my practical training, I have been instructed by my supervisor, Mr. Norazman to write a **memo**. So, I'm choosing memo as my task analysis. A memo or memorandum is a type communication commonly used in business. Memo is sent to colleagues and workers. They differ from letters as they are more informal and do not require a salutation or a closure statement as in Business Letters. A memo is used as a written reminder or to convey a short proposal or some basic information. This task is similar to what I have learned in subject **BUSINESS PROFESSIONAL CORRESPONDENCE (BEL432)** during my fifth semester.

Business professional correspondence or business letter is a written communication between two parties. A mean through which views are expressed and ideas or information is communicated in writing the process of business activities. Business correspondence is a way of communication related to business done in a written form. It is means for views, ideas and information to express between two parties. For example, sending letters or e-mails to your client and business colleagues so that they will be informed about any activities related to business. Business correspondence includes feedback from members for their confirmation and reply which is kept in records by the company secretary.

CHARACTERISTICS OF A GOOD BUSINESS LETTER

From what I learned in the classroom, there are ten characteristics of a good business letter. Characteristics of a good business letter are such as following:

1. Conciseness

It is about conveying the message in the fewest number of words and sentences as possible. Brevity is the rule of thumb. If your letter can't be read and understood in less than 20 seconds, it has limited chances of success. To achieve this, the writer must eliminate wordy and trite expressions. Simple and one and two syllable words have the same power as three-syllable words or phrases.

2. Clarity

It is about your goals. Your goal is that your reader understands what you have said. Precise and familiar words are always best. Jargon, slang and colloquialisms serve no purpose because they cause confusion. For example, the jargon 'spoilage' conveys different meaning to wet market vendors (rotten vegetables or fruits) and to the airline industry (empty seats). When it comes to sentence length, no matter how inspired you are, don't go beyond 20 words.

3. Consideration

The writer must consider their reader; understand their needs. It is writing from their point of view and how they will benefit from the content of the message. The customer will appreciate the change in policy better if the benefits of such a change are personalized.

4. Completeness

Completeness is presenting in the letter all the facts that the reader needs, to make a sound decision on your message. For instance, to order a refrigerator, make clear what model, size and color you want, when you need it, to whom and where it will be sent, why you have chosen that company, and how payment will be made. Include any limits, deadline dates, and clear information for the reader to follow up. When the information is incomplete, the reader is either frustrated or the reader will choose inaction.

5. Concreteness

Being specific rather than vague and general information; use specific facts and figures. For example, instead of 'The function of this office is the collection of payments,' say 'This office collect payments.'

6. Courtesy

Always remain respectful as you are representing your company or organization whose name is at the top of the letter. Negative expression (contrary to your reference; delinquency, I'm sure you must realize; we find it difficult to believe; you are probably ignorant of the facts; you failed to; you leave us no choice; etc) can lead to a negative result. Language that discriminates on the basis gender, disability, age, race, religion, ethnicity or nationality will also put you, your company or organization in a negative position.

7. Coherence

Coherence means correctly arranging the content for ideas to flow logically and smoothly. Every statement must move the ideas forward. Always start with the reason you are writing; keep it simple and straightforward. The central body of the letter should contain the information needed for the recipient to act, or if the letter is for the purpose of advisory only, to understand your message. If attachment is included with the letter, do not repeat the information in the attachments; only refer to them and what they contain. The letter should end by telling the recipient what you expect them to do in response to your letter (if you avoid doing this, it is left up to the recipient to decide what they will do or if they will respond).

Include the information for the recipient to follow up with contact names, phone numbers, email address, deadline dates, etc. Always close by thanking the recipient for their response or action; even if the letter is advisory only, thank them for their time and attention.

8. Correctness

Check the correctness of facts and figures, names and dates, and of course spelling and grammar.

9. Credibility

It refers to the status of the communicator, whether a person or as representative of the company. As a message sender, you must write information that is true and believable. The letter must sound sincere and honest, enhancing the company or organization's and your own reputation.

10. Consistency

Consistency of tone and style within a letter reflects the writer's responsibility and reliability. From the opening sentence to the last word, you should use only one tone (light or serious) and one style (formal or informal). A shift in tone

or style can indicate a lack of consistency and reliability of the writer.

TYPE OF BUSINESS LETTER

The term business letter refers to any written communication that begins with a salutation, ends with a signature and whose contents are professional in nature. Historically business letters were sent via postal mail or courier, although the internet is rapidly changing the way businesses communicate. There are many standard types of business letters and each of them has a specific focus.

One of the examples of business letter is memo. A memo or memorandum is a type communication commonly used in business. Memo is sent to colleagues and workers. They differ from letters as they are more informal and do not require a salutation or a closure statement as in Business Letters. A memo is used as a written reminder or to convey a short proposal or some basic information. A memo format is generally short consisting of between one or four sentences. A longer format might consist of several paragraphs but should never exceed one page in length. I will attach the memo done by me during my internship in the appendix.

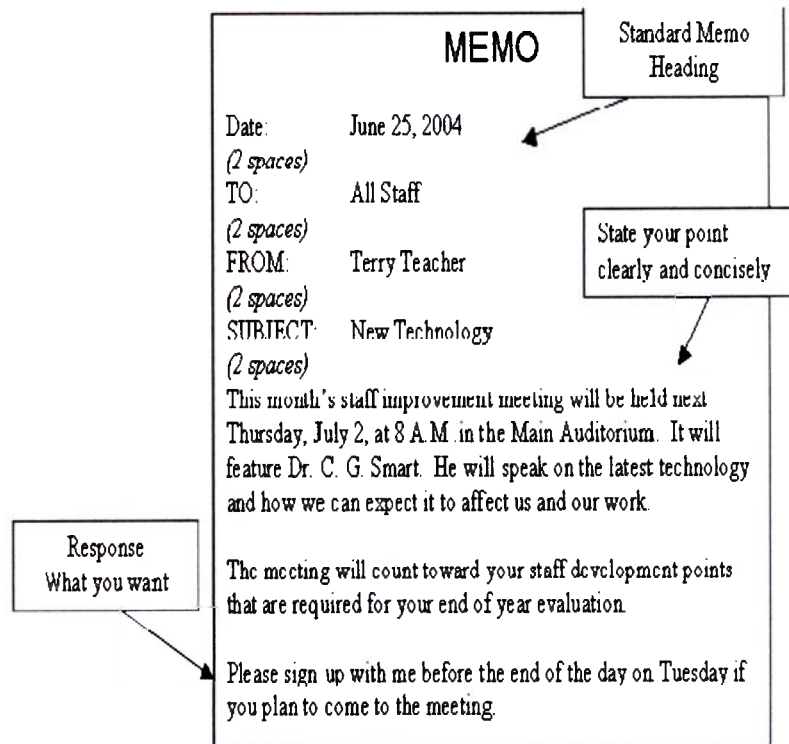


Figure 1: Sample Memo Format/Template

Writing a memo is a relatively simple and informal task. Some things and tips to consider when writing and considering the format of a memo are as follow:

- i. How much information do you need to convey?
- ii. Who do you need to communicate with?
- iii. The content of a memo includes information such as:
 1. Times, dates and places to meet
 2. Reminders
 3. New basic information
 4. Request for confirmation information or feedback
- iv. Don't use a memorandum format for lots of information

- v. Use this format to communicate with your colleagues or co-workers

The second type of business letter is order letters. Order letters are sent by consumers or businesses to a manufacturer, retailer or wholesaler to order goods or services. Order letters should be comprehensive, clear, concise and courteous. They should give sufficient details so that the person receiving the letter will be able to send the right goods immediately. These letters must contain specific information such as model number, name of the product, the quantity desired and expected price. There are many other examples of business letters such as letter of enquiry, letters of complaint and adjustment and so forth.

THE IMPORTANCE OF BUSINESS LETTER

Every business requires communication which extends the exchange of information, products and partnerships. Proper communication is the means of a good business. In fact communication only brings good clients, customers and reputation to the business. What kind of words are used in presentations, business letters, business reports and in all business documentation is very important with the fact it reflects the business community and business etiquette.

Writing business letters perfectly is an art in its own priority. A professional business letter shall definitely bring good and positive response for the business whereas an uncommon letter may not yield expected result and at times, business lose customers. Therefore, writing of letter in business language is very important which would impress customers and investors.

For instance if a customer placed an order for 10 no's of laptops, the company should accept and address the letter as "we thank you for your order and we confirm the dispatch of 10 no's of laptops" which means thanking the client is very important as the customer would be very pleased to read such lines in business letters.

In case of payment request writing letters, the content of the letter should be quiet explanatory indicating the needs for payment. Use of harsh or rude language would cause further harm and damages the relation between company and clients.

Therefore, while writing payment request letter, content should brief and to the point, such as "we bring your kind attention to the payment pending from your end" because we can never assess the reason why payment has been held up whether unnoticeably or due to lack of funds, therefore, the letter must be polite and professional.

Besides that, **communication** is important to any organization. It is importance in our daily life as a human being. My section where I undergo my internship in JKMS is the centre of Community Service Order. It is federal constitution. It means that, all the CSO division in Sarawak will be centralized in federal constitution. Here, communications play an importance role. Without it, one organization cannot operate smoothly with efficiency and effectiveness. This task is similar to what I have learned in subject **ORGANIZATIONAL BEHAVIOUR (ADM501)** during my fourth semester.

Organizational behavior is a field of study that investigate how individuals, groups and structures impact behavior within organization and how such knowledge can be used to improve the effectiveness of the organizations. As a field of study, organizational behavior today involves the systematic study of behavior, processes and structure found in global environment.

In simple word **communication** can be defined as the imparting or interchange of thoughts, opinions, and information by speech, writing or signs. It is something imparted, interchanged or transmitted. It can be a document or message which imparting news, views, information and so forth. In other word, it is any act by which one person gives to or receives from person information about that person's needs, desires, perceptions, knowledge or effective states.

Communication may be intentional or unintentional, may involve conventional or unconventional signals, may take linguistic or non-linguistic forms, and may occur through spoken or other modes.

Organizational communication is the process by which activities of an organization are collected and coordinated to reach the goals of both individuals and the organization. In simple term it is the information flow that happens in an organization but the flow of information has to get a structure, direction and process. There are two types of business communication such as:

1. **Internal communication**

This is the communication that takes place within an organization. In addition to the usual face to face, telephone, fax or mail; modern organizations may use technology to communicate internally. Technology may be used for e-mails or linked internal communication.

2. **External communication**

It is communication between the organization and those outside the organization. The medium of communication with other business can be through telephone, fax internet and so forth.

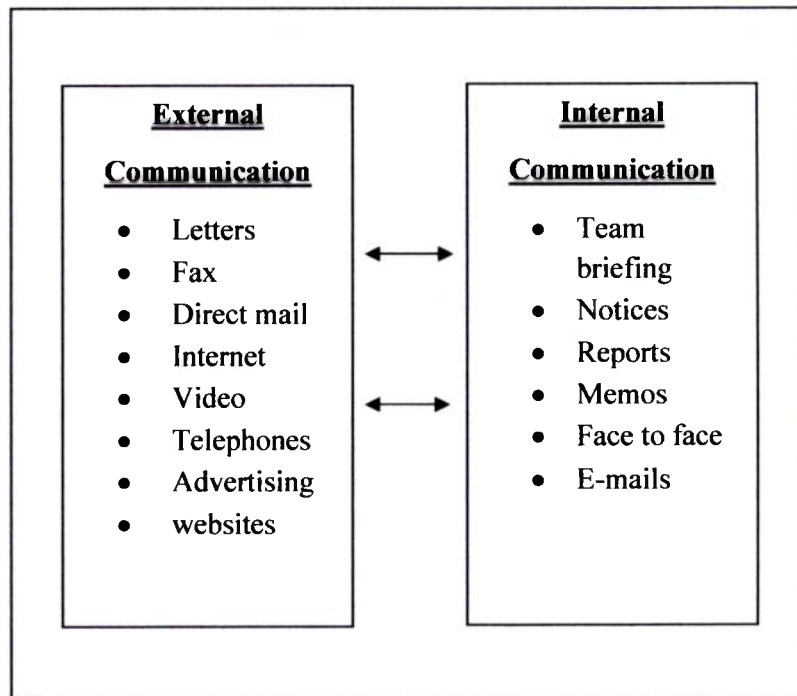


Figure 2: Types of Business Communication

THE STRUCTURE AND MODE OF ORGANIZATIONAL COMMUNICATION

1. Horizontal/Lateral Communication

It is the exchanges between and among agencies and personnel on the same level of the organization chart.

Horizontal communication aims at:

- Task coordination: (Inter Personal & Departmental)
- Problem solving: (Discussion & Brainstorming)
- Information sharing: (Inter Personal & Departmental)
- Conflict resolution: (Inter Personal & Departmental)

2. **Vertical Communication**

i. **Upward Communication**

Upward communication is the process whereby the ideas, feelings and perceptions of lower- level employee are communicated to those at higher levels in the organization.

Functions:

- It provides management with needed information for decision making
- It helps employees relieve the pressure and frustrations of the work situation
- It enhances employees' sense of participation in the enterprise.
- It serves as a measure of the effectiveness of downward communication

ii. **Downward Communication**

It is such communication is initiated by the organization's upper management and then filters downward through the "chain of command". People are limited as to the amount of information they can effectively absorb and react to. Therefore, management must, of necessity, restrict what it communicates to subordinates. Organization implies some restriction of communication. Without restrictions on communication, any organizational member could be buried

under an avalanche of incoming message from all the other members.

3. **Diagonal Communication**

This occurs when communication occurs between workers in a different section of the organization where one worker is on a higher level. For example diagonal communication will occur when a department manager converses with an employee in another department. It allows cross communication between departments.

From my observation in JKMNS, horizontal communication occurs in Community Service Order. As I mentioned before, my internship were in the JKM headquarters. CSO sections in Sarawak division need to communicate with CSO headquarters. When Mr. Norazman instructs me to do filing on the cases of the young offender, we realized that the data or details of the cases are incomplete, where the data is not sending by the CSO division to the headquarters. The data for the young offender cases is important and need to be kept under CSO file for headquarters record. As the data is incomplete, Mr. Norazman communicated to CSO division to resend the data required. He used telephone as the medium of communication to send the instruction to the CSO officers in their division.

IMPORTANCE AND ADVANTAGES OF COMMUNICATION IN ORGANIZATION

- Help individuals to understand and pursue organizational objectives
- Cover every management function
- Organizational culture depends on communication
- Improve both organizational and individual performance
- Better the communication better the performance

CHAPTER FOUR

RECOMMENDATIONS

4.0 INTRODUCTION

In this chapter, I will discuss on the strength and weaknesses of my tasks assigned during my practical training at Social Welfare Department Sarawak as discussed in chapter three. Everything has its pro and cons. Nothing is perfect in this world. Same goes to the organization. Even though the organization is perfectly developed and expand, it also has its disadvantage. Every organization should find its strength and weaknesses in order to become a competitive organization. SWOT analysis should be done so that the organization can do improvement and become better. So, in this chapter I will discuss on the solution for improvement in Social Welfare Department.

4.1 STRENGTH:

4.1.1 ACTIVE COMMUNICATION INTERACTION

Working in any organization will need a good interaction in term of communication in order to operate their business. Working either in private sector or public sector will require staff for having an active interaction with the public and

same goes to Social Welfare Department Sarawak. They cannot escape from this role in public sector, which to have an interaction with the public because they always dealing with the public. Besides, working in this office also may require the active interaction and very well in communicating with the public as the daily routine of all staff in this office in order to deliver the necessary information for the public.

For example Community Service Order Section. As I mentioned before, this section is dealing with young offender. Communication plays an important role in this section. All the data and details of young offender need to be kept in Federal constitution. Every Community Service Order Section in all division needs to transmit the data to the Federal constitution. The staffs in division department need to communicate with the Federal. There are many medium for them to communicate among each other such as telephone, email, fax, internet and so forth.

If the division section didn't transmit the data and details of young offender to federal, it will slow down the operation progress in federal constitution. For example, it happens when the division section didn't transmit the data of young offender to the federal constitution. It is cases of Sudi ak

Razidi, where they didn't sent the data and details of him to be kept in Young Offender File. His case has been closed because he has finished his Community Service Order punishment that has been instructed to him. The case is closed but there is no data and details on him. It is importance to keep the data and details of young offender for organization record. The data record must be tally with the system and it must accurate for the purpose of audit.

4.1.2 REAL WORKING ENVIRONMENT

The students enable to be exposed with the working environment in real perspective from the aspect of organization behavior, task assigned and workflow procedure and office system through this industrial training. As we know, the real working was totally different in term of situation. Through practical training the student should know and able to feels what the real working situation actually is. The student will able to adapt and have clear view about the real working world that they will enter after graduation later on. It can be a preparation for me to face the real working condition in future.

4.1.3 GAINING NEW EXPERIENCE AND KNOWLEDGE

In order to face the real working condition, the student should have a lot of experience and knowledge which can help

them more ready to get into real working environment. The industrial training in this organization was giving me a new experience and knowledge which related to my syllabus which what was learning in the studies such as management, customer service, organization behavior, human resource management and so on. Through this training also, exposed me to used the office equipment such as computer, photocopy machine and else. Besides, I also was experience on how to deal with Community Section in other division using the phone in the office and it teach me on how to communicate with the customer with proper way.

4.2 WEAKNESSES

4.2.1 SLOW PROGRESS OF WORK

I undergo my practical training in Community Service Order in Federal constitution. Federal is the centre where all the division will centralized in the federal. In Social Welfare Department Sarawak, I have found that the workflow is a little bit slow. Workflow can be loosely defined as the set of tasks which grouped chronologically into processes and the set of people or resources needed for those tasks, which are necessary to accomplish a given goal. An organization's workflow is comprised of the set processes it needs to accomplish, the set people or other resources available to perform those processes,

and the interactions among them. The design of good workflow is not simply about improving efficiency. Workflow processes are maps that direct the care team how to accomplish those goals in a timely manner. However, in Social Welfare Department Sarawak by looking at my section, there is a proved that their workflow of task is slow and unsystematic. For example the division department didn't send the data and details of the young offender on time. It make the organization late in updated their progress.

4.2.2 LACK OF FACILITIES AND EQUIPMENT

Facilities and equipment is most important thing that any organization should be more concerned because it may contribute to the successful of the organization itself. The problem that occurs in Social Welfare Department Sarawak is lack of needed facilities and equipment in the office. One of the factor that influence of this problem, may be in term of the facilities or equipments that needed for the usage of daily work may be costly in nature, as a result it will be difficult for the office to request higher budget on buying certain equipment or facilities, with the limitation of allocation to the office annually. In Social Welfare Department Sarawak, they are lack in term of photocopy machines which proven not enough to cater the need of the need of the staffs in making copies for the

forms and important record keeping. This is because buying a photocopy machine may be costly with such limitation amount of allocation on the office every year. With lack of facilities or equipment available in the office, this may slower the daily working process in Social Welfare Department.

4.3 RECOMMENDATIONS

Under this section, it will discuss more on the improvement that should take action by Social Welfare Department Sarawak in order to enhance their performance accordance to their strength and weaknesses in an organization to perform better.

4.3.1 PROPER TRAINING MODULE

Social Welfare Department should provide a proper training to the training students and it is because, the training module can become guideline for the host supervisor in giving the instructions according to the period of practical training. By having this training module, it will help the process of training run smoothly. In this module, it includes the job description of each session or department and who can give the command in that unit and so that, it will reduce the dependency of host supervisor in making decisions. Thus, this organization also should bring the practical student going outstation at the other

place. The outside duty can be one of the training programs that relevant for practical training student because the real working environment especially in public sector required their officer to work outside from their office. One of the reasons is to make the student feels and exposed about the different type of duty and more challenges. By having this training module is essential for the office itself that not only for the current use, also for the other student who will be attached to this office in the future.

4.3.2 EXTEND THE TIME FOR PRACTICAL TRAINING

In other to gain more knowledge, Uitm should extend the period of time for the practical training. This is because; the six weeks of practical training are really not enough for the student to gain more of experience and knowledge from the aspect of the real working environment in this organization and be exposed with more task that need to be assigned. Otherwise, the faculty also should implement the new policy to ensure that every student will follow practical training program in organization for at least one semester. By having long period of time, the student will be exposed with more knowledge and experience when they following practical training.

CHAPTER FIVE

CONCLUSION

5.0 INTRODUCTION

This chapter will summarize all the discussion in each chapter by mainly concentrated on the main points.

5.1 SUMMARIZE ON EACH CHAPTER

5.1.1 INTRODUCTION OF THE ORGANIZATION

In chapter one, it was discussing on the background of the organization and the details of the organization. It included the background of Social Welfare Department Sarawak in general such as company history, mission, vision, motto, client charter, organization structure, organization policy and a little background on Community Service Order Section. By having the information of this organization in chapter one, it help me to identify the background of the organization itself and give me some information of the organization nature of work.

5.1.2 SCHEDULE OF PRACTICAL TRAINING

In chapter two, it discussed on my daily activities and tasks done in Community Service Order section in JKMNS. This chapter show on my daily activities during my practical

training. It is based on what I've recorded in my log book. The practical log book is supervised, not only by host supervisor but also by my lecturer in evaluating my current progress in this organization. By having this kind of log book, I am able to organized and record every work or task given during my practical training. In overall, I'm doing filing during my practical training. I also learned how to write a memo and getting involved in organization activities. Besides, I also gained new experience when given opportunity to go to court and institution place where the young offenders undergo their community activities.

5.1.3 ANALYSIS

Chapter three discuss on the analysis. It is an analysis of the main task that assigned to me during my practical training. I have learnt a lot of knowledge that related with my lesson in the classroom. As what can I seen, the industrial training is the best way in order to exposed the students with the real working environment before enter into the real working world. Through this practical training, I can gain more knowledge and information on how the real working looks like for example, when I was there, I was learn on how to record the information, keep the data to the system, filling system and so on. Furthermore, this practical training was giving me an

opportunity to increase my social skill through the strengthen relationship with the staff from the organization and also to the other department in this organization. It is because when we enter into any organization, we will face various kinds of staff that make us to use the communication skill to communicate with them. From my analysis in this chapter 3, it can show that how much theoretical aspect that I learn in the classroom is applicable in my practical training attachment in sixth week's time.

5.1.4 RECOMMENDATION

The chapter 4 discussing about the strengths and weaknesses the task given and organization which based on my observation and experience while training there. Even though, there having the strength and weaknesses in this organization, but in this chapter also provided some solution that necessary to the organization that give benefits for the organization and improve the organization efficiency. During my practical training in this organization, I'm able to know and feel the office environment such as the office layout and cooperation among staff between each other and different department in this organization. Even though, they are having different department but they need each other and it is because, each task that has assigned by staff are

related between each other where it was shows that the important of two ways communication

5.2 OVERALL SUMMARY

As a conclusion, my practical training attachment in Social Welfare Department Sarawak starting from 22 January 2014 until 28 February 2014 is considered to be very valuable period for me. During sixth weeks of practical training, that was giving me a lot of experience and real situation in the Social Welfare Department such as about organization background, vision, mission, objectives as well as how actually the organization operates to achieve its own objectives.

The most important thing for the practical training that student undergo it is the valuable experience on how actually the theory that was learn in the class is being applied during the practical training. Therefore, form this practical training can be conclude that the aims of sending the student for practical training is for give expose for the student itself to the real career world situation by gained precious experience and knowledge from this practical training. Even though, the time of period of practical training was very short which is sixth week only, but the student can gain a lot of knowledge and benefits from that and it was served as the platform for the

student to enhance its ability, knowledge of the task, commitment and responsibility, cooperation, aptitude, adaptability, personality and discipline.

For instance, during the practical training, self confidence was enhanced by the doing the task given as a new experience that they do not do before. I realize after having this practical training, I have experienced some changes in myself whereby my communication skills are slowly improved and of course I cannot experience these changes without any supports from the staffs who always teach me everything about the administrative line and the public relations with the public.

However, with this practical training attachment, I can measure my readiness level to work in the workplace after getting a job and preparing for far more serious challenges that requires both physical and mentally readiness. In short, Social Welfare Department can be one of the best places for the Uitm students especially Bachelor of Administrative Science students to get used with the administrative line deeper. So that, I'll recommend this place as a starting line to give preparation for students in becoming the administrative officers in the future.

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www.wiki.answers.com/Q/Characteristics_of_a_good_business_letter

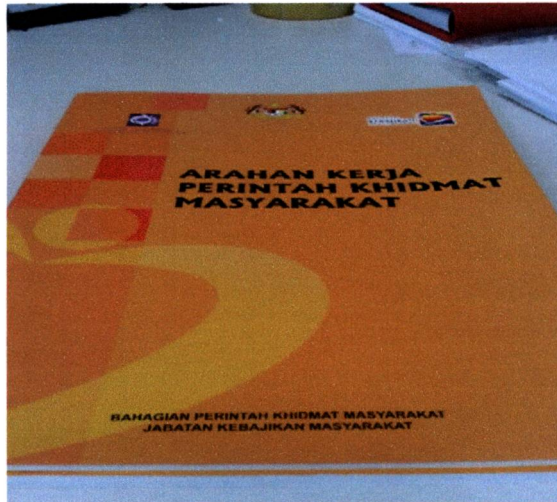
Books

McShane, S. L., & Von Glinow, M. A. (2010). *Organizational Behavior: Emerging Knowledge and Practice for the Real World* (10th ed.) The McGraw Hill Company.

Buchanan, D. A., & Huczynski, A. (2010). *Organizational behavior*. Harlow: Pearson Education.

McShane, S. L., & Von Glinow, M. A. (2010). *Organizational Behavior: Emerging Knowledge and Practice for the Real World* (10th ed.). The McGraw-Hill Company.

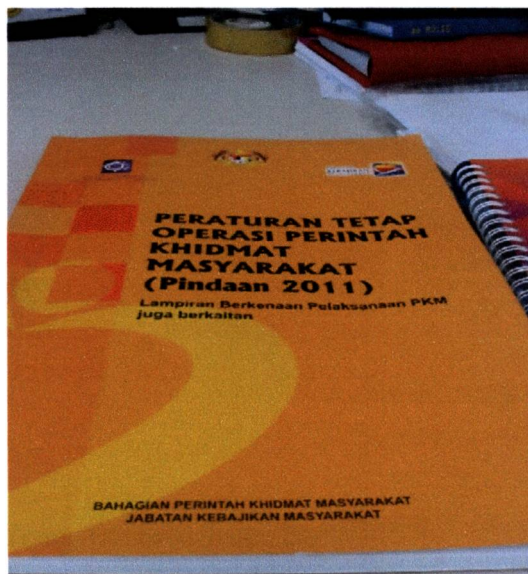
APPENDICES

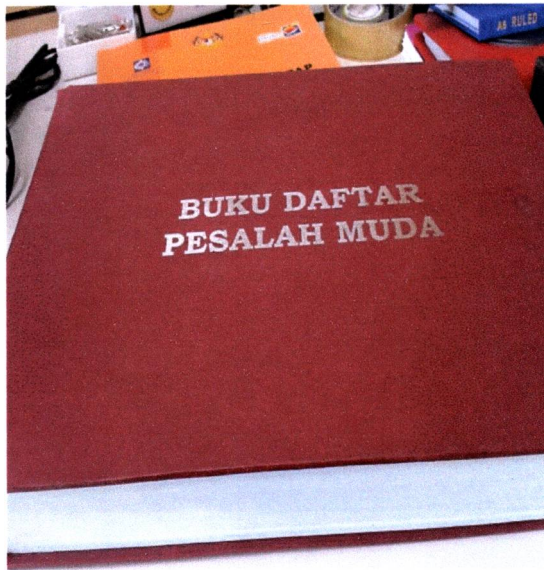


“Work Order of Community Service Order” and

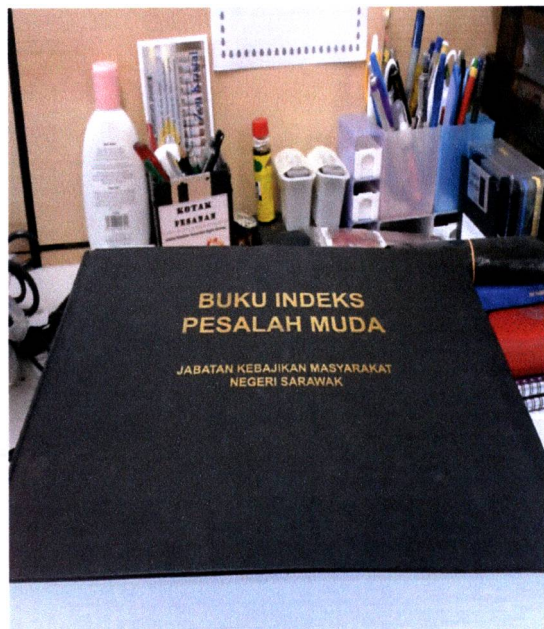
“Standard Operation Procedure of Community Service

Order (Amendment 2011) books





Young Offender's Registration Book



Young Offender Index Book




Kota Samarahan Mosque where the young offender undergo their Community Service Order





One of the Places of Institution for the Young Offender
undergo their CSO, Rumah Seri Kenangan (RSK)



PERINTAH KHIDMAT MASYARAKAT (PKM)

①

PERINTAH KHIDMAT MASYARAKAT (PKM)

LATAR BELAKANG

- Dewan Rakyat menubuhkan Jawatankuasa Pilihan Khas (Select Committee) pada 20 Julai 2004 untuk mengkaji Akta Kanun Tatacara Jenayah 593 dan Akta Kanun Keseksaan 574.
- Pindaan ke atas Sek.2 dan Sek.293 KTJ telah dibuat.

②

PENUBUHAN BAHAGIAN PKM DI IBU PEJABAT DAN UNIT PKM DI DAERAH/JAJAHAN DI SELURUH MALAYSIA MULAI 1 FEB 2007

- JUMLAH JAWATAN PELBAGAI GRED YANG TELAH DILULUSKAN OLEH JPA SEBAGAI PERMULAAN IALAH 591

③

Pindaan KTJ

□ Seksyen 2

- Takrifan pesalah muda ("youthful offender") berumur 18 tahun keatas dan di bawah umur 21 tahun
- Untuk bezakan pesalah muda daripada kanak-kanak seperti yang ditakrifkan AKK 2001.
- Sila rujuk dengan AKK 2001

SAMBUNG

④

⑤

PINDAAN KTJ

Subperenggan 293(1)(e)(i)

➤ Pesalah muda boleh diperintahkan untuk melaksanakan khidmat masyarakat

- tidak melebihi jumlah agregat 240 jam
- pada masa dan tempat yang ditentukan oleh mahkamah
- tertakluk kepada apa-apa syarat yang dikenakan oleh mahkamah

SAMBUNG

5

1

PINDAAN KTJ

Subperenggan 293(1)(e)(ii) KTJ

■ Maksud khidmat masyarakat

- Apa-apa kerja / arahan demi kebaikan masyarakat
- Kerja khidmat masyarakat termasuk apa-apa kerja yang melibatkan bayaran kepada penjara atau pihak berkuasa tempatan.



SAMBUNG

6

PINDAAN KTJ

❖ Subperenggan 293(1)(e)(iii) KTJ

- Khidmat masyarakat hendaklah di bawah Menteri yang Dipertanggungjawabkan dengan Wanita, Keluarga dan Masyarakat.

SAMBUNG

7

LAPORAN SOSIAL PESALAH MUDA

- Satu laporan yang akan disediakan untuk Mahkamah oleh Pegawai / Penolong Pegawai Kebajikan Masyarakat untuk mahkamah sekiranya dipohon.

8

PELAKSANAAN PROGRAM PKM

- Pelaksanaan PKM perlu sila rujuk Perkara 6 Perlembagaan Persekutuan.

PERLEMBAGAAN PERSEKUTUAN

Perkara 6(3) Perlembagaan Persekutuan

- Kerja Khidmat Masyarakat bukan buruh paksa sekiranya pengawasan kerja-kerja tersebut dibuat oleh pihak berkuasa awam.

Pengenalan

Perintah PKM boleh dilaksanakan berdasarkan kepada perkara berikut:

- Bilangan jam PKM yang ditentukan oleh mahkamah mestilah diselesaikan.
- Kerja PKM yang diperintahkan oleh mahkamah tidak boleh melebihi 240 jam agregat
- Lain-lain syarat yang ditetapkan oleh mahkamah.



SAMBUNG

Sambungan

Erti lain-lain syarat :

- Kuasa Mahkamah untuk tetapkan syarat bagi pesalah muda menjalani program PKM berkenaan tempat, jenis aktiviti, tempoh menjalani PKM demi KEPENTINGAN dan masa depan pesalah muda dan masyarakat dan syarat itu jika boleh di beri kuasa kepada JKM untuk tetapkan. (Contoh kes IPTA, pindah rumah dll)



SAMBUNG



**OBJEKTIF
PKM**

- HUKUMAN (PUNISHMENT)**
- PEMULIHAN (REHABILITATION)**
- PENGINSAFAN (REPARATION)**

HUKUMAN

- Melucutkan masa lapang pesalah muda dan memberikan suatu tanggungjawab ke atas mereka.

PEMULIHAN

- Merangsang tanggungjawab sosial dan menjadikan khidmat masyarakat suatu pengalaman berfaedah kepada pesalah muda.
- Intervensi Kerja Sosial.

PENGINSAFAN

- Mewujudkan ruang bagi pesalah muda membuat pemulihan akhlak dan menawarkan faedah nyata kepada masyarakat.

PENEMPATAN

- SELEPAS TEMPOH RAYUAN PERINTAH MAHKAMAH
 - KRITERIA PENEMPATAN MELIBATKAN:
 - FIZIKAL, KESIHATAN, EMOSI, INTELEKTUAL, DAN LAPORAN SOSIAL PESALAH MUDA
- KERJA-KERJA MESTI MEMBERI FAEDAH KEPADA KOMUNITI

SAMBUNG

PENEMPATAN

- **MENEKANKAN KESALAHAN DENGAN PERINTAH KHIDMAT MASYARAKAT YANG DIKENAKAN**

SAMBUNG

PENEMPATAN

MENDIDIK DAN MENANAM PERASAAN KEKITAAN DAN TANGGUNGJAWAB
(*SENSE OF COMPASSION*)

SAMBUNG

PENEMPATAN

SEMASA CUTI Hujung MINGGU DAN CUTI SEKOLAH

TIDAK MELEBIHI 8 JAM SEHARI

PERINTAH KHIDMAT MASYARAKAT DIJALANKAN:

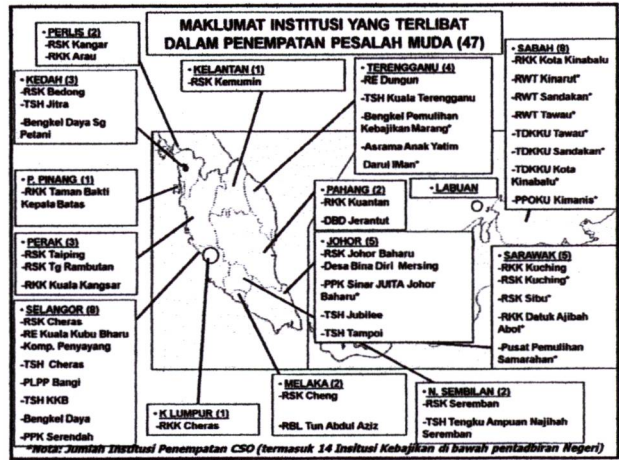
TUMPUAN KEPADA TANGGUNG JAWAB, BUKANNYA KESELESAAN

TIADA SEKATAN HARI KECUALI KEPADA MEREKA YANG MASIH MENUNTUT/KERJA

SAMBUNG

TATACARA PENGUATKUASAAN PKM

- SOP UNTUK SEMUA PERINGKAT PEGAWAI PKM
- INSURAN KEMALANGAN UNTUK PESALAH MUDA SEPANJANG TEMPOH PKM DLL



CADANGAN AKTIVITI

AKTIVITI	INSTITUSI PENEMPATAN							
	RKK	RTH	TSH	PLPP	RSK	RE	DBD	BD
1 Pemuliharaan Kawasan	/	/	/	/	/	/	/	/
2 Pemuliharaan Bangunan	/	/	/	/	/	/	/	/
3 Landskap	/	/	/	/	/	/	/	/
4 Taman Permainan	/	/	/	/	/	/	/	/
5 Rekreasi dan Riadah	/	/	/	/	/	/	/	/
6 Penyelenggaraan Padang	/	/	/	/	/	/	/	/
7 Pembaikan Kecil	/	/	/	/	/	/	/	/
8 Housekeeping	/	/	/	/	/	/	/	/
9 Penyajian Makanan	/	/	/	/	/	/	/	/
10 Penyelenggaraan Sursu	/	/	/	/	/	/	/	/
11 Pengurusan Diri	/	/	/	/	/	/	/	/
12 Lain-lain Perkara	/	/	/	/	/	/	/	/

1. PEMULIHARAAN KAWASAN

- Menyapu sampah
- Kutip dan buang sampah
- Mencabut rumput di pagar (*weeding*)
- Bersihkan longkang/parit di sekitar kawasan



2. PEMULIHARAAN BANGUNAN

Menyapu sampah

Membersih tingkap/pintu

Mencuci kipas

Membersih sawang

Membersih lantai

- cuci
- mengelap
- hampagas
- membasmi kuman (*disinfect*)

Membersih jeriji

Mencuci longkang

Membersih tandas

Membersih bilik mandi

Melukis mural di luar dan dalam bangunan

Mengecat bangunan di luar dan dalam

Mengecat / Membersih pagar

3. LANDSKAP

➤ Mencantas (*trimming*)

➤ Menyapu daun-daun berguguran

➤ Menyiram pokok hiasan

➤ Menanam tumbuhan hiasan

➤ Menanam rumput dan merumput

➤ Menggembur dan membaja

➤ Menukar tanah dalam pasu

➤ Mengangkat dan menyusun pasu

- Mencuci pasu
- Mengecat pasu
- Memberi makanan ikan
- Mencuci kolam ikan
- Menukar air di dalam kolam ikan
- Membersihkan wakaf/gazebo
- Mengecat dan memperbaiki wakaf/gazebo



4. TAMAN PERMAINAN

➤ Menyapu sampah

➤ Membersihkan kawasan permainan

➤ Menyusun semula alat-alat permainan

➤ Membaiki alat-alat permainan

➤ Mengecat alat-alat permainan



5. REKREASI DAN RIADAH

➤ Membersihkan kawasan rekreasi dan riadah dari bahan-bahan bahaya seperti paku, kaca, batu dan sebagainya

➤ Membantu mengeluarkan alat-alat permainan

➤ Membersihkan alat-alat permainan

➤ Mengangkat dan menyusun alat permainan selepas digunakan

➤ Membersihkan gelanggang badminton, tenis, bola jaring dan lain-lain gelanggang dalaman.

- menyapu
- mengemop
- melukis garisan
- memasang jaring gelanggang
- gawang gol



6. PENYELENGGARAAN PADANG

- Melukis garisan di padang
- Memotong rumput di kawasan padang
- Mengutip sampah sarap di padang
- Memasang gawang



7. PEMBAIKAN KECIL

- Menukar kepala paip
- Membaiki sinki rosak, tersumbat
- Baik pulih perabot seperti kerusi, meja, katil



8. HOUSEKEEPING (KEMAS BILIK PENGHUNI)

- Mengemas bilik
- Mengelap cermin/tingkap
- Membuang sampah
- Menukar cadar
- Mencuci cadar/sarung bantal/selimut
- Menggosok cadar/selimut/sarung bantal
- Menukar langsir
- Mencuci lantai
- Mengemop lantai
- Menyusun atur perabot
- Menyusun buku di dalam perpustakaan
- Mendobi pakaian
- Menyidai pakaian
- Melipat pakaian
- Menggosok pakaian
- Menyusun pakaian



9. PENYAJIAN MAKANAN (DEWAN MAKAN)

- Mengelap meja dan kerusi
- Mengemas kerusi dan meja
- Menukar alas meja
- Menyapu lantai
- Mencuci lantai
- Mengemop lantai
- Mencuci sinki



- Menyusun pinggan mangkuk
- Menyaji makanan
- Membersihkan meja
- Membasuh pinggan mangkuk/peralatan dapur
- Membuang sisa makanan
- Membuang sampah

10. PENYELENGGARAAN SURAU

- | | |
|---|---|
| <ul style="list-style-type: none"> Menyapu siling Memvakum karpet Membersihkan sejadah Menyusun sejadah Mencuci sejadah Menyapu, mengutip dan membuang sampah Membersihkan habuk Menyusun kitab-kitab | <ul style="list-style-type: none"> Mencuci barang wakaf seperti telekung dan kain pelikat Menukar tabir/langsir Mengelap tingkap Membersihkan tempat berwuduk Mencuci bilik air Mencuci longkang Mencuci kaki lima Mencuci tandas Mengecat surau |
|---|---|

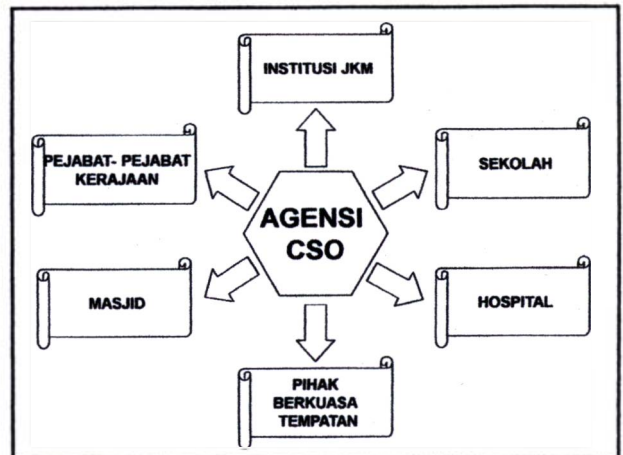
11. PENGURUSAN DIRI

- | | |
|---|---|
| <ul style="list-style-type: none"> ➤ Membantu penghuni ke tempat mandi ➤ Membantu memotong kuku ➤ Membantu menyikat rambut ➤ Membantu atendan mengangkat penghuni ➤ Membantu memakaikan baju | <ul style="list-style-type: none"> ➤ Membantu memakaikan bedak ➤ Membantu menyuapkan makanan/minuman (berdasarkan kesesuaian) |
|---|---|



12. PERKARA-PERKARA LAIN

- Membersihkan peralatan alat bantu
- Membuat pembaikan kecil



PELANGGARAN PERINTAH



➤ **TINDAKAN HENDAKLAH MENGIKUT STANDARD OPERATING PROCEDURE (SOP) YANG TELAH DITETAPKAN**

FAEDAH CSO

MENINGKAT SKIL PERKHIDMATAN LATIHAN

SKIL LATIHAN KERJA

- ↓ ASAS KEMAHIRAN /KERJA DOMESTIK
- ↓ PENJAGAAN KANAK2 & WARGA EMAS
- ↓ PERKHIDMATAN MEKANIKAL & TEKNIKAL

PENINGKATAN JATIDIRI

- ↓ ASAS KOMUNIKASI
- ↓ PANDUAN KERJAYA & PEKERJAAN
- ↓ PENINGKATAN PERSONALITI

PELUANG PEKERJAAN LATIHAN APRENTIS USAHAWAN



FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA

BORANG PERJUMPAAN DENGAN PENYELIA
LAPORAN AKHIR PRAKTIKAL (ADS 666)

NAMA PELAJAR : NOR SALWAN BINTI HOESEN
NO MATRIK UiTM : 2012464246
NO KAD PENGENALAN : 910212-13-6170
PROGRAM : AM228/AM225*
NAMA PENSYARAH PENYELIA : PUAN NADRAWINA

* Pelajar dikehendaki mendapatkan tandatangan dari Pensyarah Penyelia Penyediaan Laporan Akhir Latihan Praktikal pada setiap kali pertemuan diadakan

Bil	TARIKH	MASA	TANDATANGAN	CATATAN
1	27/3/2014	12 noon	Juan	<ul style="list-style-type: none"> ① Dismiss chapter 1 ② To do chapters 2, 3 & 4 ③ Next meeting 9/4/2014
2				@ 3pm
3	9/4/2014	3pm	Juan	<ul style="list-style-type: none"> ① Only started chapter 1 & 2 ② To amend C1 + C2 ③ To complete chapters 3, 4 & 5
4				
5	30/4/2014	10.30am	Juan	<ul style="list-style-type: none"> ④ No minutes - 23/4/14 Draft is complete. but few amendments before final submission on 4/6/2014
6				
7				
8				
9				
10				

* potong yang tidak berkenaan

Sila gunakan lampiran jika ruang sediada tidak mencukupi



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 Telephone No. (Office / handphone) 082-678498
 Fakulti/Jabatan/Bahagian: FSPPP E-mel (E-mail): nonieha@uitm.edu.my
 Faculty / Division / Department Tarikh (Date): 28/5/24

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Types of Material (Please mark ✓)

- | | | | |
|--|-------------------------------------|---|--------------------------|
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| 2. Laporan Penyelidikan (Research Reports) | <input type="checkbox"/> | 8. Kertas Seminar/Persidangan (Seminar/Conference Papers) | <input type="checkbox"/> |
| 3. Projek Pelajar (Student Project Reports) | <input type="checkbox"/> | 9. Prosiding (Proceedings) | <input type="checkbox"/> |
| 4. Jurnal (Journals) | <input type="checkbox"/> | 10. Buletin (Bulletins) | <input type="checkbox"/> |
| 5. Buku (Books) | <input type="checkbox"/> | 11. Skor Muzik (Music Scores / Musical Composition) | <input type="checkbox"/> |
| 6. Projek Keusahawanan (Entrepreneurship Projects) | <input type="checkbox"/> | 12. Lain-lain (Others) : | <input type="checkbox"/> |

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Bil. No.	JUDUL BAHAN Title	HARDCOPY		SOFTCOPY	
		Judul	Naskah	Judul	Naskah
1.	<u>Master report</u>				
2.					
3.					

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 Head of Division / Department Signature
 Tarikh (Date):

UNTUK KEGUNAAN PEJABAT (For office use)

DITERIMA OLEH / Received By:
 TANDATANGAN / Signature :
 TARIKH / Date :

DISAHKAN OLEH / Certified By :
 TANDATANGAN / Signature :
 TARIKH / Date :