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Practical Training Report:

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CHAPTER 1

1.0 INTRODUCTION

Sri Aman was a market town and port, and the capital of Sri Aman District and Sri Aman Division in Sarawak, east Malaysia. It's also called Bandar Sri Aman and was formerly known as Simanggang. The name had been change from Simanggang to Sri Aman. The name of Sri Aman "town of Peace" in the Malay language. It was located on the Lupar River; it was 193 kilometer, a three-hour drive from Kuching, and also the capital of Sarawak. It was means trade center for the timber, oil palm, rubber and pepper of its mostly agricultural district.

Sri Aman was a famous for the Benak or tidal bore of the Batang Lupar River. Tidal bore comes in from the river mouth and filled up the river very rapidly in the course of about ten minutes. The wave crest at Sri Aman was up two to three meters high. This was one approximately 400 rivers and estuaries in the world where this phenomenon happened. There were time table at the river which had the time and dates for when the tidal bore will occur, but the really big ones occurred only couple of times a year. On this year, tidal bore will happened again in the month of October. Sri Aman also a gateway for tourists to the Batang Ai National Park, and Cultural tours to the Iban longhouses along the river.

CHAPTER 2

2.0 INTRODUCTION

This chapter will described about the summary and report of daily and weekly task that assigned by the Host Supervisor to me. The summary of the task were extracted from the log book during the practical training.

2.1 LOG BOOK SUMMARIZATION

2.1.1 FIRST WEEK (22nd July – 26th July 2013)

On the first day during my practical training, I had asked one of the staff that was madam Jacqueline which was admin assistant about the room of Mr. Tommy before I report to him. After Mr. Tommy came to the office, I mate and reported to him. He introduced me with the staffs in the admin department and asked them to help me if there were anything that I can't do. One of the staff known as Miss Caroline introduced me with the other staff from the different department. In the morning, I am punching the hole of the A4 paper which contained the slide showed of the presentation that had been printed by them. After completed my worked, there were no work that I needed to do. In the evening after the lunch hour, Mr. Tommy asked me to type the form of the balance scorecard.

On the second day, I continued with typing the formed of balance scorecard which I needed to fill in from what the information that put in the form. This meant I needed to retype and made it completed in the form. The form had been finish today and sent it to

CHAPTER 3

3.0 INTRODUCTION

In this chapter, I will discuss about the analysis of the client charter and the study.

3.1 CLIENT CHARTER

Provide professional services and advice on the formulation and implementation of policies and regulations pertaining to human resource management. In the Sri Aman District Council, their client charter is how they implement of the policies and regulations in which show how they do their work to make it more effective and efficient especially when they deal with the customer or the councilor. Each of department has their own client charter.

3.1.1 Administration Department

In the administration department, they provided the workplace with a clean and comfortable environment. This was to make sure that their employees comfortable in doing their work. For the letters, it will be process within a week. To process and proposed the works that had interconnected with everything that concerning of the position for the staff in the council followed the rate that had been definitely made by the laws, rules and regulations, and the other parties. The staff also need to polite when answering the calls, provided the service with efficient, fast and friendly to the customer that came to the office.

3.1.2 Treasury Department

Under the treasury department, they were managing the accountancy through the providing of monthly abstract, Statement of Bank, delivery of monthly account, prepared yearly account, management of saving investment of council, prepared the form of used and unused revenue. They will implement the matter of administration such as going to meeting and the management of letters.