



**UNIVERSITI TEKNOLOGI MARA SARAWAK
SAMARAHAN CAMPUS**

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

**PRACTICAL TRAINING REPORT
SRI AMAN RESIDENT OFFICE**

PREPARED BY

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2011796147**

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Lastly, I would to thanks my friends that always support me. All those support will be appreciate.

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CHAPTER 1

INTRODUCTION OF THE ORGANIZATION

1.1 SRI AMAN HISTORY

Brooke's Family had been ruling the government of Sarawak for 100 years, from 1841 to 1941. To stabilize the chaos of the war that was rampant in Sarawak at that time, Rajah Charles Brooke, on June 1, 1873, formed three administrative divisions, consisted of the First Division (now known as the Kuching Division), Second Division (Sri Aman) and Third Division (Sibu). The administrative work for each division was headed by a resident, acting as a Rajah Representative, and he was assisted by district officer, who took over the administration at the district level.

In order to strengthen and uphold the administrative authority, the Brooke government build forts on the banks of rivers, all of which were located at a strategic position. In 1849, Fort James was built, based on the name of the first Rajah of Sarawak. However, the condition of the soil was not conducive, and it led to frequent flooding around the area. In 1864, Fort James was demolished and most of the materials that were able to be saved were sent to Simanggang (Sri Aman).

In 1864, a fortress was built in Simanggang (Sri Aman) and it remained nameless for several years. The fortress remained as such until the arrival of Queen Margaret Alice in Sarawak in 1870. Finally, the fort was named Fort Alice, celebrating the Queen's second Christian name. The fortress of Alice was built in Simanggang (Sri Aman) to serve a purpose which was to control the movement of the local tribes in Sarawak, mainly those who lived in Skrang River and Batang Ai River.

With the existence of Fort Alice in Simanggang (Sri Aman), Brooke's Family's rule was more effective, despite going against the rebellion for the Sea Dayak who resided in Ulu Batang Ai River. Some of the important expeditions launched in the following years was the Ulu Ai First Expedition in October, 1875, Ulu Ai Second Expedition in December, 1875, Cholera, Delok Expedition in June, 1902, Engkari Expedition in October, 1902, Ulu Ai, Pau Expedition in November 8, 1902, Delok Expedition in September, 1908 and lastly Delok and Jengin Expedition in November 1915.

The establishment of numerous fortresses proved to be effective and successful to end the war and rebellion against the locals. It became somewhat an important centre of power for Brooke's Family to impose their authority on the rebelling tribes to accept the administration that they brought in. To mark the end of the rebellion and war against the local tribes, Peace Council was held. Dayak's Peace Agreement was held in Simanggang on August 4, 1920 and also on February 1, 1924.

As a cornerstone of the administration of the Division and District Semanggang (Sri Aman), many government departments for Brooke were stationed along with Resident and District Officer, particularly in Simanggang. On June 1, 1873 the administrative system for Sri Aman Resident was established which was then followed by the establishment and placement of District Officers of Simanggang. Then on October 21, 1973, the name of Simanggang was changed to Sri Aman. This happened after the declaration of the Peace Agreement between the State Government with the communists.

This name change was enacted by SWK. LN 42/80 of Part II of the Sarawak Government Gazette under the heading Simanggang (Change of Name) Order 1980. To further enhance the district administration wing, four District Offices were established, it consisted of Sri Aman District Office, Lubok Antu District Office, and Betong District Office. Several came after which included Saratok District Office, Lingga District Office, Pantu District Office, Engkilili District Office, Maludam District Office, Debak District Office, Spaoh District Office, Pusa District Office, Roban District Office and Kabong District Office.

After World War II, Sarawak became a colony of the British Empire. British officers were sent to the state to serve as the Resident and District Office. Local leaders of the family were appointed as an Officer Community (Native Officers). After Sarawak gained independence through the formation of the Federation of Malaysia on September 16, 1963, Sarawak State Government continued to maintain a system of administrative divisions. After that, Resident Office vacated the Fort Alice and moved to the area in front of the fort next to Alice. Buildings were demolished to build new Resident Office buildings.

After that, the Resident Office moved to the complex on the second and third floors in March 1, 1971. On October 13, 1973, the Chief Minister of Sarawak, Datuk Haji Abdul Rahman Yaa'kub received a letter from Mr. Bong Kee Chok, Director and Commissar of PARAKU (North Kalimantan People's Party) which summarily consisted on an offer to end the communist resistance. Sri Aman Declaration was signed on October 23, 1973 at the Rumah Simanggang, The Resident of Sri Aman who was present during the ceremony was Mr. Mohd. Fauzih Bin Haji Abdul Hamid. To celebrate the formation of Sri Aman on March 4, 1974 event, the State Government declared March 5 as a state holiday.

Resident Office has moved to a new Resident Office Building which was completed in 1994. Now, Fort Alice was taken over by the Sarawak Museum and acted as a mini-museum.

Although other states in the Federation of Malaysia abolished the Resident system, Sarawak still maintained the system, while making minor changes to the systems to accommodate current times.

Residents now act as representative figures which hold high power and protocol in the state administration. Residents were involved in most of the planning, monitoring and supervision of the development programs in its consecutive division.

After the declaration of Betong on March 26, 2002, Sri Aman Division has only two districts, which consists of Sri Aman District and Lubok Antu District. Also included are three sub-districts which are Pantu, Lingga and Engkelili.

Today, the administrative division in Sarawak still maintains the position as Chief Administrative Residents at the divisional level while District Officers are responsible at the district level.

SRI AMAN RESIDENT OFFICE

1.2 SRI AMAN RESIDENT OFFICE BACKGROUND

Resident Office was officially established on June 1, 1873 and its headquarters is in Fort Alice. Resident office was located upstairs, as a sign of high power and authority among the Sarawak's residents. Crookshank was appointed as the first Resident of Simanggang.

After that, the Resident Office vacated Fort Alice and moved to the area adjacent to the front of the old Fort Alice. Buildings were demolished to construct the new Resident Office.

After that, the Resident Office moved to second and third floor of the four-storey State Office Complex on March 1, 1971. Resident Office building moved to the new Resident Office, in front of the State Office Complex in 1994.



Figure 1: The Entrance of the Resident Office Building



Figure 2: Pathway to the Main Building



Figure 3: A Shot of the Building

1.3 SRI AMAN RESIDENT OFFICE'S OBJECTIVE

The objectives of Sri Aman Resident Office are as follows:-

- Full Implementations of Development Projects.
- Implementations of Customer Driven Services with proper procedures.
- Availability of courteous, knowledgeable and competent staff.
- Maximizing IT usage in the workplace.

1.5 SRI AMAN RESIDENT OFFICE'S VISION

"To become an organization that is a model in delivering quality services to the community"

1.6 SRI AMAN RESIDENT OFFICE'S MISSION

We are committed to deliver services of the Statutory, Economic and Social Development efficiently and effectively for the benefit of Sri Aman society.

1.7 CUSTOMER CHARTER

We promise to provide quality, efficient, trustworthy, fair, friendly at all times and always willing to help and give advice when needed;

1. Asset Monitoring should Appointment Letter Board / Government Property will be issued within five (5) days
2. Public Collections license will be issued within twenty (20) days.
3. Results for the production of a special marriage license immediately and minors will be made within two (2) hours.
4. Preparations for the ceremony / event organized will be made within thirty (30) days before it is held.
5. Application for quarters for a Housing Authority will be decided within ten (10) days
6. Billing / Invoice will be sent to the Accountant Payment, the State Treasury within ten (10) days.
7. All complaints or customer feedback will be acted upon within five (5) days.

All of the above is subject to;

- ❖ Day period specified refers to working days only
- ❖ Period taken into account is the date or time of application / receipts / bills / invoices received.
- ❖ All documents / information required to be supplied with the correct and complete, and if the presence of certain required, then they must also be present.
- ❖ Approving officer / responsible was in office.

1.8 SRI AMAN RESIDENT OFFICE'S SECTIONS

1.8.1 Administration and Finance Section

Administration and Finance Section is managed by an Administrative Officer (N.41) and assisted by Assistant Administrative Officer Finance (N.32) to manage the financial affairs of the Administrative Office of Sri Aman.

1.8.1.1 Responsibility of Administration and Finance Section

In general, the function of Administration and Finance Section are as follows:

1.8.1.2 Human Resource Management in Sri Aman Division Administrative Office as:

Managing Personnel Affairs as follows;

1.8.1.3 Appointment and confirmation of staff,

- Application for Greatness Award nomination Star Medal and the Federal / Faithful Service Medal
- Application Second Class Magistrate appointed
- Confirmation Staff

1.8.1.4 Records Management Service Staff

- Official and Personal File System
- Manage the updating of records and books Officer Holidays Public Service Officer

1.4.1.5 Managing Employee Welfare

- Manage holidays
- Managing the staff pension
- Government Loan Advance Application for staff
- Application of Government Quarters (Housing Board A)

1.8.1.6 Managing Human Resources and Integrity

- Managing Filling Vacancies
- Staff Promotion
- Insurers acting and Employment (ANCL) staff
- Property Declaration Staff
- Inspection and Maintenance of Official Home Resident, Government Rest House and Home Sri Aman
- Staff Code of Conduct and Discipline

1.8.1.7 Career Development

1. Training courses for staff
2. As the Government Compulsory courses;
 - General Induction Course and
 - Induction Course
 - Compulsory examination (EXCISE ACT / Department) staff as EXCISE ACT and PTK

1.8.1.8 Implementation of Quality Systems

- The implementation of MS ISO 9001: 2008
- Implementation of the 5S Quality Environment
- Innovative and Creative Implementations
- Conducting Customer Satisfaction Survey
- Analyses Training Need Analysis (TNA)

1.7.1.9 ICT







- Application for civil applications such as Webmail Sarawaknet and Leave Management Systems (LMS) and access to the internet
- Maintenance of ICT hardware

1.8.1.10 Licenses and Permits







Approval of processing:

- Special Non-Muslim Marriage
- Public Collections Licence
- In Shotguns transfer Probate and Life
- Chicken cockfight License
- Supervise the application of the appointment of Board Members Islamic Trust and a Board of Trustees Non-Muslims.

1.8.1.11 Administrations Section at Sri Aman Resident's Office.

	Thomas Geoffrey Kandawang
	<i>N.41 Administrative Officer</i>
	Dayang Lolita Bt Abang Saidi
	<i>Administrative Assistant N.17</i>
	Nurul Alim Bin Mohd Wasli
	<i>Administrative Assistant N.22</i>
	Haslina Bte Kassim
	<i>Administrative Assistant N.17</i>
	Mary James
	<i>Administrative Assistant N.17</i>
	Matzrol Rapaie
	<i>General Assistant N.4</i>

1.8.1.12 Finance Section at Sri Aman Resident Office

<p>- No Profile Picture Available -</p>	<p>Latifah Bte Mokhsen</p>
	<p><i>Assistant Administrative Officer N.27</i></p>
	<p>Abang Zamahari Bin Abang Ahmad</p>
	<p><i>Administrative Assistant W.22</i></p>
	<p>Ting Ling Ling</p>
	<p><i>Administrative Assistant W.17</i></p>
	<p>Dayang Azizah Bte AbangTaha</p>
	<p><i>Administrative Assistant N.17</i></p>

1.8.2 Social Section

State Social Agenda

1.8.2.1 General objectives:

To achieve the development of a multi-ethnic society and harmony balanced by 2020 as part of the Malaysian nation or a united Malaysia.

Following nine objectives are complementary and should be achieved:

1. Empower the family in addressing the difficulties faced by family-related problems;
2. Improving education and skills development, community empowerment and creating new strategies to assist them in addressing the challenges and cultivate an attitude of self-confidence;
3. Ensure housing program reflects the real needs of the community (and ensure the development of a cohesive and caring society where all races live in harmony);
4. Re arranged the community, celebrating the diversity of cultures and customs and to foster inter-religious harmony;
5. Addressing the problems of crime and other social problems related to ensuring well-being of society;
6. Improving the practice of corporate social responsibility, improve the economic status, well-being of employees and enhance their commitment;
7. Developed and expand the use of public space to enhance the quality of life;
8. Strengthen the implementation and governance machinery, and
9. Strengthen and enhance political awareness, unity and national integration in the development of the Malaysian nation strong and resilient globally.

1.8.2.2 Role and Responsibilities of Social Unit

1. Do planning and strategy to achieve the aspirations of the government in improving the quality of life through physical and social development that is sustainable in the Division.
2. Identify, plan, coordinate and monitor the Social Development Programme involving the relevant agencies to address social ills.
3. Assist the Ministry of Social Development & Urbanisation Sarawak (KPSU) and related agencies in identifying the issues (social) time to review and evaluate the impact of development on the well-being of the local community (if necessary).
4. Creating and developing a Social Database Section for the purpose of planning blueprint Social Committee Part apart from being a reference to the research by the relevant agencies.
5. Monitoring activity with anti-poverty programs.
6. Coordinating committee for the celebration of work, the official ceremony, the religious, cultural, sports and tourism.
7. Help plan / provide input to the development of education sector especially in the rural areas in collaboration with the District Education Office, the Office of Youth and Sports and KPSU.
8. Monitor and help mobilize social activities (including social / welfare) such as sports, culture, youth, women and families through JKKK, NGOs and others to create smart communities and local prosperity.
9. Assist in efforts to strengthen the ability (capacity building) and the leadership at the grassroots level (village head / Head of Community, JKKK, NGOs and others).

1.8.2.3 Scope of Work Social Unit

1. Do Social Committee Meeting Division at least 3 times a year.
2. Provide / collect Social Committee Meeting Report Part and other meetings under the Social Unit. Copy of Social Jk Meeting Report submitted to the Chairman of the Division of Social Monitoring Committee (Deputy Secretary of State and the Permanent Secretary, KPSU [KPSU as the secretariat]).
3. The data collecting Social Profile and update the database (monthly) in accordance with the agreed format.
4. Coordinate Operation Room / disaster operations and report to the State Operations Room.
5. Establish a Working Committee at the division level.
6. Perform various activities / programs organized by the state government, federal, federal and NGO's association.
7. Synchronized implementation of social activities (sports, culture, youth and women / families) organized by the implementation agencies at the division level.
8. Identify social programs appropriate and of interest to the local community and give suggestions / input to implementing agencies.
9. Ensure programs / activities are planned in collaboration with various government agencies / NGOs to meet the requirements of the target group and program objectives achieved.
10. Assess and provide feedback on the implementation and effectiveness of social programs carried out in the Division.
11. To ensure the social problems that occurs in the Division.
12. Monitor assist in activities relating to the eradication of poverty.
13. Taking a review of every complaint presented.
14. Ensure customers friendly service.

15. Assist in promoting the use of social infrastructure and sports facilities Civic Centre by the user.
16. Help supervisor's social infrastructure in the dissemination of information about bookings for social infrastructure (Hall and Civic Centre Sports Complex) through e-booking and rate / payment of rent.
17. Help KPSU through the Office of Social Development and Urbanisation (PPSU) and the Sarawak State Sports Council (NSC), in fuelling the development of sports at the Division through networking in the form of organized recreational activities and difficulty Healthy Lifestyle promotion.

1.8.2.4 Section Social Staff at Sri Aman Resident Office

	Felicia Tan Ya Hua
	Deputy Resident (Social) N.52
	Zaidi Bin Sarkawi
	N.41 Administrative Officer
	Noor hayati Bt Ahmad
	Assistant Administrative Officer N.27
	Shafie Bin Band
	General Assistant N.1
	Abang Ajibi Bin Abang Morshidi
	General Assistant N.1

1.8.3 Development Section

1.8.3.1 Sri Aman Development Vision

"Hub of Agriculture and Nature Tourism Hub In Southern Sarawak Famous By The Year 2015"

1.8.3.2 Functions and Role Development Section.

- Sri Aman Development Committee
- Evaluate and approve proposed project application
- Planning projects / programs under development planning Five Year Development Plan
- Tourism Working Group Committee Sri Aman
- Activity monitoring and reporting on the status of implementation of the project
- Collect, analyze and manage data and information development
- Identify all the issues and problems of development projects
- Identifying, developing Development Plan Part
- Updating Profile Section and District

1.8.3.3 Development Section Staff at Sri Aman Resident Office

	<p>Haji Hamsein Bin Haji Atar</p>
	<p><i>Deputy Resident (development) N.48</i></p>
	<p>Mohd. Irwan Manggoi Abdullah</p>
	<p><i>Administrative Officer (Development) N.41</i></p>
	<p>Crispin Ak Francis @ Gasan</p>
	<p><i>Administrative Officer (Development) N41</i></p>
	<p>Madeline Subang Ak Nyipa</p>
	<p><i>Administrative Assistant N.17</i></p>
	<p>Awang Sarkawi Bin Awang Mohd Jalal</p>
	<p><i>General Assistant N.1</i></p>

1.9 DECLARATION / OATH

Declaration / Oath is a procedure used to plead with the belief that any information that is in the Declaration / Oath to be true and by virtue of the Declaration / Oath 1960. Only officials who have authority to admit Magistrate letter / oath.

1.9.1 How to apply?

1. Submit a Declaration / Oaths and related documents is complete with information that should be admitted to the Magistrate or District Office (Office of the Resident Magistrate in the event of failure at the district office).
2. Submit Identity Card
3. Place a revenue stamp of RM 10.00 on the original Certificate / Oath (except Declaration / Oath under official government business).

1.10 APPLICATION FOR SPECIAL NON-MUSLIM MARRIAGE MEANS:

1. Marriage license applications without requiring notification to marriage and marriage certificate (Section 21 (1));
2. Marriage License Application for girls under the age of 18 years but has completed 16 years (Section 21 (2));
3. License Application to solemnize a marriage in other than Registration Office. (Section 21 (3)).

1.10.1 Support Documents:

1. Copy of Identity Card (Male and Female)
2. Copy of Birth Certificate (Male and Female)
3. Marriage Certificate status verification
4. Letter From the Commissioner (for foreigners)
5. Divorce Petition Number (if applicable)
6. Passport copy (Male and Female) for foreigners.
7. Copy of Identity Card (father of the bride if she (girl) under the age
8. Application Form, notification Marriage and Statutory Declaration / writing (Form JPN.KC02)
9. Marriage Consent of parents (if applicant is under 21 years old (Form JPN.KC018)
10. Marriage Consent of parents if the applicant (female) under the age of 18, but even 16 years (Form JPN.KC01D)
11. Results revision Single Letter from the Office of Overseas JPN, Putrajaya (for foreigners Republic of China)
12. Certification of employer (if the applicant is a member of the Police or Army)

1.11 ISSUANCE OF PUBLIC COLLECTIONS;

Public collection license issued under the provisions of the Public Collections Ordinance 1996 which allows the licensee to collect donations from the public License applications involving Sri Aman will be considered by Resident. If applicant intends to hold a public referendum in two or more, the application must straight to the Secretary of State.

1.11.1 How do you apply?

- 3 passport size photographs of each applicant and collector
- 1 photocopy of the identity card of each applicant and collector
- 1 copy of the statement of bank account
- 1 copy of the minutes of meeting

1.12 DOCUMENT VERIFICATION;

Validation is done to verify documents or testimony that the copy is a copy of the document can be verified true document by Administrative Officers in the Sri Aman Resident Office and Sri Aman District Office.

1.12.1 How do you apply?

- Attach a copy of the original document to be verified
- Submit all documents to be verified
- This service is free of charge

1.13 RESIDENT OFFICE FUNCTION

1. Planning, implementing, coordinating, tracking and reporting on development projects;
2. Perform administrative duties that include administrative division of public institutions, statutory services, current affairs community, and others;
3. Perform tasks to control and maintain the peace and security of the Division;
4. Perform the duties of the secretariat to the rites and government programs;
5. Manage general administrative matters, human resources, property, finance, accounting and administration budgets, Sri Aman Division, and
6. Perform the duties of the Native Courts in the capacity as Judge of the Court of Bumiputera in the Native Courts Resident (Resident's Native Court)

1.13 LIST OF SRI AMAN RESIDENT

1. James Brooke Cruickshank	1869-1870
2. Henry Skelton	1870-1873
3. Francis Richard Ord Maxwell	1872-1881
4. Henry Fitzgibbon Deshon	1879-1892
5. Demetrius James Sandford Bailey	1888-1908
6. Rajah Muda Charles Vyner Brooke	1898-1899
7. Arthur Bartlett Ward	1899-1901
8. Frederick Ambrose Willford Page Tuener	1915-1930
9. Archer John Beville	1930-1934
10. Adam Philip Mcdonald	1934-1936
11. Cutfield Hugh Edward	1936-1941
12. Barcroft J.C.H	1946-1947
13. Ditmas W.P.N.L	1947-1951
14. Griffin A.F.R	1951-1953
15. Forster M.J	1953-1955
16. Richard A.J.N	1955-1962
17. Drake – Brockman J.F	1962-1963
18. Lioyd Thomas G	1963-1965

19. Peter Tinggom	1965-1967
20. William Nais	1967-1970
21. Tuan Hj Yusof Bin Tuan Hj Arbi	29.01.1970-16.02.1973
22. Tuan Hj Mohd Fauzi Bin Hj Abd Hamid	16.02.1973-19.05.1980
23. Mohd Hanis Bin Mahlie	20.05.1980-05.08.1983
24. Dr Yusoff Bin Hj Hanifah	06.08.1983-15.08.1984
25. Tuan Hj Abu Kassim Bin Hj Abd Rahim	16.06.1984-01.11.1986
26. Michael Pilo Ak Gangga	01.11.1986-20.03.1987
27. Tuan Hj Abu Kassim Bin Hj Abd Rahim	21.03.1987-30.12.1988
28. Peter Nyaed Juses	31.12.1988-19.03.1989
29. Tuan Hj Mohd Iskandar Bin Abdullah	20.03.1989-18.06.1991
30. Noel Hudson Laga	19.06.1991-02.02.1993
31. Waslie Bin Ramlie	26.02.1993-05.03.1993
32. Peter Nyaed Juses	06.03.1993-06.09.1993
33. Waslie Bin Ramlie	06.09.1993-15.03.1997

34. Salleh Bin Yusop	14.04.1997-31.12.1998
35. Ganie Ugay	02.01.1999-28.03.2000
36. Patrick Engkasan Ak Entabar @ Digat	01.03.2000-30.11.2002
37. Dr Ngenang Ak Jangu	02.12.2002-02.12.2006
38. Abg Shamshudin Bin Abg Seruji	03.01.2007-15.11.2010
39. Abd Rahman Sebli Bin Senusi	01.12.2010-04.08.2011
40. Johnathan Lugoh	05.08.2011-Now

2.1 THE WEEKLY REPORT

2.1.1 Week 1 (22.07.2013-26.07.2013)

On the first day which is July 22, 2013, it was Monday. I reported myself to the Sri Aman Resident Office for my practical training. There, I met Mr. Thomas Geoffrey Kandawang, the Administrative Officer at the Administration Section at Sri Aman Resident Office. After our brief introduction to each other, he expressed his pleasant feeling as I chose to have my practical training at Sri Aman Resident Office. After that, he explained about the organization and also briefed me about the organization mission, vision and objective. Besides, he also explained the functions of the resident office. He also gave me an overview about the task that would be given to me while assuring that a lot of task would be given. He also hoped that I would gain as much experience as possible during my practical training at the resident office.

After that, I was introduced to the staff at Resident Office of Sri Aman. At Sri Aman Resident Office, there are three sections, which are Social section, Administrative and Financial section and Development section. As usual, the first week, especially the first day would be deemed as challenging as I need to adapt with the environment at the office. I was really lucky as the staff at Sri Aman Resident Office were really supportive and also friendly. They are more than willing to lend a helping hand each time I encountered a difficult situation to complete the task given to me. Therefore, I was delighted due to the friendly surrounding at the office and that motivated me to excel my practical as well as gain enough knowledge and experience which would benefit me greatly in years to come.

After that, I was given my own personal working space which was empty before and Mr. Thomas instructed me to settle in there. I was also given one personal computer which will assist me as I completed my task during my training. On my first day, I was given general work where I was needed to type "Borang Analisa Keperluan Latihan". Besides, I was also asked to do menial labour, which was to photocopy the form which will be submitted to Setiausaha Kerajaan Negeri Sarawak (U.P Pengarah Unit Pengurusan Sumber Manusia). My supervisor, Mr. Thomas Geoffrey Kandawang advised and enlightened me as he said that people need to know ways to perform menial labours because as we become leaders in the future, we are not only responsible to guide our subordinates, but we are also responsible to fully understand the rational behind each and every menial works, be it photocopying, stapling or even recycling as the menial labours, even though it is not the utmost importance, it is still the driving force towards a good administration in an office. Besides, it is vital because in certain situation, our subordinates may be on leave and we need to complete the task all by our own without any guidance or support. The advices that were given by my supervisor made me reflected and thought that a true leader are those who do not only lead, but perform and excel individually with his or her own merits.

On the second day, I came to the office at exactly 7.50 a.m., earlier than most of the staff. When I arrived, I cleaned my work station before I was called by my supervisor to his office. He explained about the difference between letterhead and memorandum. Besides, He also explained the functions of both letters and when it is necessary to use each respective letter. After that, I was shown by him a few examples of letterhead and memorandum to further increase the depth of my understanding. After the Q&A (Question and Answer) session ended, I was asked to type the official memorandum that was needed to be submitted to the Jabatan Ketua Menteri.

I was given the photocopying task and I utilised the photocopying machine to make a copy to be submitted to Jabatan Ketua Menteri. Besides, I also need to type profile form. Other than that, I was also tasked to type employee usage profile letter. At the end of the day, I was asked to type the analysis training requirement form. Overall, the second day was really tough because there were a lot of tasks that was given to me, but I really enjoyed and was overwhelmed with a feeling of joy as I felt that I improved in terms of skills and knowledge.

On the third day, as usual, I was being called by my supervisor to his office. I feel that my supervisor was really caring and he seemed like a mentor to me as he guided me in order to adapt the environment of working. During this session, he commented on the task that I done yesterday and he wanted me to make slight adjustment to it. Besides, he also shared his experience during his first time working as a government servant. During the conversation, I realised already sacrificed a lot in terms of time and energy in order to provide good service to the public. I continued my work afterwards.

I made an adjustment on the official memorandum of employee usage profile. Besides, I was asked to fill in the analysing training requirement form. After that, I also typed the employee usage profile for government agency of Sri Aman division. Once again, it was a busy day and a lot of task that I was required to complete, but as Mr. Thomas said, "in order to achieve success in our life, we must start from the bottom".

It was my fourth day of practical training, as usual, after I came to the Sri Aman Resident Office; I was being called to my supervisor office. During our brief conversation, we discussed the activities that would be held by the resident office.

My supervisor also told me that I might be asked to lend a hand to the other section at the resident office so that the event would run smoothly, and also it would be a good medium of exposure. During the conversation, as usual, he commented about the task that I done yesterday and told me the adjustment that I need to make. After finish the conversation I continue to do my work.

For the fourth day, I continued to type formal letter regarding employee usage profile of Sri Aman division. After a brief discussion session with my supervisor, I completed the employee usage profile form. On that day also, I was asked to attend a briefing session about youth program at Lubok Antu. During the briefing, the person in charge asked me for my point of view and opinion as a representative of youth. He asked me what are the important things that we want from the government and I gave him a satisfying answer. After the briefing session ended, I continued to do my task.

The last task that I needed to complete that day was preparing letters and application forms that were needed to be distributed to the agencies at Sri Aman District with the help from a photocopying machine. Once again, the fourth day was really gave me a lot of experience and knowledge.

On the last day of the first week, my morning routine at Mr. Thomas' office continued. I was asked to type the memorandum about application to extent deployment date. Through typing this memorandum, I have realize that even though we work for the government, even benefitting the title 'government slaves', the government, be it Federal or State still have some consideration for their civil servant. As a prime example, the deployment date can be extended due to certain personal reasons that cannot be avoided. Besides, I was asked to type the memorandum about updating academic requirement date for grade 40, supporting and below.

Lastly, I was also asked to type memorandum about “Laporan Penilaian Prestasi Tahunan” (LNPT) 2013. During the first week at the Sri Aman Resident Office, I really enjoyed my time because the environment at the office was really great, as the synergy between all the staff in the office proved to be effective in completing their own respective task with excellence. Apart from that, the staff at Sri Aman Resident Office were really supportive. I realized at that moment that, as we work at the organization, team work is crucial as the interdependence between two or more individuals made the tasks easier. Besides, the leader also plays a pivotal role as he or she is needed to guide the subordinates, just like a guiding bright light in a pitch black tunnel.

2.1.2 Week 2(29.07.2013 - 02.08.2013)

On the second week, I was really excited to excel in my training. Even though the Ramadhan started and I would tire out from fasting and working, the staff at the Resident Office and I still performed our task with much diligence. For the non-Muslim staff at the Sri Aman Resident Office, they respected the Muslim staff and their obligatory to their religion. On the first day of the second week, our morning routine at Mr. Thomas' office continued. He told me that he understood and he would not give me much task as Aidilfitri was coming soon. During the first day on the second week, i was being given the general work. I was asked to photocopy some documents for submission to Sri Aman District Office, Sarawak Forestry Department and Pantu Sub-district Office. Besides, I also did some general work such as filling several documents. By doing this task, I learned new experience such as filling the documents. I found out that each organization would have their own code as they filled documents. Other than that, every letter that came in and out in the organization would also be needed to be filed for reference.

For the second day of the second week, I was asked to do some general work. I was asked to type official memorandum which was "Permohonan untuk Mengadakan Pemeriksaan Keselamatan Litar Elektrik / Sistem Pencegahan Kebakaran (Hose Reel Pump)". Early in the morning, short-circuit happened at the Sri Aman Resident Office. Therefore, my supervisor asked me to type the letter so that fire department could check the circuit at the Sri Aman Resident Office. Some of the circuit might be really old and it led to a blackout at the office, thus damaging the pace of daily work. The letter was typed so that some consecutive actions would be taken in order to prevent the short circuit from occurring ever again. Besides, I was asked to make some fillings internal and external customer feedback data of 2013 for Sri Aman Resident Office.

Other than that, I was also asked to type official memorandum as a mean to reply a letter from “Jabatan Ketua Menteri” regarding quarries transfer application. After I finished my task, I have realized that Resident Office acted as a mediator for the people and government. Resident Office is connected directly to the Sarawak Chief Minister Department and every department at Sri Aman area that want to write a letter to the Sarawak Chief Minister Department must go through the Resident Office first.

On the third day of the second week, the morning routines continued. We discussed about what have been done so far and he explained why it was of utmost relevancy about certain tasks that I did so far. After that I was asked to attend a meeting about “Program Randau Belia dan Keselamatan Lubok Antu”. I have been asked to attend this meeting because the officer wanted to hear about my opinion on how the teenagers thought about the government did and what did teenagers wanted from the government. Besides, my supervisor wanted to expose me on how the meeting was being conducted for my own experience.

On the fourth day on the second week, I attended a meeting about “Progran 50 Tahun Sarawak Merdeka”. Sri Aman was selected as the host for the celebration. At the meeting I have been briefed regarding the task that the Resident Office Sri Aman needed to handle during the celebration. Besides, I was also asked to type the official memorandum of application for workplace.

On the fifth day on the second week, it was not as hectic as the previous days. On that day, I photocopied for submission to the deputy resident. As I was free and had free times, I made full use of it to reorganising all the works that have been done those past two weeks. Besides, I used my free time to study about the roles and functions of Sri Aman Resident Office. To further my understanding, I discussed about it with my supervisor during our mutual free time.

2.1.3 Week 3(05.08.2013 – 09.08.2013)

On August 5, 2013, I requested for off-day from my supervisor because of family matter. I came to work on August 6 2013. On the second day at the third week, I was asked to type the official memorandum about land ownership. Because Aidilfitri was just around the corner, my supervisor thought to give me a leave on the next day because all the Muslim staffs were on leave in order to make final preparation for Aidilfitri celebration. Therefore, on the next day I was on leave, followed by public holiday on Thursday and Friday, August 8 and 9, 2013.

2.1.4 Week 4(12.08.2013 – 16.08.2013)

On August 12, 2013, it was the first day of the fourth week. I came to work after the Aidilfitri holiday. Our morning routine continued just like any other day. We discussed about the task that would be given to me that day. After the discussion ended, I was asked to make a slideshow for "Kualiti Perkhidmatan Awam Negeri Sarawak".

I sent the first draft to my supervisor and after he took a look, he asked me to do some changes. After making minor changes, I submitted the slideshow for the second time and my slideshow was accepted. Besides, I was asked to fax the meeting invitation letter to all departments at Sri Aman district.

On the second day of the fourth week, our morning routine at Mr. Thomas' office commenced. We discussed the task that I needed to do that day. I started to do my task afterwards. The task was to prepare the information for exhibition, '50 Tahun Sarawak Merdeka'. For that exhibition, I was asked by my supervisor to take part in the exhibition so that I can grow and improve myself to accommodate myself in the future. Besides, I continued making slideshow for "Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak". After several adjustments, my work was finally accepted and my supervisor took a liking to my idea.

On August 14 2013, it was my third day of the fourth week. I continued making the preparation for the exhibition, "50 Tahun Sarawak Merdeka". The exhibition was held at Dewan Suarrah Sri Aman. Most of the government agencies were directly involved in the exhibition, for example, Education Department, Agricultural Department, and many more. By involving directly with this exhibition, I have come to realized that it was difficult to handle such programmes, whereby, teamwork and good communication among the team members are of utmost

importance. Furthermore, I continued with my slideshow for “Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak”.

On August 15, 2013, our morning routines still continued. He asked me to correct my work that I did yesterday and add in new information. I continued making slideshow for “Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak”.

After that, I was asked by my supervisor to attend meeting for “Kibarkan Jalur Gemilang” campaign for Sri Aman division. During that meeting, I realized that lots of the programmes that were organized by the Resident Office are for the Public.

On August 16 2013, I was a bit busy promoting the Independence Day activities at Sri Aman Resident Office. Even though it made me feel really tired, I enjoyed performing the task because all the staff at the Resident office were working together in order to finish the task. The staff at the Sri Aman Resident Office showed great team work among themselves. Besides, I also attended the launching ceremony of “Kibarkan Jalur Gemilang” campaign at Tebingan Sri Aman.

2.1.5 Week 5(19.08.2013 – 24.08.2013)

On August 19, 2013, it was my first day of the fifth week. My supervisor asked for me at his office. That day, the task that was given by my supervisor was to type an official memorandum about “Kuiz Bersempena Hari Kemerdekaan Sarawak Ke-50 Dalam Malaysia”. For that day, I did not have much task at the office as I am directly involved in the exhibition at Dewan Suarah Sri Aman. This was because I needed to monitor the preparation at Dewan Suarah Sri Aman so that the preparations were running according to plan.

On August 20, 2013, it was my second day of the fifth week. I was the secretariat for the “Pameran Pembangunan Bersempena Hari Kemerdekaan”. That exhibition would be held for around two weeks. Therefore, for those two weeks, I needed to monitor the scene of the exhibition. Besides, I was also involved in “Gotong-Royong Kibarkan Jalur Gemilang” at Sri Aman Resident Office. It was because the Resident Office needed to be a good role model to the other departments at Sri Aman District. Therefore, Resident of Sri Aman himself was helping the other staff to make sure these programmes were successful. The spirit that was shown by the Resident of Sri Aman proved that a leader not only needed to give direction but also need to have the knowledge how the work should be done.

On August 21 2013, it was my third days on fifth week. I have been asked by my supervisor to be at Dewan Suarah Sri Aman. It is because I am directly involved with the preparations for the ‘Pameran Pembangunan’. Therefore, I was at the Dewan Suarah to monitor the preparation for the exhibition. Beside that, on that day, my supervisor from UiTM campus Samarahan, which was Kolonel (B) Saiful Anwar visited me at Sri Aman Resident Office. During that meeting, my lecturer has been briefed by Mr Thomas Geoffrey Kandawang regarding my task and my performance during my industrial training. Besides, my lecturer expressed his appreciation

because they accepted me as UiTM student to perform my industrial training there. Mr Thomas appreciated the willingness of my lecturer to come to Sri Aman Resident Office to pay the organization and me a visit.

On August 22, 2013, I continued with the preparation for the exhibition at Dewan Suarah. After that, I was involved with general cleaning at the Sri Aman Resident Office.

On August 23, 2013, I was asked by my supervisor to record the contingent entry's detail for the 'Majlis Perhimpunan sempena Sambutan Hari Kemerdekaan'. Sri Aman had been selected as the host for the Independence for Sarawak's celebration. After that, I continued with the preparation for the exhibition at Dewan Suarah Sri Aman.

On August 24, 2013, even though that day was Saturday, my supervisor asked me to continue with the preparation for the exhibition at Dewan Suarah Sri Aman. On August 24 2013, I was still the secretariat for the exhibition at Dewan Suarah Sri Aman. On that day, I also need to attend the Opening Ceremony for the Development Exhibition. After the opening ceremony concluded, I went back to the Resident Office to continue recording the contingents' entry's detail for the "Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan".

2.1.6 Week 6(27.08.2013 – 31.08.2013)

On August 27, 2013, I continued recording the contingent entry's detail for the "Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan". Because the number of contingent kept on increasing as some departments replied later than the others, therefore, I always kept standing on my toes on updating the total number of contingents. Besides, I was the secretariat for the exhibition at Dewan Suarah Sri Aman.

On August 28, 2013, I continued to record the contingent entry's detail for the 'Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan'. I was also the secretariat for the exhibition at Dewan Suarah Sri Aman. Because the Independence Day were just around the corner, therefore, there were a lot of thing that needed to be prepared.

On August 29, 2013, I continued to record the contingent entry's detail for the "Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan". There were lots of Department who submitted their reply after the due date and that caused the delay on recording the number of contingent for the celebration day. Besides, for some department, I needed to make a phone call to ask them to fax in their participation form as soon as possible.

On August 30, 2013, I was busy finalizing the last preparation before the "Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan". There were lots of jobs to be done. For example, I needed to prepare the pass for VIP vehicle, arrange the flag for the celebration and check the list of the contingents and their position during the celebration.

On the August 31, 2013, I joined the “Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan”. It was my last day of my practical training. Hence, it was also one of my last contributions to the Sri Aman Resident Office.

CHAPTER 3

ANALYSIS: FILING SYSTEM

3.1 INTRODUCTION

This chapter explains the analysis of the training specifically focuses on one area of task as covered in the practical training. This chapter also reflects the definition of concept and theoretical aspects, demonstration of practical aspects at the work place and how I transformed knowledge gained at workplace to reinforce understanding on the concepts learned in class. It also includes my personal experience during my practical training.

3.2 TASK ANALYSIS

Throughout the five weeks of my practical training, I have done many types of tasks such as filing, meeting preparation, handling public complaints, performing clerical tasks and so forth. But as for this chapter, I will highlight on the area of filing as I found that filing tasks as one of the most frequent tasks I had done in Sri Aman Resident Office. I choose filing as the area to be analyzed as in my opinion, Sri Aman Resident Office needs an effecting filing system. Without proper filing, the whole process in Resident Office will not run smoothly as it needs proper way to keep the records of letters, files and other type of documents. As a student of Administrative Science, I had learnt that filing is one of the important aspects in record management in the scope of Office Management. Hence, by performing the filing tasks, it will able to reinforce and relate what I had learnt in the field of Administration Science, particularly Management to the real workplace. I believe that theory and practical complement each other as by only being good or excellent in theory will not make oneself a good employee. The principles of systematic filing should be practice in every office according to the suitability.

3.3 DEFINITION OF FILING

According to S.K. Sharma (2008), in modern business offices, everyday many letters are received and many letters are sent out. It is necessary that the incoming letters and copies of outgoing letters have to be kept safe for future reference. This method of keeping the letters safe is known as 'Filing'. On the other hand, as stated by J.N. Jain and P.P. Singh (2007), filing means to arrange papers in a systematic manner so that they can be quickly and conveniently located. Papers are the memory of the office. A large number of papers relating to different transactions, plans, decisions, obligations and other matters have to be kept in every office.

3.4 QUALITIES OF GOOD FILING SYSTEM

According to J.N. Jain and P.P. Singh (2007) the efficiency of an office depends on the quality of filing system. A good filing system should possess the following qualities:

i. Indexing

If there are a large number of files, the filing system should be supplemented by a well-designed index system. The index will help in quick location of files.

ii. Proper classification

Proper classification helps in putting the document in proper files. It also facilitates in locating them in case of need. Systematic classification of records reduces the chances of misfiling. Number of miscellaneous files should be restricted to minimum.

iii. Ease of location

It is better to place current records at some nearby place and old records at obscure place. In many big offices, a separate room or a hall under the charge of a supervisor is allocated for storing old records in a systematic manner. To know about the whereabouts of files take out should be placed in the racks / shelves from where the files have been take out.

iv. Economy

According to M.A. Shewan (2008), the filing system should not be too expensive to install or too costly to operate. The cost of installing and operating the filing system should match with benefits from it. There is no use of having an elaborate and expensive system of filing when a simpler one can be used. As a measure of economy, old records which are no longer in use

should be destroyed. Space is quite costly, so big department should use such equipment with less space.

v. Elasticity

The system should be capable of expanding and contracting with the needs of the organization. An elastic filing system is costly when the needs of business increase. So it has to be substitute by a new filing system (M.A. Shewan,2008).

vi. Accessibility

Quick accessibility to records is very essential. Records should be within the reach of users. Required information should be available within reasonable time. Filing system should allow writing on the papers contained in a file without disturbing their arrangement (J.N. Jain and P.P. Singh, 2007).

vii. Safety

According to J.N. Jain and P.P. Singh (2007), it is necessary that records should be kept in such a manner that they remain safe from dust, insects, weather, theft fraud and mishandling. Certain documents – like title deeds of the property have to be preserved throughout the life of the organization, stored in fire proof cupboards.

viii. Cross Reference

A good filing system should permit cross referencing. Sometimes one letter may be concern with different files, so arrangements should be made to place a copy of such letter in every relevant file.

ix. *Simplicity*

The filing system should be simple to understand and easy to operate. An office should adopt a system suitable for it but efforts must be made to make it simple.

x. *Adequacy*

It is essential that the filing system should be adequate for the purpose it is to be used for. The system should meet the requirements of the organization. An over elaborated filing system and sophisticated filing equipment may lead to waste for a small office. Over crowded drawers or cabinets or shelves indicate clearly about inadequacy of existing system of record keeping in the organization.

3.5 CLASSIFICATION OF FILES

According to J.N. Jain and P.P. Singh (2007), by proper classification, the required files can be located quickly and conveniently. Accessibility to documents highly depends on how they have been classified. They are five broad methods of classifying records:

- i. Alphabetically*
- ii. Numerically*
- iii. Geographically*
- iv. Chronologically*
- v. Combinations of different methods*

In Sri Aman Resident Office, they practiced combination of different methods such as alphabetically, numerically and geographically. For example, in the Registry Section, all of the files and letters were classified according to the index number. Some files were classified numerically such as according to years.

3.6 ADVANTAGES OF FILING

According to S.K. Sharma (2008), the advantages of filing are as follows:

- i. **It removes mutual misunderstanding:** With the help of filing, business letters are kept safe, therefore if in future there is mutual misunderstanding, and then it can be removed by making the customer or businessman satisfied by showing him the concerned letters or copies thereof.
- ii. **As evidence in court:** If all business letters are kept safe in files these can be produce as evidence in the Court.
- iii. **Helps in compliance with the previous order:** If the customer repeats the previous order, the order can be complied easily from old references in the files.
- iv. **It reminds customer regarding payment:** Such customers whose payment is due from a very long time can be reminded by showing the letters as evidence.
- v. **To write follow-up letters:** It helps in writing follow-up letters by referring to the previous letters.
- vi. **It keeps the important documents safe:** Within the rules of the government it is very useful to keep important letter safe for long period.
- vii. **It helps in planning:** Important information is collected from old letters and records and future planning for business is done.

3.7 MODERN METHODS OF FILING

As now we are in modern era, most of the organizations including Sri Aman Resident Office are practicing the modern methods of filing equipments which are more convenient and easier to use. Among the modern methods of filing are as follows:

i. Vertical Filing

This is the most modern system of filing. Under this system the papers are kept in special type of thick paper folders. The envelopes are arranged in drawers of cabinets in vertical upright position according to different methods of classification. There is no need to remove folders from drawers so it avoids the risk of misplaced folders. It can be locked too.



Fig. 1 Vertical Filing

ii. Open-shelf Filing

Open-shelf cabinets can be made from metal or wood. The shelves do not have shutters but provision can be made for them. The files are generally arranged in numerical orders and the outer edges of files show the titles or serial numbers. The files are arranged just like books in library. This method of filing is lack of safety because it is too opened and anyone can take the files. However, it permits more visibility, provide compactness and help in doing the filing work faster.



Fig. 2 Open-shelf Filing

3.8 CENTRALIZED VERSUS DECENTRALIZED FILING

According to J.N. Jain and P.P. Singh (2007), Centralized Filing implies the location of the filing equipment and personnel in a single section or area of the office which is easily accessible to all departments. The main advantages of this arrangement are to avoid duplication of filing works, to save space, save cost of filing equipment, enables uniformity and standardization of filing system and methods and the works can be done by a specialized staff.

However, centralized filing may cause great delay in bringing records to those who need them, especially when the distance of different departments in the office is far from each other.

The central filing has to rigidly follow the rules of filing and this may cause inconvenience to the management in departments and most importantly it is impossible to operate a centralized filing if the records are needed frequently across different departments in the office.

As for the Decentralized Filing, it implies the location of filing equipment and staff in each departments, not in one specific section as stated by J.N. Jain and P.P. Singh (2007). The difficulties involved in Centralized Filing can be avoided by departmental filing.

As for Sri Aman Resident Office, they have been practicing the Decentralized Filing. Under the Decentralized Filing system, each department or division of the organization made its own arrangements for filing. Every department or division maintained their own filing equipment and staff to operate the system. This type of filing system enabled prompt action as the relevant files were within easy reach of the users. It is also able to keep the secrecy of documents and information in each different department.

However, I noticed that this type of filing also had disadvantages in term of duplication of works, redundancy, not able to follow same standards and uneconomical. When comparing the Centralized Filing versus Decentralized Filing, there is no such thing as perfect filing system but in order to decide which is the most appropriate to be used, refer to the basic principle which is ' files should be located in such a position that they can be readily available where and when wanted'.

However, regardless of the disadvantages, the Decentralized Filing still served as the most suitable filing operation for Sri Aman Resident Office because it suits the nature of works in Sri Aman Resident Office whereby different sections or units has its own documents which must be easy to be accessed.

3.9 REFLECTION AND EXPERIENCE

Throughout my five weeks of practical training, I was able to reflect the theory of filing which I have learnt in the Principle of Management during my diploma level to my real working environment. Previously, I only learnt it in theory and could not imagine how it would be implemented in the real working environment. Based on my experience in performing my practical training in Sri Aman Resident Office, filing was one of the important tasks to perform in order to ensure the whole working process run smoothly.

The filing system being used in Sri Aman Resident Office is simple. For example, in the Registry Section, every file was provided with the form to record the file content. In the form, we must write the file number, file name and there were five columns in the table to be filled in. The first column was the folio number, means the sequence of the letters or documents in the files from the oldest to the latest, followed by the column of from and to whom the letter was written to. For document received from outside Sri Aman Resident Office, it must be recorded according to its location (sender) while document within Sri Aman Resident Office itself will be recorded according to the subject of the letter in accordance to the index number. Next column was the reference number and the date and the last column was the number of pages.

Thus, my task was to check every file to make sure that every file has the form, and to update the file content list in the form. However, all files had the form and those files which had the form also not being updated even though there were many latest documents and letters coming in.

In the Licensing and Advertisement Permit Section, I noticed that the files were put inside the metal vertical cabinets. From what I had learnt, this type of modern filing method has many advantages. With that type of file storage, it ensure

the safety in which the files are kept in strong folders which are generally kept in steel drawers hence the papers remain safe against dust, weather and insects. The drawers also can be locked to avoid theft of important or confidential documents. This type of vertical filing cabinet is also economical as more files can be stored in less space.

Even though the initial cost of the equipment is quite expensive at first but due to its long life and economy in space will ultimately work out to be cheaper.

As for the other sections, they are also using the open- shelf cabinet to store the files. For open- shelf, they stored the Lever Arch Files (hard cover file) in it. They used the wooden open-shelf cabinets. The files were arranged in alphabetical and numerical orders with the outer edge of files showing the title of the files. Open-shelf filing allowed more visibility and help in doing the filing work faster.

But, I think that this type of files storage is less of safety and confidentiality as it was put in the open space where anyone can reach it.

While doing the filing works, I also able to learnt from the staff on how to open up new files by referring to the Index book. In the Index book, we need to write down the details of the new file such as the title, reference number, edition and many more. Every file need to be recorded in the Index book for reference.

One of the good filing system qualities is to serve as ready reference and I can relate this principle when I understood that many things need to be referred to the information in the files. My experience was when I performed my practical training in the Registry Section meanwhile one of the staff in the other sections was assigned to prepare a letter whereby he needs to know the previous reference number of the same type of letter so he asked my help to look through the relevant files and search for the reference number according to the index book. I also helped him to photocopy the letter in order to be kept in the file as a reference in the future.

With the proper record of the previous data in the file, it was not very difficult for me to do the task as I can refer to the example in the file.

While I was arranging the files in a more proper and systematic method, I noticed that many documents were too old. Too many old files needed to be kept in the office led to little free space.

Thus, as a conclusion, I would say that filing is not an easy task even though it may sounds simple. All the planning is done based on information of past which can be obtained from record in the files. Filing should be treated as an important aspect of management and the top management should train and remind the staff of every department on how to do proper filing.

Therefore, for my overall experience at Sri Aman Resident Office, I can conclude that, I have been given a really tough task. I am been ask to draft and type the Official memorandum and do some filling. Therefore, the task that I have done during my Industrial training that I can related with subject that I learnt during my study is principle of management. it is because we practiced the four basic principle that are planning, organizing, leading and controlling.

First of all we need to plan properly what task that need to be settled first and plan it properly so that we can manage our time properly hence, we are able to complete our task on time. Beside, we can also develop another plan to coordinate activities. After that we need to organize our task well. By this we can determine what need to be done, how it will be done and when it should be done. Next is the function of leading. We need to know, who is the person that is involves with this task is, how to influence them and select the most effective communication channel so that it would help in order to avoid conflict. Lastly, controlling, it means the process of monitoring activities to ensure that they are accomplished as planned.

Beside that I have learned new knowledge that is similar with my subject Policy Analysis. At Sri Aman Resident Office, they implement 'no wrong door policy' which means their customer would be serve even though the service is not provided. They would help their customer to achieve their objective. For example, if the customer mistaken goes to the Resident Office instead of District Office, the staff will tell the customer where they should go, who they should meet, and the staff will call the person whether he or she is available at the moment. This is one of the unique policies that have been implemented at the organization.

CHAPTER 4

SWOT ANALYSIS AND RECOMMENDATION

4.1 SWOT ANALYSIS

The SWOT Analysis is conducted based on my six weeks' experiences that I have undergone during my industrial training at Sri Aman Resident Office, Sri Aman. One of the main criteria observed is the degree of the effectiveness of the training to fulfil the program objective, including the training atmosphere and environment, training process and the interaction involved throughout the whole training period.

4.2 SWOT ANALYSIS EVALUATION

4.2.1 Strengths

❖ **Real Industry Working Environments**

The training enables me to experience real industry workplace environment and working process under the organization integrated with the public. From the direct involvement, I am now able to familiarize and have a clear understanding about the working world that I will be a part of after my graduation. This boosts my confidence to face real working environment in the future.

❖ **Gain new knowledge and experiences throughout the training period**

Through my practical training, I am able to gain lots of knowledge, profound experiences and information in a myriad of fields such as office administration, file management, and administration process flow. This information can develop my career in the future as a member of the administrative institute, be it in government or non-government. Besides, Sri Aman Resident Office practices "No Wrong Door Policy" which shows that even though a client wants a service which is not provided by the office, every one in the office has the obligatory to help and support the client as much as possible.

❖ **Improve communication and social interaction skills.**

During my practical training, I practice good communication skills most of the time, especially when interacting with the staff and the customers in the office. My training task involves direct interaction and it needed me to communicate with my superior, co-workers and customers, which corresponds to organization client. It also improves my communication skill especially in the area of using formal language when providing services to a customer.

4.2.2 Weaknesses

❖ **Tasks given not very challenging**

I can categorize the tasks given to me during my practical training as easy because most of the time, it can be completed over a short period of time. Most of the works that I have done focus on the internal side of an organization but do not put much emphasis on the external side of an organization.

❖ **Lack of infrastructure or facilities**

At Sri Aman Resident Office, the lack of personal computers which are essential to the workers can be seen, and as a result it hinders the flow of providing efficient services to customers. Apart from that, working area is also limited.

❖ **The worker are too dependent**

This is one of the weaknesses that I can identify. If the person is in charge for certain thing and he or she is not around, therefore another people cannot make any action or cannot do anything. For example, when the person in charge is on leave the customer need to wait until the person in charge is around in order to get the service.

❖ **To many task that need to be done**

I notice that at my supervisor office there are lots of files and memorandum that need to be settled. He is Administrative Officer, therefore he need to in charge anything that involve administrative. Because of to many task, it would make the worker less productive as well as cause stress and pressure.

4.2.3 Opportunities

❖ **Future career in administration office**

Undergoing training at the public sector area exposes me with every aspect of the sector which is constantly growing day by day. These valuable experiences have built my interest and my future career in administration sector, be it in public sector or private sector. Through this practical training, I am able to build rapport with few officers and staff which will benefit me as I go for job-hunting in the future.

4.2.4 Treats

❖ **Exploitation for some employer practical trainee means cheap labour**

Several irresponsible employers with wrong intention will try to exploit practical students to perform tasks that trainees do not have to do nor is related to their field of knowledge. Besides employers, co-workers also practise trainee exploitation in order to lessen the burden on their shoulders. However, I am glad that my supervisor and co-workers have treated me with utmost kindness and respect during my practical training at Sri Aman Resident Office.

4.3 RECOMMENDATION

Based on my brief practical training at Sri Aman Resident Office, I will like to recommend some suggestions with the intention to enable the office to provide quality services. It can be divided into two.

4.3.1 Recommendation to Practical Training

4.3.1.1 Structured Training Program

I recommend the organization to create a structured training program for the trainee to make full use of the time allocated for the practical. The supervisor-in-charge should list and arrange the training task which will be performed by the trainee. A training schedule should also be made in order to optimize the training period. In arranging and assigning the training task, the supervisor should also opt to fill the training period with tasks that are significant to develop the trainee knowledge, skills and experience for his or her future career.

4.3.1.2 Give reward or recognition

One way that organization can ensure the commitment of the trainee is through giving incentives. Incentives can be used to motivate the trainee to fully commit with the organization. Other than that, it also can be used as a token of appreciation to the trainee for his or her help. Organization can also give recognition by giving appreciation letter or recommendation letter to the student. This can be used for the trainee as they apply for job in the future.

4.3.2 Recommendation for organization

4.3.2.1 Installing punch card system

Overall, I found out that at Sri Aman Resident Office, a punch card system has not been installed. Sri Aman Resident Office practises manual system which requires attendance book to record the presence and absence of their their staff and workers. It is of utmost importance for the office to have standard measure to track their workers' attendance. At the same time, it provides efficient and effective way for systematic solution regarding workers absence.

4.2.2.2 Enforcement of 5S

Based on 5S implementation, I can see the commitment given by the staff and workers are not sufficient. Although the officer-in-charge does not fail to remind the staff about 5S, there is still lack of enforcement of the 5S activities among staff at Sri Aman Resident Office. One of the reasons is because the tasks are too many to be completed over a short period of time allocated, like the saying goes "bitten more that it can chew".

Therefore, the leader for each group should manage their team and persuade them to involve fully in 5S activities. They can start by having 5S day for every Wednesday where all staff and workers work together in 5S activities. This can help the organization goal to get 5S award to be achieved without hassle.

4.3.2.3 Hire more workers

Because of overload of task for certain worker at Sri Aman Resident Office, I am suggesting that the organization to hire more skilled workers in order to lessen the burden for some of the workers. This is really important in order to avoid stress and work pressure among the workers during their working period and also to maintain their quality of work so that it would always be in the satisfying level.

CHAPTER 5

CONCLUSION

5.1 CONCLUSION BY EACH CHAPTER

Chapter one focuses on the introduction of my practical training report. In this chapter, it elaborates the organization that I have attended to do my practical training. In this chapter also, it also briefly explains the formation of Sri Aman Resident Office. This includes the following:

1. Sri Aman History
2. Sri Aman Resident Office background
3. Sri Aman Resident Office Objective
4. Sri Aman Resident Office Mission
5. Sri Aman Resident Office Vission
6. Customer charter
7. Sri Aman resident office's sections
8. Declaration / Oath
9. Application for Special Non-Muslim Marriage Means
10. Issuance of Public Collections
11. Resident Office Function
12. List Of Sri Aman Resident

In Chapter One, I describe Sri Aman Resident Office as one of the public agencies that works for the government, implementing the government policies. By choosing Sri Aman Resident Office for my practical training, I am able to maximize the theories learn in the syllabus in Bachelor in Administrative Science course.

Chapter two focuses on the schedule of my practical training and my daily activities. In the practical training book, I utilize it to keep track of my training. All my daily routine and activities which take place during the office hours was recorded in this book.

During my practical my main focus was on filing. Any letter and document that is needed to be checked by the officer and a copy of the letter or document will be put under its own file. To organize this file, the office uses filing system to differentiate the file and manage it efficiently.

Besides, the main event that I joined during my practical training at Sri Aman Resident Office was Development Exhibition and "Majlis Perhimpunan Sempena 50 Tahun Sarawak Merdeka". It is sure an interesting experience to help handling the programmes while being a part of it. Besides, I can gain invaluable knowledge on how they handle the programmes on such short notices.

In chapter three, I summarize my focus area that I cover during my practical training. The practical training has provided me knowledge and ideas on how theories work in real work situation. All subjects that I have learned in the university seem to have correlation with work environment. Some of the tasks and works I have done cannot be obtained in class and this practical training has given me new experiences. The followings are my short analysis towards filing which is my main task during the practical training.

1. Qualities of Good Filing System
2. Classification of Files
3. Advantages of Filing
4. Modern Methods of Filing
5. Centralized Versus Decentralized Filing

From my overall evaluation, I am satisfied with my practical training. Even though the practical training is done in a brief period of time, I am able to gain new knowledge and experiences that are useful for me in order to develop my career later.

Lastly for Chapter Four, I summarize the recommendation using SWOT analysis. SWOT analysis is a strategic planning method used to evaluate the strengths, weakness, opportunity or threats. Following are the SWOT analysis that I have summarized for my practical training.

1. Strengths

- Real Industry Working Environment
- Gain new knowledge and Experiences throughout the training period
- Improve communication and social interaction skills

2. Weaknesses

- Task given are not very challenging
- Unstructured training program
- The worker are too dependent
- To many task that need to be done

3. Opportunities

- Future career in administration office

4. Treats

- Exploitation for some employer practical trainee means cheap labour.

I also provided some recommendation for the organization which can be divided into two. Following are the recommendation for Sri Aman Resident Office.

1. Recommendation for practical training

- Structured Training program
- Give reward or recognition

2. Recommendation for organization

- Installing punch card system
- Enforcement of 5S
- Hired more workers

5.2 OVERALL CONCLUSION

In conclusion, there are many things that I have experienced, realized and learned during my practical training at Sri Aman Resident Office. The whole training period is challenging and interesting. Through this training, I am able to gain deep and profound insights and a more comprehensive understanding about the real condition of the industry, especially on how it works and what it practises.

My short placement at Sri Aman Resident Office also provides me valuable opportunities to develop and improve my soft and functional skills. All of these valuable experiences and knowledge that I have gained are not only acquired through the direct involvement in tasks given, but also through other aspect of the training such as work observation, interaction with co-worker, superior and others party related to the organization.

From the practical training, I also build link and connection, tor in short rapport with the officers which will benefit me greatly in the future. It is also one of the best ways to prepare the students to face real working environment. Through this practical training, I have a general idea regarding my future working world. It gives me the confidence to bravely face the working environment later. As a result of the program now, I am more than excited to enter and be a part of the administrators, in any field possible.

Bibliography

J.N Jain, and P.P Singh. (1 January 2007). *Modern Office Management: Principle and Techniques*. Regal Publications.

M.A Shewan. (2008). *Office Management*. Sonali Publication.

S.K Sharma. (2008). *Office Management*. Shree Niwas Publication.

Appendices



UNIVERSITI TEKNOLOGI MARA SARAWAK

PRACTICAL TRAINING

LOG BOOK

- 1. Student's name: MOHD SYAHRULNIZAM B JAMALLUDIN
- 2. Date & Place of Birth: 01.02.1991 HOSPITAL BESAR SRI AMAN
- 3. UiTM No.: 2011796147
- 4. Program: SARJANA MUDA SAINS PENTADBIRAN (KEPUJIAN)
- 5. Year: 2013 Part: 5
- 6. Home address: NO 21 Taman Siang, 95000 Sri Aman Sarawak
- 7. Address during practical training: NO 21 Taman Siang, 95000 Sri Aman Sarawak.
- 8. Place of training: PEJABAT RESIDENT SRI AMAN
- 9. Name of Supervisor in-charge: EN. THOMAS GEOFFREY KANDAWANG
- 10. Duration of training: From: 22/07/2013 to 30/08/2013

FOR OFFICE USE ONLY

11. Remarks: (Dean/Course Tutor)

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EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2013 - was briefed about the organization mission, vision and objective

- was introduced to the staff at Sri Aman Resident office

- General work :- Typing 'borang Analisa Keperluan Latihan'

:- Making a copy of the form for

submission to

Setiausaha Kerajaan


Negeri Sarawak

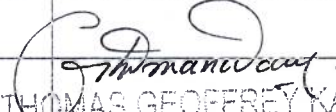
Cu.p Pengarah unit

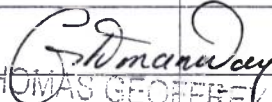
Pengurusan Sumber

Manusia.

Lugas baik dan memuaskan.

 22-7-2013


 THOMAS GEOFFREY KANDAWANG
 Pegawai Tadbir N41
 Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
07/2013	General work :- Typing official memorandum to be sent submitted	
	to Jabatan Ketua Menteri.	
	:- using a photocopying machine to make a	
	copy for submission to	
	Jabatan Ketua Menteri.	
	:- Typing profile form	
	:- Typing letter of	
	employee usage profile letter.	
	:- Typing Analysing	
	training requirement form.	Lugas baik dan memuaskan.
	 THOMAS GEOFFREY KANDAWANG	
	Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman	

EXACT NATURE OF WORK DONE


SUPERVISORS REMARKS

0013 General work :- Typing official memorandum of employee usage profile .

:- Completing Analysing training requirement form.

:- Typing employee usage profile for government agency of Sri Aman Division.

Lugas baik dan memuaskan.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

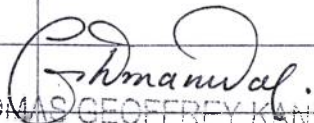
013 General work :- Typing formal letter regarding employee usage profile of Sri Aman division

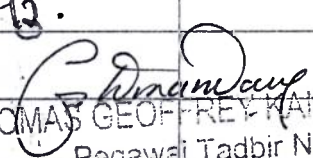
- completing employee usage profile form.

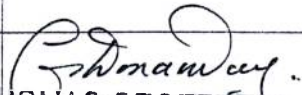
- Attending a briefing about program belia at Lubok Antu.

- using a photocopying machine to prepare letter and application form that need to be distribute to the agencies at Sri Aman District.

*Terdapat kemajuan di dalam kemahiran menja-
lankan tugas dan arahan
Ketua Jabatan & Penyelia.*


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
07/2013	General work :- Typing Memorandum about application to extend deployment date.	
	:- Typing Memorandum about updating academic requirement data for grade 40 supporting officers and below	Keep up your good job. D.
	:- Typing Memorandum Laporan Penilaian Prestasi Tahunan (LNPT) 2012.	 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman


EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
013 Photocopying document for submission to Sri Aman district office, Sarawak forestry department and Pantu sub-district office.	Good job.
General work :- filing documents.	 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
9/2013	<p>General work :- Typing official memorandum :- "Permohonan untuk mengadakan pemeriksaan keselamatan Litar elektrik / sistem pencegahan kebakaran (Hose reel pump)</p>	
	<p>General work :- Filling internal and External customer Feedback data of 2013 for Resident office Sri Aman.</p>	
	<p>General work :- Typing official memorandum as a mean to reply a letter from "Jabatan Ketua Menteri" regarding queries transfer application.</p>	<p>Baik dan memnu.</p> <p><i>Thomas Geoffrey Kandawang</i> THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman</p>

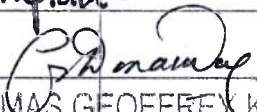
EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

013 :- Attending a meeting about about
'Program Rantau Belia dan
Keselamatan Lubok Antu.

Baik dan memuaskan.
Good Job. 


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
/2013	<p>- Attending a meeting about program 50 tahun Sarawak merdeka bahagian Sri Aman.</p>	<p>Baik dan memuaskan.</p>
	<p>General work :- Typing official memorandum of application for workplace.</p>	<p> THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman</p>


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

013 :- Making a copy for submission to deputy residen

Baik dan memuaskan.

- Reorganising all works that have been done all week.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

KERTAS MINIT

MINUTE SHEET

En. Johnathan Lugoh

Residen Bahagian Sri Aman

(u.p En Thomas Geoffrey Kandawang,

Pegawai Tadbir Pentadbiran)

Tuan,

Permohonan Cuti Rehat

Dengan hormatnya perkara di atas adalah dirujuk. Perbincangan terdahulu bersama pegawai tuan iaitu Encik Thomas Geoffrey Kandawang pada 01.08.2013 adalah berkaitan.

2. Sehubungan ini, saya ingin mengemukakan permohonan cuti rehat pada tarikh berikut:-

Bil	Tarikh	Perkara
1	05.08.2013	Urusan Ahli Keluarga
2	07.08.2013	Melakukan persiapan akhir menjelang perayaan Hari Raya Aidilfitri
3	12.08.2013	Kembali bertugas

Sekian, untuk pertimbangan dan kelulusan pihak tuan selanjutnya.

(MOHD SYAHRULNIZAM BIN JAMALLUDIN)

Pelajar Latihan Industri, Pejabat Residen Sri Aman

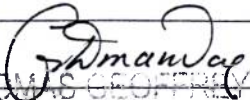
Tarikh : **02 Ogos 2013**

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

013 :- Typing official memorandum about land ownership

Baik dan memuaskan.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

KERTAS MINIT

MINUTE SHEET

En. Johnathan Lugoh
Residen Bahagian Sri Aman
(u.p En Thomas Geoffrey Kandawang,
Pegawai Tadbir Pentadbiran)

Tuan,

Permohonan Cuti Rehat

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3	12.08.2013	Kembali bertugas

Sekian, untuk pertimbangan dan kelulusan pihak tuan selanjutnya.

(MOHD SYAHRULNIZAM BIN JAMALLUDIN)

Pelajar Latihan Industri, Pejabat Residen Sri Aman

Tarikh : **02 Ogos 2013**

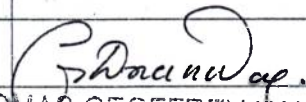
EXACT NATURE OF WORK DONE


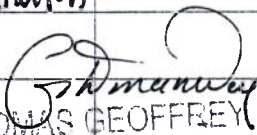
SUPERVISORS REMARKS

013 :- Making Slide show for 'Kualiti
Perkhidmatan Awam Negeri
Sarawak.

Baik dan memuaskan.

:- Faxing meeting invitation letter.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2013	:- Prepare information for exhibition '50 tahun Sarawak Merdeka'.	Prestasi baik dan memuaskan. 
	:- continue making slide show for 'Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak'.	 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman


EXACT NATURE OF WORK DONE

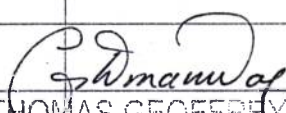
SUPERVISORS REMARKS


013 :- continue preparation for
exhibition '50 tahun Sarawak
Merdeka.

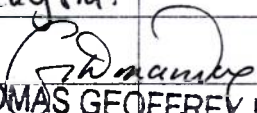
Prestasi baik dan
memuaskan. J.

:- continue Slide show for
'Anugerah Kualiti Perkhidmatan
Awam Negeri Sarawak.


THOMAS GEOFFREY KANDAWANG
Pegawai Tedbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2013	:- continue making slide show for 'Anugerah Kualiti Perkhidmatan Awam Negeri Sarawak'.	
	:- Attending meeting for campaign "Kibarkan Jalur Gemilang" for Sri Aman division. "Malaysia Berdaulat Tanah Tumpuhnya Darahku".	Keep up good job. D.
		 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman

EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2013 Doing Independence Day promotion activities at Resident Office Sri Aman.	Tugasan adalah memuaskan.
- Attending the launching of 'Kibarkan Jalur Gemilang' Campaign at Tebingan Sri Aman.	 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
/2013	- Typing official memorandum	<i>Memorandum yang kemas dan mudah difahami.</i>
	- kuiz bersempena hari Kemerdekaan Sarawak ke 50 dalam Malaysia.	
		 THOMAS GEOFFREY. KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman

EXACT NATURE OF WORK DONE


SUPERVISORS REMARKS

013 Be a secretariat for the
'Pameran Pembangunan bersempena
hari kemerdekaan'.

Penglibatan yang aktif
dan memuaskan. &

:- Involve in 'Gotong Royong'
Kibarkan Jalur Gemilang at
Resident office Sri Aman.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
2013	involve in the preparation	Tugas dilaksanakan
	for the 'Pameran Pembangunan'	dengan baik.
		 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N4 Pejabat Residen, Bahagian Sri Aman


EXACT NATURE OF WORK DONE


SUPERVISORS REMARKS

OB :- continue with the preparation for the exhibition

Tugas telah disempurnakan.

:- involve with Gotong Royong at Resident Office.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman


DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
2013	Record the contingent entry's details for the majlis perhimpunan sempena Sambutan hari kemerdekaan.	Tugas biasa dan memuaskan.
	:- continue preparation for the exhibition at Dewan Suabah Sri Aman.	
		 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2013 continue with the preparation
for the exhibition at
Dewan Suarah Sri Aman.

Tugas baik dan sempurna.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2013	- Being a Secretariat for the exhibition at Dewan Suarrah Sri Aman.	Keep up your good job.
	- continue record the contingent entry's details for the Majlis Perhimpunan Sempang Sambutan hari Kemerdekaan.	
	- Attending the Opening Ceremony for the development exhibition.	
	 THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman	


EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

2013 :- Continue record the contingent entry's details for the Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan.

Keep up your good job.

:- Being a Secretariat for the exhibition at Dewan Suarab Sri Aman.


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

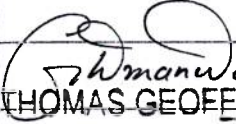
DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARKS
2013	in continue record the contingent entry's details for the Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan.	Good job.
	- still being a secretariat for development exhibition at Dewan Suwah Sri Aman.	
		THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman

EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

013 continue ~~with~~ record the contingent
entry's details for the
Majlis Perhimpunan Sempang
Sembutan Hari Kemerdekaan

Good job. ~~Need to~~


THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman

DATE	EXACT NATURE OF WORK DONE	SUPERVISORS REMARK
2013	:- Doing the last preparation before the 'Majlis Perhimpunan Sempena hari kemerdekaan.	Job done and well prepared.
		THOMAS GEOFFREY KANDAWANG Pegawai Tadbir N41 Pejabat Residen, Bahagian Sri Aman

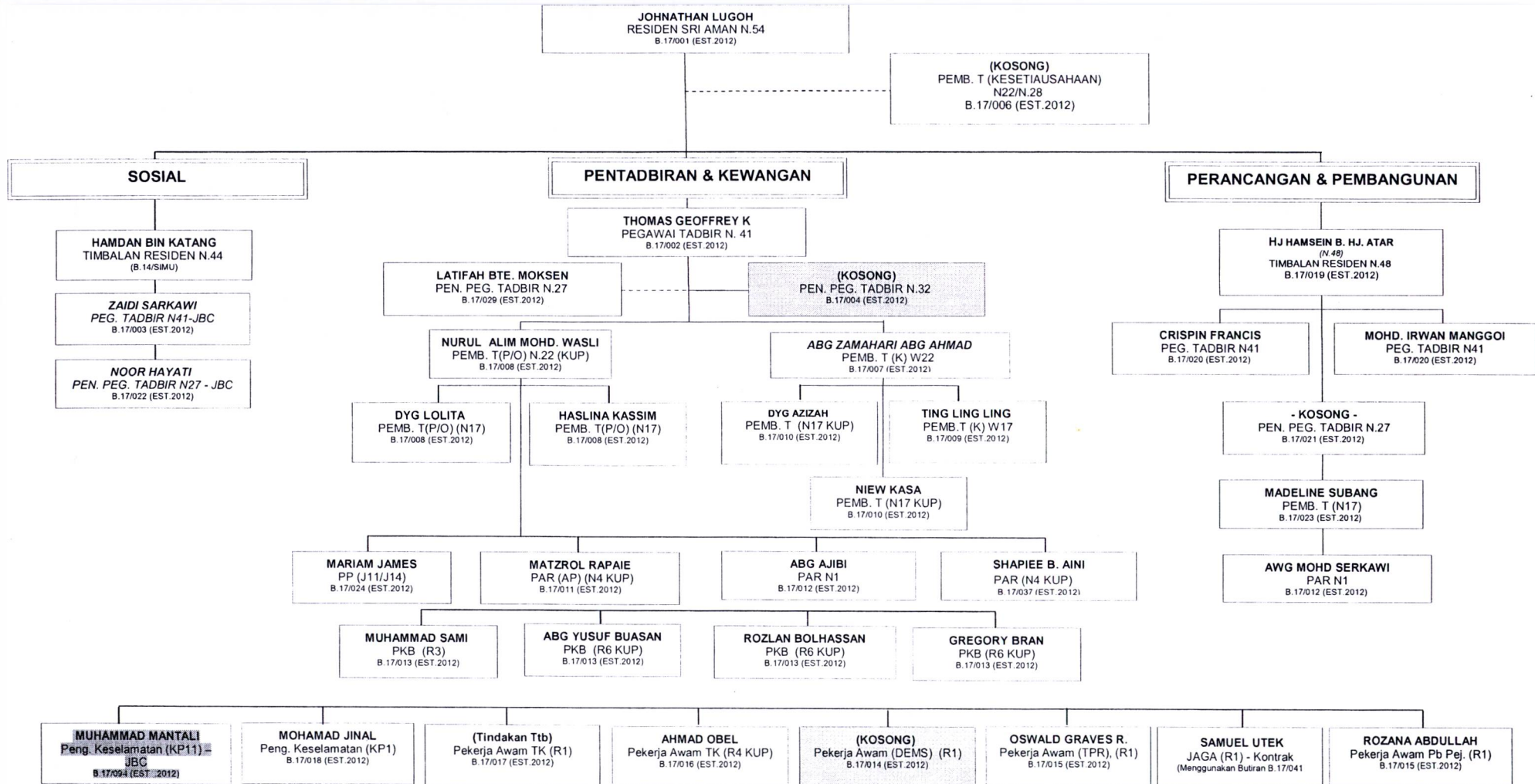
EXACT NATURE OF WORK DONE

SUPERVISORS REMARKS

13 :- Joining the 'majlis perhimpunan
Sempena Hari kemerdekaan
with residen office Sri Aman
staff.

Job done. keep up your
good job. *sz*

Thomas Geoffrey
THOMAS GEOFFREY KANDAWANG
Pegawai Tadbir N41
Pejabat Residen, Bahagian Sri Aman



Petunjuk :

- | | | | | | |
|------|---|----------------------------|---------|---|------------------------|
| JBC | - | Jawatan Berasaskan Caruman | PAR | - | Pembantu Am Rendah |
| DEMS | - | Drebar Enjin Motor Sangkut | PTR | - | Pembantu Tadbir Rendah |
| PKB | - | Pemandu Kenderaan Bermotor | Pemb. T | - | Pembantu Tadbir |
| AP | - | Attendan Pejabat | Pb Pej | - | Pembersih Pejabat |
| TPR | - | Tukang Potong Rumput | KUP | - | Khas Untuk Penyandang |
| TK | - | Tukang Kebun | Ttb | - | Tatatertib |
| PP | - | Pelukis Pelan | | | |

Nota :

1. Felicia Tan Ya Hua (SIMU)
2. Shafiee Aini (Pj. Daerah Sri Aman)
1. Mohd. Mantali (Jaga JBC)
2. Samuel Utek (Jaga- Kontrak) – menggunakan Butiran B. 17/041 (2012) sejak 1 Januari 2012

Tarikh Pengemaskinlan : 4 April 2012

KERTAS MINIT

MINUTE SHEET

En. Johnathan Lugoh

Residen Bahagian Sri Aman

(u.p En Thomas Geoffrey Kandawang,

Pegawai Tadbir Pentadbiran)

Tuan,

Permohonan Cuti Rehat

Dengan hormatnya perkara di atas adalah dirujuk. Perbincangan terdahulu bersama pegawai tuan iaitu Encik Thomas Geoffrey Kandawang pada 01.08.2013 adalah berkaitan.

2. Sehubungan ini, saya ingin mengemukakan permohonan cuti rehat pada tarikh berikut:-

Bil	Tarikh	Perkara
1	05.08.2013	Urusan Ahli Keluarga
2	07.08.2013	Melakukan persiapan akhir menjelang perayaan Hari Raya Aidilfitri
3	12.08.2013	Kembali bertugas

Sekian, untuk pertimbangan dan kelulusan pihak tuan selanjutnya.



(MOHD SYAHRULNIZAM BIN JAMALLUDIN)

Pelajar Latihan Industri, Pejabat Residen Sri Aman

Tarikh : 02 Ogos 2013

1. Saudara Syahrulnizam.

Permohonan anda di keluskan,
walaupun, bila kapan
dini pada tarikh yang telah dipersetujui
G. Brnandung, 7/8/2013.



(Pind. 1/86)
G.4

MEMORANDUM RASMI

PADA : Residen, Bahagian Sri Aman	KEPADA Pengarah Hutan Sarawak
PERKARA	SALINAN KPD Setiausaha Kerajaan Negeri Sarawak. (u.p Pengarah, Unit Pengurusan Sumber Manusia)
KAMI :RBSA/PF/2722 (17) n :25.07.2013	RUJ. TUAN TARIKH

PERMOHONAN BAGI TEMPOH PERLANJUTAN PENEMPATAN SECARA SANGKUTAN (DEPLOYMENT).

-Pn. Nayah Ada Anak Ambau (640512-13-5310).

Dengan hormatnya saya merujuk kepada perkara di atas.

2. Adalah dimaklumkan bahawa **Pn.Nayah Ada Anak Ambau** merupakan pegawai sangkut (Deployment) dari Jabatan Hutan Sarawak (Pusat Hutan Tani Sabau, Simunjan) yang ditempatkan di Pejabat Daerah Kecil Pantu sejak November 2006 sehingga kini.

3. Memandangkan pihak kami masih memerlukan khidmat dan pengalaman beliau, maka disini saya ingin mengemukakan sokongan penuh kepada penama tersebut agar beliau **kekal berkhidmat secara penempatan** di Pentadbiran Bahagian Sri Aman. Dikepalkan bersama-sama adalah memorandum rasmi bil. PDSA/PF/209 bertarikh 18.06.2013 oleh Pegawai Daerah Sri Aman yang berketerangan sendiri.

Sekian, untuk tindakan pihak tuan selanjutnya.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

Salinan kepada :Pegawai Daerah Sri Aman.
Pegawai Tadbir Sarawak, Pejabat Daerah Pantu.

Nayah Ada Ak. Ambau,
Pejabat Daerah Kecil Pantu,
000 Sri Aman.

Tarikh: 14 Mei 2013

Residen,
Magian Sri Aman.

Malalui: Pegawai Daerah,
Pejabat Daerah Sri Aman.

Pegawai Tadbir Sarawak Pantu,
Pejabat Daerah Kecil Pantu.

D. S. Long
13.05.2013
D. S. Long Sepuluhnya
DL

Memohon untuk disambung tempoh sangkutan di Pejabat Daerah Kecil Pantu.

Saya dengan segala hormatnya ingin menarik perhatian tuan kepada perkara di atas.

Sukacita dimaklumkan bahawa saya Nayah Ada Ak. Ambau (KPT: 640513-13-5310) pembantu Tadbir (N.17) telah ditempatkan ke Pejabat Daerah Kecil Pantu secara sangkutan selama dua (2) tahun mulai 01 November 2006 hingga 31 Oktober 2008 dan disambung semula mulai 01 November 2008 hingga sekarang. Tempoh penempatan secara sangkutan saya di Pejabat Daerah Kecil Pantu akan berakhir pada 31 Oktober 2013.

Sehubungan itu, saya dengan ini memohon jasa baik tuan untuk mempertimbangkan permohonan saya untuk disambung tempoh penempatan secara sangkutan di Pejabat Daerah Kecil Pantu kerana saya masih berminat dan sepanjang tempoh penempatan secara sangkutan di Pejabat Daerah Kecil Pantu, saya dapati suasana persekitaran kerja adalah sesuai dengan diri saya.

Saya berharap pihak tuan dapat memberi perhatian dan pertimbangan yang sewajarnya terhadap permohonan saya di atas, dan saya dahului dengan ucapan ribuan terima kasih.

Yang ikhlas,

Nayah
(Nayah Ada Ak. Ambau)



(Pind. 1/86)
G.4

MEMORANDUM RASMI

DIRIPADA : Residen, Bahagian Sri Aman	KEPADA Setiausaha Kerajaan Sarawak (u.p Pengarah Unit Pengurusan Sumber Manusia)
PERKARA : Sila lihat di bawah	SALINAN KPD
NO. KAMI :RBSA/1/11-1 Jld.4 (71) Tarikh :26.07.2013	RUJ. TUAN 6/C/EO/399/10 TARIKH 28.05.2013

PENGEMASKINIAN DATA KELAYAKAN AKADEMIK BAGI PEGAWAI SOKONGAN GRED 40 DAN KE BAWAH.

Dengan hormatnya saya merujuk kepada perkara di atas.

2. Sehubungan itu, disertakan bersama Borang Maklumat Pegawai seperti di Lampiran A dan salinan sijil akademik bagi penama seperti berikut :-

Nama :Edward Anak Michael Duk
Jawatan/Gred :Penolong Pegawai Tadbir/ N.32 (KUP)
Istitusi Pengajian :Universiti Teknologi Mara
Fakulti :Fakulti Pengurusan Perniagaan
Kelulusan :Sarjana Muda Pentadbiran Perniagaan dengan Kepujian (Pemasaran)
Kelas Kedua (Rendah)
Tarikh Pengijazahan :9.11.2006

Sekian, untuk tindakan pihak tuan selanjutnya.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(THOMAS GEOFFREY KANDAWANG)
b.p Residen Bahagian Sri Aman



PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK



Telefon : 083-323366, 323377
Faks : 083-320568, 321648
Laman Web : www.sriamanro.sarawak.gov.my

Ruj. Kami : RBSA/JLD. ()
Tarikh : 25 Julai 2013
Kepada : Sila Lihat Senarai Agihan

Tuan/ Puan,

NOTIS PERBINCANGAN PROGRAM RANDAU BELIA DAN KESELAMATAN LUBOK ANTU

Saya dengan hormatnya merujuk kepada perkara tersebut di atas.

2. Sukacitanya dimaklumkan bahawa perbincangan berkenaan dengan Program Randau Beliau Dan Keselamatan Lubok Antu akan diadakan seperti berikut;

Tarikh : 31 Julai 2013 (Rabu)
Masa : 9.00 Pagi
Tempat : Bilik Mesyuarat, Pejabat Residen Bahagian Sri Aman

3. **Agenda Mesyuarat:**

- i. Ucapan Aluan Pengerusi
- ii. Perbincangan pengisian program
 - a) Cadangan Baru
- iii. Hal-hal lain.

4. Kerjasama dan perhatian daripada pihak tuan/puan berhubung perkara di atas didahului dengan ucapan terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"


(Zaidi B. SARKAWI)

b.p. Residen Bahagian Sri Aman

Senarai Agihan:

1. Timbalan Residen (Sosial) Bahagian Sri Aman
2. Pegawai Hal Ehwal, KPDNKK
3. Pegawai Daerah Lubok Antu
4. Pegawai Kesihatan Bahagian Sri Aman
5. Setiausaha Majlis Daerah Lubok Antu

Senarai Agihan Dalam:

1. En. Zaidi Sarkawi
2. Puan Noor Hayati Ahmad
3. Puan Haslina Bt. Kassim
4. Puan Salasih Bt. Mahayuddin
5. Puan Sylvia
6. En. Mohd Syahrulnizam B. Jamalludin



(Pind. 1/86)
G.4

MEMORANDUM RASMI

DIPADAKAN	: Residen, Bahagian Sri Aman	KEPADA	Sila Lihat Senarai Agihan
PERKARA	: Sila Lihat Di Bawah	SALINAN KPD	
DIAKAMU	:RBSA/C/1/7 (15) vol. 2	RUJ. TUAN	
tarikh	:26.07.2013	TARIKH	

PENGISIAN LAPORAN PENILAIAN PRESTASI TAHUN (LNPT) 2012.

Dengan hormatnya perkara tersebut di atas adalah dirujuk.

2. Berdasarkan rekod pengisian LNPT 2012 menggunakan Sistem e-Prestasi, Pejabat Pentadbiran Sri Aman telah menunjukkan prestasi pengisian yang rendah iaitu belum mencapai markah 85%.

3. Sehubungan itu, pihak tuan hendaklah memastikan semua pegawai tuan di Pejabat Daerah, dan Pejabat Daerah Kecil mengisi LNPT 2012 menggunakan sistem e-prestasi sebelum 1 Ogos 2013. Untuk makluman tuan, prestasi pengisian e-Prestasi Bahagian Sri Aman adalah seperti berikut:-

Bil	Jabatan	Bilangan pengguna	Peratusan Penggunaan	Lengkap di Peringkat JPA
1	Pentadbiran Bahagian Sri Aman	109	81.65%	39 (35.78%)

4. Untuk makluman tuan juga, pihak saya bercadang untuk mengadakan Anugerah Perkhidmatan Cemerlang bagi Tahun 2012 pada 11 September 2013. Justeru, saya berharap agar semua warga Pentadbiran Bahagian Sri Aman melengkapkan e-Prestasi dengan sewajarnya.

Segala kerjasama dan perhatian pihak tuan berhubung dengan perkara yang di rujuk amatlah saya hargai. Sekian, terima kasih.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

SENARAI AGIHAN DALAMAN:-

1. Timbalan Residen Sri Aman (Sosial)
2. Timbalan Residen Sri Aman (Pembangunan)

SENARAI AGIHAN LUARAN:-

1. Pegawai Daerah Sri Aman
2. Pegawai Daerah Lubok Antu
3. Pegawai Tadbir Sarawak, Lingga
4. Pegawai Tadbir Sarawak, Engkilili
5. Pegawai Tadbir Sarawak, Pantu



**PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA, 95000 SRI AMAN
SARAWAK**

Telefon Am : 083-323366, 323377

Faks : 083-320568, 321648

Laman web

www.sriamanro.sarawak.gov.my



Ruj. Kami : RBSA/11/3 JLD.6 (61)
Tarikh : 21 JULAI 2013

Kepada : Sila Lihat Senarai Agihan

Tuan/Puan,

PAMERAN 50 TAHUN SARAWAK MERDEKA DALAM MALAYSIA BAHAGIAN SRI AMAN

Dengan segala hormatnya merujuk perkara tersebut di atas.

- Untuk makluman pihak tuan Pameran **50 Tahun Sarawak Merdeka Dalam Malaysia Bahagian Sri Aman** akan di adakan pada **26 Ogos 2013** hingga **5 September 2013**.
- Sehubungan dengan itu, pejabat kita terlibat dalam urusetia pameran seperti yang tersebut di atas. Maka dengan itu, dilampirkan bersama adalah jadual bertugas untuk menjadi urusetia pameran.
- Mohon kerjasama daripada pihak tuan untuk **WAJIB** terlibat semasa pameran itu nanti.

Kerjasama daripada pihak tuan/puan amatlah diharapkan dan diucapkan terima kasih.

Sekian.

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


(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

Senarai Agihan :

- 1. Pegawai Daerah Sri Aman**
- 2. Pegawai Tadbir Sarawak Pejabat Daerah Kecil Lingga**
- 3. Pegawai Tadbir Sarawak Pejabat Daerah Kecil Pantu**
- 4. Pegawai Tadbir Sarawak Pejabat Daerah Kecil Engkilili**

Agihan Dalaman :

- 1. Encik Crispin Francis**
- 2. Encik Zaidi Sarkawi**
- 3. Encik Thomas Geoffrey**
- 4. Puan Noor Hayati Bt Ahmad**
- 5. Cik Latifah Bt Moksen**
- 6. Cik Madeline Subang Ak Nyipa**
- 7. Puan Dayang Lolita Bt Abg Saidi**
- 8. Puan Dayang Azizah Abg Taha**
- 9. Puan Haslina Bt Kassim**
- 10. Puan Mariam James**
- 11. En Oswald Grave Rengkang Ak Beti**
- 12. Cik Dayangku Ratna Faridawaty Bt Awg Mohammat**
- 13. Puan Salasiah Bt Mahyuddin**
- 14. Cik Tracy Melia Minon**
- 15. En Mohd Syahrulnizam Bin Jamalludin**

JADUAL BERTUGAS SEMPENA PAMERAN 50 TAHUN SARAWAK
DALAM MALAYSIA BAHAGIAN SRI AMAN

TARIKH	NAMA PETUGAS
26 OGOS 2013	CRISPIN FRANCIS (KETUA) MOHD SYAHRULNIZAM MADELINE DYGKU RATNA FARIDAWATY
27 OGOS 2013	MOHD ELLFIZAN (KETUA) SYLVIA ANN BATAI AWG IRWANDDY AWW YAMAN
28 OGOS 2013	EN AZMI BIN MORSHIDI (KETUA) MATHADIR SITI AMINAH DAYANG SITI MAHFUZAH
29 OGOS 2013	EN ZAIDI BIN SARKAWI (KETUA) PN SALASIAH MAHYUDDIN PN HASLINA KASSIM
30 OGOS 2013	PN NOOR HAYATI (KETUA) DAYANG LOLITA DAYANG AZIZAH
31 OGOS 2013	EN CRISPIN FRANCIS (KETUA) MOHD SYAHRULNIZAM MADELINE SUBANG DYGKU RATNA FARIDAWATY
1 SEPTEMBER 2013	EN HENRY (KETUA) MAS NORAIHAN HALIMAH BT JAMALI
2 SEPTEMBER 2013	EN THOMAS GEOFFREY (KETUA) MARIAM JAMES OSWALD GRAVE RENGKANG
3 SEPTEMBER 2013	EN EDWARD MICHAEL DUK (KETUA) STANLEY DAVEY ROSITA BRAOH
4 SEPTEMBER 2013	CIK LATIFAH (KETUA) TRACY MELIA MINON AWANG SAIFUL AZARI



PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA 95000 SRI AMAN
SARAWAK

Telefon : 083-323366, 323377
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Laman Web : www.sriamanro.sarawak.gov.my



Ruj. Kami : RBSA/11/3 Jld.6 ()
Tarikh : 16 Ogos 2013
Kepada : Sila Lihat Senarai Agihan.

Tuan / Puan,

PENYERTAAN KONTIGEN UNTUK MAJLIS PERHIMPUNAN SEMPENA SAMBUTAN HARI KEMERDEKAAN KE-56 TAHUN PERINGKAT NEGERI SARAWAK TAHUN 2013

Dengan hormatnya dimaklumkan bahawa, Majlis Perhimpunan Sempena Sambutan Hari Kemerdekaan Ke-56 Tahun Peringkat Negeri Sarawak akan diadakan pada Sabtu, 31 Ogos 2013 bertempat di Kompleks Sukan, Kementerian Pembangunan Sosial, Sri Aman.

2. Jesteru, semua Jabatan / Agensi / Badan Berkanun / Persatuan / Badan Bukan Kerajaan di bawah seliaan tuan / puan adalah dikehendaki untuk mengambil bahagian dengan menghantar sebuah kontigen bagi menyertai Majlis Perhimpunan di atas. Setiap Kontigen hendaklah dianggotai seramai **30-40 orang** ahli (telaki dan wanita) dan digalakkan berpakaian seragam (pakaian sukan atau pakaian seragam khas kontigen). Penyertaan yang melebihi jumlah tersebut diatas amatlah digalakkan.

3. Pihak tuan / puan adalah dikehendaki menghantar pengesahan penyertaan dengan mengisi dan mengembalikan Borang Penyertaan (Lampiran A) Sebelum atau pada 27 Ogos 2013 (Selasa) Kepada:-

Pejabat Residen Bahagian Sri Aman
Jalan Astana,
95000 Sri Aman, Sarawak
Tel : 083-323366
Faks: 083-320568
(Pegawai Seranta: Encik Zaidi Sarkawi / Puan Noor Hayati)

4. Kerjasama dan komitmen yang padu daripada pihak tuan/ puan amatlah dihargai dan diucapkan terima kasih.

Sekian, terima kasih.

"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

s.k: Setiausaha Kerajaan Negeri Sarawak.
Setiausaha Persekutuan Negeri Sarawak.

Pegawai Seranta: En. Zaidi Sarkawi
Pa. Noor Hayati Ahmad

Tel: 083-323399
Tel: 083-322701

Faks: 083-320568

		320118	
34.	PEGAWAI BELIA DAN SUKAN BAHAGIAN, PEJABAT BELIA DAN SUKAN BAHAGIAN SRI AMAN	322339	324
35.	PEGAWAI EH-WAL EKONOMI , SURUHANJAYA KOPERASI MALAYSIA, SRI AMAN	326200	325
36.	PENGURUS DAERAH POS BERHAD, SRI AMAN	322216	326
37.	KETUA PEJABAT, JPJ, CAWANGAN SRI AMAN	322321	321
38.	PEGAWAI PERPADUAN BAHAGIAN, JABATAN PERPADUAN NEGARA & INTEGRASI NASIONAL BAHAGIAN SRI AMAN	322353	323
39.	KETUA PEJABAT, IMIGRESEN, SRI AMAN	322037/ 321089	323
40.	KETUA BALAI, BOMBA DAN PENYELAMAT, SRI AMAN	322228	325
41.	PEGAWAI MEMERINTAH, BATALION 13, RAMD, KEM PAKIT, SRI AMAN	322484	320
42.	PEGAWAI MEMERINTAH, PASUKAN GERAK AM (PGA), KEM TEMUDOK SRI AMAN	322131	320
43.	KETUA PEJABAT PERANGKAAAN, JABATAN PERANGKAAAN MALAYSIA, PEJABAT OPERASI SRI AMAN	321355	322
44.	KETUA STESEN, STESEN METEOROLOGI SRI AMAN	322434 (TEL/FAKS)	
45.	PENYELIA CAWANGAN LEMBAGA PEMASARAN LADA HITAM, CAWANGAN SRI AMAN	322139	324
46.	PEGAWAI MARA DAERAH, SRI AMAN	322221	321
47.	PENGURUS, LEMBAGA URUSAN TABUNG HAJI SRI AMAN	320093	326
48.	PEN. KANAN PENGARAH TENAGA KERJA, JABATAN TENAGA KERJA, SRI AMAN	322527	323
49.	PEGAWAI KEMAS DAERAH, SRI AMAN	326268	326
50.	KETUA CAWANGAN, PEJABAT PERDANGANGAN DALAM NEGERI KEPENGGUNAAN & KOPERASI, (PDNKK) CAWANGAN SRI AMAN	323836/ 323350	323
51.	PENGURUS KAWASAN, TEKUN NASIONAL CAWANGAN, SRI AMAN	320780 (TEL/FAKS)	
52.	PEGAWAI MENGUASA, LEMBAGA SUNGAI-SUNGAI SARAWAK, BAHAGIAN SRI AMAN	324532	324
53.	PENGURUS, GIATMARA SRI AMAN	321179	320
54.	KETUA JABATAN AMANAH SAHAM NASIONAL BERHAD, SRI AMAN	321742	323
55.	PEGAWAI MENGUASA, SARAWAK FORESTRY SRI AMAN	323973	323
56.	PEGAWAI PERTAHANAN AWAM UNIT SRI AMAN, JABATAN PERTAHANAN AWAM (JPA3) DAERAH SRI AMAN	323813	324
57.	KETUA CAWANGAN, BAITULMAL CAWANGAN SRI AMAN	327571	
58.	KASTAM DAN EKSAIS DIRAJA, LUBOK ANTU	584616 (TEL/FAKS)	
59.	PEGAWAI RELA DAERAH SRI AMAN	321458	323
60.	PENGARAH CAWANGAN, JABATAN AKAUNTAN NEGARA (JAN) CAWANGAN SRI AMAN	321340	323
61.	TIMBALAN PEMUNGUT PUSAT KHIMAT HASIL, LEMBAGA HASIL DALAM NEGERI CAWANGAN SRI AMAN	322488	324
62.	PEGAWAI RISDA BAHAGIAN SRI AMAN	320181	320
63.	PENGURUS SALCRA SRI AMAN	337390/310921	337
64.	PENGURUS FELCRA BHD KAWASAN BATANG LUPAR, SRI AMAN	327525	327

Pejabat Residen Bahagian Sri Aman
Jalan Astana,
95000 Sri Aman, Sarawak
Tel : 083-323366
Faks: 083-320568

Pegawai Seranta: Encik Zaidi Sarkawi / Puan Noor Hayati)

Tuan/ Puan,

**KONTIGEN UNTUK MAJLIS PERHIMPUNAN SEMPENA
SAMBUTAN HARI KEMERDEKAAN KE-56 TAHUN
PERINGKAT NEGERI SARAWAK TAHUN 2013**

Dikacita saya mengesahkan bahawa organisasi ini akan menghantar kontigen untuk acara di atas yang akan diadakan pada 31 Ogos 2013 (Sabtu) bertempat Di Kompleks Sukan, PPS Sri Aman. Dikemukakan butir-butir di bawah untuk makluman dan tindakan sewajarnya.

Nama Dan Alamat Organisasi:

No Telefon: No. Faks:

Nama Dan Gelaran Ketua Organisasi:

A) Nama Ketua Kontigen:

B) Jawatan:

C) No Telefon Pejabat : No. Faks:

No Telefon Bimbit :

D) Email :

Bilangan Peserta Kontigen :

Tandatangan :

Nama :

Jawatan :

Cop Pejabat :

BORANG PENGESAHAN

PENYERTAAN KONTIGEN
MAJLIS PERHIMPUNAN SEMPENA
SAMBUTAN HARI KEMERDEKAAN KE-56 TAHUN
PERINGKAT NEGERI SARAWAK TAHUN 2013

Jabatan / Agensi : _____

BIL	NAMA
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(Pind. 1/86)

G.4

MEMORANDUM RASMI

KEPADA : Residen, Bahagian Sri Aman	KEPADA Setiausaha Kerajaan Negeri Sarawak. (u.p Pengarah Unit Pengurusan Sumber Manusia)
KERANA : Sila Lihat Di Bawah	SALINAN KPD
DARI KAMI :RBSA/ th :30.07.2013	RUJ. TUAN TARIKH

TAWARAN PERUNTUKAN RUMAH KEDIAMAN KERAJAAN NEGERI.

- Puan Dayang Rozyliana bt Abg Nasrol
Jawatan : Penolong Pegawai Sistem Maklumat/F29
Jabatan : Tanah dan Survei, Sri Aman

Dengan hormatnya perkara di atas adalah dirujuk. Memorandum Rasmi tuan bil. 48/F/59787 bertarikh 14.03.2013 adalah berkaitan.

2. Sehubungan ini, pihak kami ingin mengesahkan perpindahan Pan Dayang Rozyliana bt Abg Nasrol dari Rumah Sewa yang beralamat Lot 1271, Sublot 5, Sri Jaya Park, Jalan Hollis, Sri Aman ke Rumah Kerajaan Yang Beralamat Kuarters Kelas F. no.177, Jalan Johor, Sri Aman adalah di atas permohonan beliau sendiri dan bukan di atas arahan pihak Lembaga Perumahan 'A' (Negeri).

Sekian, untuk tindakan pihak tuan selanjutnya.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(THOMAS GEOFFREY KANDAWANG)
b.p Residen Bahagian Sri Aman



(Pind. 1/86)
G.4

MEMORANDUM RASMI

DIPADAKAN : Residen, Bahagian Sri Aman	KEPADA Jurutera Bahagian Sri Aman
DIPERIKSA : Sila Lihat Di Bawah	SALINAN KPD
DIPERIKSA :RBSA/2/2 Jld.1 (209) :29.07.2013	RUJ. TUAN TARIKH

PERMOHONAN UNTUK MENGADAKAN PEMERIKSAAN KESELAMATAN LITAR ELEKTRIK/SISTEM PENCEGAHAN KEBAKARAN (HOSE REEL PUMP).

-Pejabat Residen Sri Aman.

Dengan hormatnya saya merujuk kepada perkara di atas.

2. Saya ingin mengucapkan penghargaan terima kasih di atas tindakan pihak tuan pada 29.07.2013, setelah mendapati terdapat kes kebakaran kecil di Seksyen Pembangunan pejabat ini, akibat masalah komponen elektrik.

3. Sehubungan ini, saya memohon jasa baik tuan untuk membantu mengadakan pemeriksaan lanjut terhadap sistem pendawaian elektrik di pejabat kami. Ini memandangkan terdapat wayar-wayar usang termasuklah sistem pencegahan kebakaran (*Hose Reel Pump*) yang berkemungkinan tidak berfungsi akibat kurang penyelenggaraan. Besarlah harapan pihak saya sekiranya tuan dapat mempertimbangkan permohonan ini dengan sewajarnya.

Sekian, terima kasih.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman



(Pind. 1/86)
G.4

MEMORANDUM RASMI

DIPADA : Residen, Bahagian Sri Aman	KEPADA Setiausaha Kerajaan Negeri Sarawak. (u.p Pengarah, Unit Pengurusan Sumber Manusia)
DIPERKARA	SALINAN KPD
DIPERKAMI :RBSA/21/7 (41) Tarikh :01.08.2013	RUJ. TUAN TARIKH

Memohon Ruang Pejabat di 'State Complex'.

Dengan hormatnya saya merujuk kepada perkara di atas. Dikepulkan bersama adalah salinan memorandum rasmi bil PHB/SA.686.23-87 bertarikh 24.7.2013 oleh Pegawai Hutan Bahagian Sri Aman yang berketerangan sendiri.

2. Sukacita dimaklumkan bahawa Pejabat Hutan Bahagian Sri Aman, ingin mengemukakan cadangan permohonan untuk menduduki ruang pejabat di Kompleks Kerajaan Negeri bahagian Sri Aman. Ruang pejabat yang dimaksudkan adalah Pejabat Jabatan Kebajikan Bahagian Sri Aman yang bertempat di Tingkat Bawah, Bangunan Kerajaan Negeri, Jalan Abang Aing, Sri Aman. Adalah dijangkakan, Jabatan Kebajikan Bahagian Sri Aman akan berpindah.

3. Justeru, saya memohon pertimbangan dan jasa baik tuan, apalah kiranya, ruang pejabat tersebut diperuntukkan bagi Pejabat Hutan Bahagian Sri Aman. Pada masa ini, pejabat tersebut beroperasi di ruang pejabat yang disewa di premis perniagaan serta tidak sesuai dari segi keselamatan pejabat.

Maklumbalas pihak tuan berhubung perkara yang dirujuk amatlah saya hargai. Sekian, untuk pertimbangan pihak tuan selanjutnya.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman

Salinan kepada :Pengarah Hutan Sarawak.
Pegawai Hutan Bahagian, Sri Aman.
Penolong Pengarah Bahagian Jabatan Kebajikan Masyarakat Bahagian Sri Aman.



(Pind. 1/86)
G.4

MEMORANDUM RASMI

RIKIPADA	:Residen, Bahagian Sri Aman	KEPADA	Pegawai Daerah Sri Aman
KARAKARA	:Sila Lihat Di Bawah	SALINAN KPD	Penguasa Tanah dan Survei, Bahagian Sri Aman
KAMIKAMI	:RBSA/13/1-5 (61)	RUJ. TUAN	PDSA/3-1/12/1 (8)
kh	:6.08.2013	TARIKH	15.07.2013

PERMORHONAN TANAH UNTUK TAPAK MEMBUAT RUMAH PANJANG DI BATU BESAI HULU, TENGAH DAN HILIR, SRI AMAN.

Dengan hormatnya, perkara tersebut di atas adalah dirujuk. Sukacita saya merujuk kepada memorandum rasmi kami bil. RBSA/13/1-5 (60) bertarikh 24 Julai 2013.

2. Sehubungan ini, saya menasihati pihak tuan agar mengadakan 'Field Investigation' terhadap kes yang dirujuk. Ini memendangkan pihak Jabatan Tanah dan Survei Sri Aman memerlukan maklumat lengkap untuk proses peng wartaan terhadap tanah yang dipohon (Commural Reserved) sekiranya diluluskan. Berikut merupakan justifikasi yang diperlukan:-

- (a) Sebab pihak pemohon ingin berpindah.
- (b) Status tanah yang dipohon:- NCR/ Commural/ Individu dan sebagainya.
- (c) Persetujuan bertulis daripada penduduk-penduduk berhampiran.
- (d) Siapakah yang akan berhak terhadap pemilikan tanah tersebut sekiranya kelulusan telah diberikan.
- (e) Kenyataan rasmi oleh para Tuai Rumah yang memohon:- sejarah penempatan atau faktor-faktor yang boleh menyokong permohonan tersebut.
- (f) Adakah tanah tersebut bebas daripada pertikaian di makhamah.
- (g) Lain-lain perkara yang boleh menyokong kelulusan tersebut.

Justeru, saya memohon kerjasama daripada pihak tuan berhubung perkara di atas. Sekian, terima kasih.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(JOHNATHAN LUGOH)
Residen Bahagian Sri Aman



PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA
95000 SRI AMAN
SARAWAK



Ruj. Kami : RBSA/2/4 (13)
Tarikh : 25.07.2013

Kepada : Sila Rujuk Senarai Agihan

Tuan/Puan,

PROFAIL GUNA TENAGA KERJA BAHAGIAN SRI AMAN

Dengan segala hormatnya kami merujuk kepada perkara di atas.

2. Untuk makluman tuan/puan, pihak kami sedang mengemaskini data dan profil Jabatan Negeri dan Persekutuan serta Badan Berkanun untuk Bahagian Sri Aman bagi tahun 2013. Sukacita pihak kami memohon jasa baik tuan/puan untuk mengemukakan maklumbalas dengan mengisi Borang di Lampiran A seperti yang dikepulkan, sebelum atau pada 01.08.2013 (Khamis).

Segala kerjasama pihak tuan/puan berhubung dengan perkara yang dirujuk amatlah kami hargai. Sekian, terima kasih.

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

(THOMAS GEOFFREY)

Pegawai Residen bahagian Sri Aman

SILA FAKS : 083-320568

Kepada : Residen Bahagian Sri Aman
(u.p En. Thomas Geoffrey)

Tel : 083-323377

BORANG PROFAIL GUNA TENAGA KERJA AGENSI KERAJAAN BAHAGIAN SRI AMAN

Tandakan yang berkenaan (✓)

Jenis Agensi: Negeri Persekutuan Lain-lain

Sila nyatakan _____

Nyatakan Nama Agensi: _____

Nyatakan bilangan staff di Pejabat Cawangan Bahagian Sri Aman/ Daerah/Daerah Kecil :-

	Jumlah
Bahagian Sri Aman	<input type="text"/>
Bahagian Lubok Antu	<input type="text"/>
Cawangan Daerah Kecil:	
Daerah Kecil Lingga	<input type="text"/>
Daerah Kecil Engkilili	<input type="text"/>
Daerah Kecil Pantu	<input type="text"/>

Nota:-

1. Cawangan (Bahagian/Daerah): Merujuk kepada Pejabat di peringkat Bahagian Sri Aman iaitu terletak di daerah Sri Aman atau Lubok Antu.
2. Cawangan Kecil (Daerah kecil): Sila nyatakan jumlah staff sekiranya pihak tuan memiliki stesen atau cawangan-cawangan di peringkat daerah kecil.
3. Jumlah Staff: Merujuk kepada jumlah pekerja awam yang bekerja secara Tetap/Sementara/JBC/CBG dan lain-lain.

Disahkan oleh : _____
()

Jawatan : _____

Agensi : _____

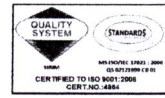
Tarikh : _____

Cop Jabatan : _____

Senarai Agihan:

Jabatan /Agensi	No Telefon (083)	No Faks (083)
PEGAWAI DAERAH, SRI AMAN	322012	321703
PEGAWAI DAERAH, LUBOK ANTU	584108	584141
PEGAWAI TADBIR, PEJABAT DAERAH KECIL LINGGA	570241	570380
PEGAWAI TADBIR, PEJABAT DAERAH KECIL ENKILILI	563001	563079
PEGAWAI TADBIR, PEJABAT DAERAH KECIL PANTU	310317	308636
PENGUASA JABATAN TANAH DAN SURVEI, BAHAGIAN SRI AMAN	322186	320430
JURUTERA BAHAGIAN, JKR BAHAGIAN SRI AMAN	322181	320031
JURUTERA BAHAGIAN, JABATAN PENGAIRAN DAN SALIRAN, BAHAGIAN SRI AMAN	322170	322361
PEGAWAI PERTANIAN BAHAGIAN ,SRI AMAN	322120	323158
AKAUNTAN PERBENDAHARAAN NEGERI, SRI AMAN	322057	321424
PEGAWAI AGAMA ISLAM, BAHAGIAN SRI AMAN	322318	326503
HAKIM SYARIE, MAHKAMAH SYARIAH SRI AMAN	323370	323579
PEGAWAI PELAJARAN DAERAH, SRI AMAN	322041	322445
PEGAWAI PELAJARAN DAERAH, LUBOK ANTU	584161	584635
PEGAWAI PENERANGAN, JABATAN PENERANGAN BAHAGIAN SRI AMAN / BETONG	321352	322053
SETIAUSAHA, MAJLIS DAERAH SRI AMAN	322072	320829
SETIAUSAHA, MAJLIS DAERAH LUBOK ANTU	563015	563144
PENGARAH HOSPITAL, HOSPITAL BAHAGIAN SRI AMAN	322151	323063
PEGAWAI PERGIGIAN BAHAGIAN, PEJABAT PEGIGIAN BAHAGIAN SRI AMAN	322115	326610
PEGAWAI KESIHATAN BAHAGIAN, PEJABAT KESIHATAN BAHAGIAN SRI AMAN	322176	323220
PEGAWAI HAL EHWAL KHAS, JASA, BAHAGIAN SRI AMAN	327099	327099
PENGARAH PENJARA PUSAT, SRI AMAN	322161	325495
PEN. PENGARAH BAHAGIAN, JABATAN KEBAJIKAN MASYARAKAT BAHAGIAN SRI AMAN	321730	325508
PENGETUA RUMAH KANAK-KANAK AJIBAH ABOL, SRI AMAN	323602	324042
PENGURUS JABATAN PENYIARAN, RTM SRI AMAN	321121	320622
KETUA POLIS DAERAH SRI AMAN	322121	326544
KETUA POLIS DAERAH LUBOK ANTU	584102	563563
PENOLONG PEGAWAI PENDAFTARAN BAHAGIAN, JABATAN PENDAFTARAN BAHAGIAN SRI AMAN	325095	322094
MAJISTRET JABATAN KEHAKIMAN, MAHKAMAH MAJISTRET, SRI AMAN	322073	323793
PENGURUS DEWAN SUARAH, SRI AMAN	320228	320260
PEGAWAI PENGUASA, KPSU SRI AMAN	320776	321178
PEGAWAI BELIA DAN SUKAN BAHAGIAN, PEJABAT BELIA DAN SUKAN BAHAGIAN SRI AMAN	322339	324045
PEGAWAI EHWAL EKONOMI , SURUHANJAYA KOPERASI MALAYSIA, SRI AMAN	326200	325767
KETUA PEJABAT, JPJ, CAWANGAN SRI AMAN	322321	321286
PEGAWAI PERPADUAN BAHAGIAN, JABATAN PERPADUAN NEGARA DAN INTEGRASI NASIONAL BAHAGIAN SRI AMAN	322353	323154
KETUA PEJABAT, IMIGRESEN, SRI AMAN	322037	323606

KETUA BALAI, BOMBA DAN PENYELAMAT, SRI AMAN	322228	325494
PEGAWAI MEMERINTAH, BATALION 13, RAMD, KEM PAKIT, SRI AMAN	322484	320867
PEGAWAI MEMERINTAH, PASUKAN GERAK AM (PGA), KEM TEMUDOK SRI AMAN	322131	320521
KETUA PEJABAT OPERASI, JABATAN PERANGKAAAN, SRI AMAN	321355	323201
KETUA STESEN, STESEN METEOROLOGI SRI AMAN	322434	322434
PENYELIA CAWANGAN LEMBAGA PEMASARAN LADA HITAM, CAWANGAN SRI AMAN	322139	324069
PEGAWAI MARA DAERAH, SRI AMAN	322221	321918
PENGURUS, LEMBAGA URUSAN TABUNG HAJI SRI AMAN	320039	326551
PENOLONG KANAN PENGARAH TENAGA KERJA, JABATAN TENAGA KERJA, SRI AMAN	322527	322194
PEGAWAI KEMAS DAERAH, SRI AMAN	326268	326277
KETUA CAWANGAN, PEJABAT PERDANGANGAN DALAM NEGERI KEPENGGUNAAN & KOPERASI, CAWANGAN SRI AMAN	323836	323150
PENGURUS KAWASAN, TEKUN NASIONAL CAWANGAN, SRI AMAN	320780	320780
PEGAWAI MENGUASA, LEMBAGA SUNGAI-SUNGAI SARAWAK, BAHAGIAN SRI AMAN	324532	324058
PENGURUS, GIATMARA SRI AMAN	321179	325889
PENGURUS, GIATMARA SRI AMAN		
PENGARAH CAWANGAN, JAN CAWANGAN SRI AMAN	321340	323151
KETUA JABATAN AMANAH SAHAM NASIONAL BERHAD, SRI AMAN	321742	323233
PEGAWAI MENGUASA, SARAWAK FORESTRY SRI AMAN	323973	323268
PEGAWAI PERTAHANAN AWAM UNIT SRI AMAN, JABATAN PERTAHANAN AWAM (JPA3) DAERAH SRI AMAN	323813	324494
KETUA CAWANGAN, BAITULMAL CAWANGAN SRI AMAN	327571	327571
KASTAM DAN EKSAIS DIRAJA, LUBOK ANTU	-	-
PEGAWAI RELA DAERAH SRI AMAN	321458	323428
PENGURUS PERKESO BAHAGIAN SRI AMAN	322660	325686
PENOLONG PENGARAH, LEMBAGA HASIL DALAM NEGERI, PUSAT KHIDMAT HASIL, SRI AMAN	322488	322489
KETUA PERKHIDMATAN KWSP, SRI AMAN	327357	325188
PENGURUS, SESCO EMPANGAN BATANG AI, SRI AMAN	584166	584166
PENGURUS FELCRA BATANG LUPAR SRI AMAN	327525	327690
PENGURUS FELCRA LINGGA	323280	323279
RISDA, SRI AMAN	320181	320178
PENGURUS KAWASAN PEJABAT SALCRA WILAYAH SRI AMAN	310921	337599



(Pind. 1/86)
G 4

MEMORANDUM RASMI

DIRIPADA : Residen, Bahagian Sri Aman	KEPADA Setiausaha Kerajaan Negeri Sarawak. (u.p Pengarah Unit Pengurusan Sumber Manusia)
PERKARA	SALINAN KPD
NO. KAMI :RBSA/10/2 Jld.2(48) TARIKH :22.07.2013	RUJ. TUAN TARIKH

'COMPETENCY PROFILING' UNTUK PEJABAT RESIDEN BAHAGIAN DAN PEJABAT PEGAWAI DAERAH.

Dengan hormatnya perkara di atas adalah dirujuk. Memorandum Rasmi tuan bil. 15/EO/3649 bertarikh 17.07.2013 adalah berkaitan.

2. Sehubungan ini disertakan bersama Borang-Borang *Competency Profiles* yang telah dilengkapkan bagi penama-penama berikut.

Bil	Nama	Pegawai Tadbir/Gred N.41	Pejabat
1	Mohd. Irwan Manggoi Abdullah	Pegawai Tadbir (Perancangan & Pembangunan)	Pejabat Residen Sri Aman
2	Zaidi bin Sarkawi	Pegawai Tadbir (Sosial)	Pejabat Residen Sri Aman
3	Thomas Geoffrey Kandawang	Pegawai Tadbir (Pentadbiran)	Pejabat Residen Sri Aman
4	Crispin Francis @ Gasan	Pegawai Tadbir (Perancangan & Pentadbiran)	Pejabat Residen Sri Aman
5	Sayed Kadir bin Wahab	Pegawai Tadbir (Pentadbiran & Pembangunan)	Pejabat Daerah Sri Aman
6	Langgong ak Wasam	Pegawai Tadbir (Pentadbiran & Pembangunan)	Pejabat Daerah Lubok Antu
7	Barayan bin Lenya	Pegawai Tadbir (Pentadbiran)	Pejabat Daerah Kecil Engkilili

Sekian, untuk tindakan pihak tuan selanjutnya.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(THOMAS GEOFFREY KANDAWANG)
b.p Residen Bahagian Sri Aman

BORANG ANALISA KEPERLUAN LATIHAN

A: BUTIRAN PEGAWAI (Diisi oleh Pegawai)

Nama Pegawai : _____
 Jawatan & Gred : Pegawai Tadbir / Gred N.41 (P)
 Jabatan : Pejabat Residen Sri Aman

B. PENILAIAN KOMPETENSI (Diisi bersama oleh Pegawai dan Penyelia)

Bil.	Kompetensi	Tahap Kompetensi Diperlukan	Tahap Kompetensi Pegawai	Jurang Kompetensi	Peratusan Kompetensi (%)
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2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
%Jumlah Kompetensi ()		Purata Peratusan Kompetensi ()			

C. KEPERLUAN LATIHAN (Diisi bersama oleh Pegawai dan Penyelia)

Keutamaan	Program Latihan Diperlukan
1.	
2.	
3.	
4.	
5.	

T/Tangan Pegawai : _____	T/Tangan Penyelia : _____	T/Tangan K/Jabatan : _____
Nama Pegawai : _____	Nama Penyelia : _____	Nama K/Jabatan : Felicia Tan Ya Hua
Tarikh : _____	Tarikh : _____	Tarikh : _____



(Pind. 1/86)
G.4

MEMORANDUM RASMI

KEPADA : Residen, Bahagian Sri Aman	KEPADA Setiausaha Kerajaan Negeri Sarawak. (u.p Pengarah UPAK)
KARAKTER : Sila Lihat Di bawah	SALINAN KPD 1. Residen Bahagian Sri Aman 2. Timbalan Residen Sosial
KAMU :RBSA/11/3 Jld.6 (56) h :19.08.2013	RUJ. TUAN JKM/UPAK/600-2/4/4/JLD.1 (74) TARIKH 15.08.2013

URUS SETIA KUIZ BERSEMPENA SAMBUTAN PERAYAAN 50 TAHUN SARAWAK MERDEKA DALAM MALAYSIA.

Dengan hormatnya saya merujuk perkara di atas.

2. Berikut adalah senarai urus setia bagi memudahkan koordinasi hadiah kepada para pemenang kuiz bersempena dengan Sambutan Perayaan 50 Tahun Sarawak Merdeka Dalam Malaysia:-

Bil	Nama Urus Setia	Jawatan	Jabatan	Telefon
1	En. Zaidi Sarkawi	Pegawai Tadbir N.41	Pejabat Residen Sri Aman	083-323399
2	Pn. Noor Hayati bte Ahmad	Penolong Pegawai Tadbir N.27	Pejabat Residen Sri Aman	083-322701
3	Pn. Haslina Kassim	Pembantu Tadbir N.17	Pejabat Residen Sri Aman	083-323071
4	Pn Salasiah bte Mahiyudin	LPKS	Pejabat Residen Sri Aman	083-323071

3. Sekian untuk makluman pihak tuan selanjutnya.

“BERSATU BERUSAHA BERBAKTI”
“AN HONOUR TO SERVE”

(THOMAS GEOFFREY KANDAWANG)
b.p Residen Bahagian Sri Aman



PEJABAT RESIDEN BAHAGIAN SRI AMAN
JALAN ASTANA
95000 SRI AMAN
SARAWAK



RBSA/10/1-6JLD.1

30.08.2013

Kepada : Kepada sesiapa yang Berkenaan

SURAT PERAKUAN SERTA SOKONGAN BAGI MOHD SYAHRULNIZAM BIN JAMALLUDIN

Perkara diatas adalah dirujuk

Mohd Syahrulnizam, merupakan seorang pelajar Latihan Industri di Pejabat Residen Bahagian Sri Aman, telah melaporkan diri pada 22 Julai 2013. Beliau telah menamatkan Program Latihan Industri pada 30 Ogos 2013 di Pejabat Residen Sri Aman, dan saya dapati bahawa beliau dapat menyesuaikan diri dengan persekitaran kerja yang dikira agak baru bagi beliau.

Secara keseluruhannya, sepanjang menjalani Latihan Industri di Pejabat ini, saya dapati beliau telah menunjukkan minat dan iltizam dan mampu mempelajari tugas dan tanggungjawab yang diberikan. Beliau dapat melaksanakan tugas yang diamanahkan serta berdisiplin, menepati masa, inovatif dan tidak mudah mengalah dalam menyiapkan setiap tugasan.

Melihat kepada aspek pergaulan sosial, beliau dapat menyesuaikan diri dengan semua pegawai dan kakitangan Pejabat Residen Bahagian Sri Aman dan dapat bekerjasama secara berpasukan dalam semua tugasan dan beliau tidak menghadapi masalah untuk menyesuaikan diri dan mesra pelanggan.

Berdasarkan prestasi yang memberangsangkan, pihak kami percaya sekiranya beliau diberi peluang untuk menjawat mana-mana jawatan di organisasi tuan / puan, maka pasti beliau dapat memberi perkhidmatan yang cemerlang dan menjadi aset penting. Sehubungan ini, pihak kami memberi sokongan penuh bagi Mohd Syahrulnizam untuk memohon pekerjaan yang dipohon oleh beliau.

Sekian, terima kasih.

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

JONATHAN LUGOH)
Residen Bahagian Sri Aman